



Talkdesk Guardian

Gain visibility and control of your contact center.

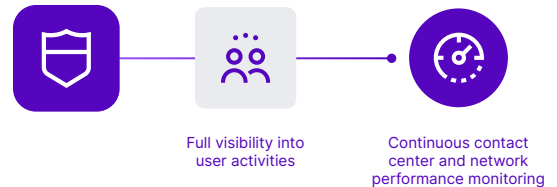
User	Device	Login	Logout	IP address	SSO
Maria Vincent	Edge 82.1 Windows 7	Today, 10:32 PM	-	124.192.219.44	-
Bengamin Wilson	Chrome 83 Windows 7	Yesterday, 11:21 AM	Yesterday, 11:21 AM	56.242.158.248	Google
Gwendolyn Satterfield	Edge 82.1 Windows 10	Sep 15, 01:00 PM	-	89.148.102.191	Philobase
Lance Harper	Safari 11.1 Mac OS 10.14.5	Sep 15, 10:00 AM	-	5.226.126.74	Google
Andy Holmes	Safari 11.1 OS 10.14.5	Sep 15, 04:20 AM	-	8.222.356.206	Google
Carlin Wilkinson	Chrome 72 Windows 10	Sep 2, 9:02 AM	Sep 2, 6:05 PM	89.148.102.191	Philobase
George Sappal	Chrome 72 Mac OS 10.14.5	Sep 15, 03:42 AM	Sep 15, 03:42 AM	255.63.13.247	Microsoft
Joe Jackson	Chrome 83 Windows 7	Sep 15, 02:22 AM	Sep 15, 04:30 PM	56.242.158.248	Google
Edward Morris	Edge 82.1 Windows 7	Sep 14, 01:12 AM	Sep 15, 01:12 AM	124.192.219.44	Force

Take control of your remote and hybrid contact center with an AI-driven compliance solution that helps mitigate the risks of a distributed workforce, including insider threats, noncompliance, negligence, and unpredictable work from home (WFH) infrastructure. Always have a birds-eye view of who is logged in, the quality of their connection, and a full history of agent activity.

Main capabilities

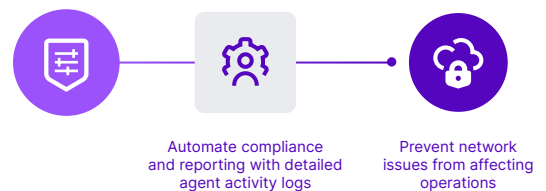
Uncover operational inefficiencies and potential compliance issues you didn't know you had.

- Oversee WFH agents with confidence.
- Know who is logged in and the quality of their connections.
- Take back control from agents gaming the system.



Ensure your remote workforce is not a drag on system performance and complies with business processes and regulations.

- Protect your contact center by ensuring agents follow policies and procedures.
- Intelligently route calls to agents with the strongest network connections.
- Uncover the strengths and areas of improvement needed across your distributed workforce.



Key features



Seamless Studio integration

Integrate with Talkdesk Studio™ and IVR systems and reroute calls if WFH agents have connectivity or equipment problems.



Agent profiles

Build detailed agent profiles in real-time to better understand the strengths and areas of improvement needed across your distributed workforce.



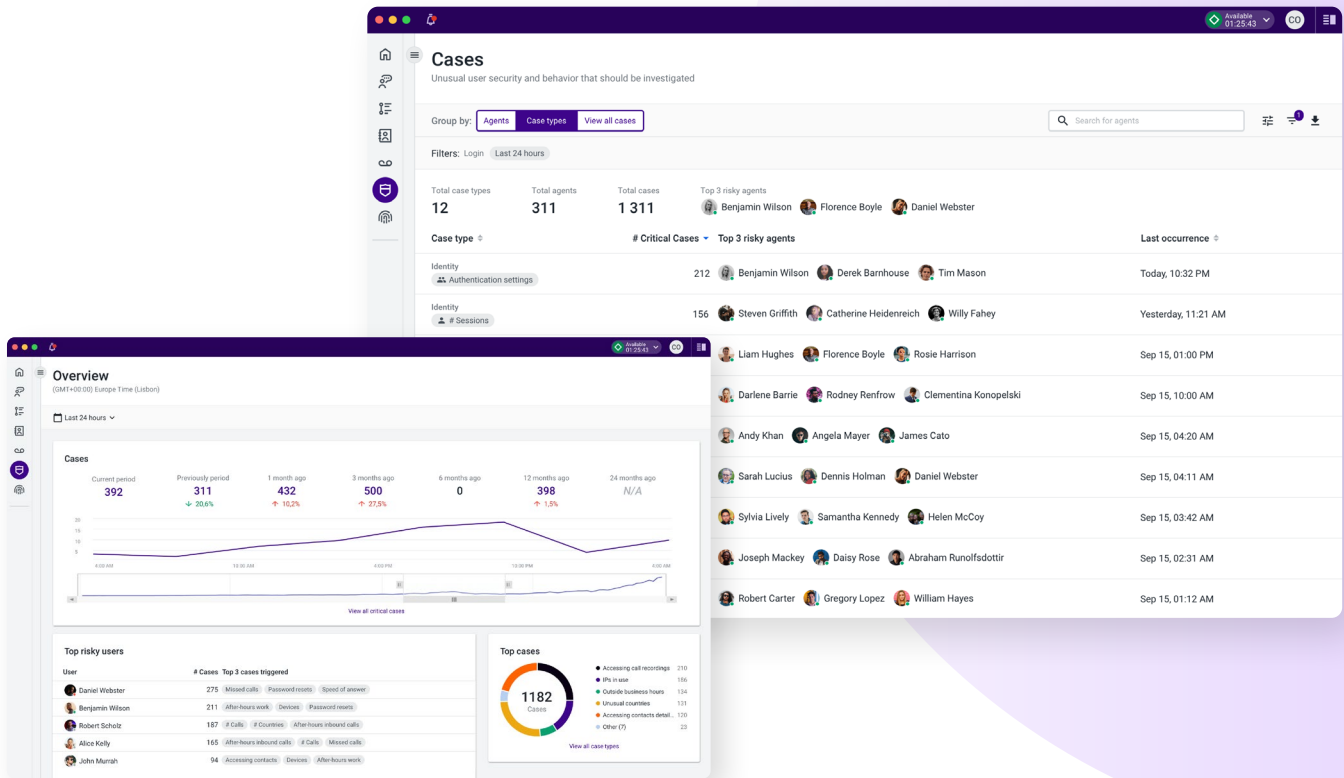
Live sessions log

Uncover anomalous behavior and potential vulnerabilities based on who is logged into your contact center and the security of their connection.



Reporting

Automated reports delivered right to your inbox to monitor and address agent compliance and uncover inefficiencies.



About Talkdesk

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers' most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

talkdesk®
Experience. A better way.

[Talkdesk Guardian](#)

