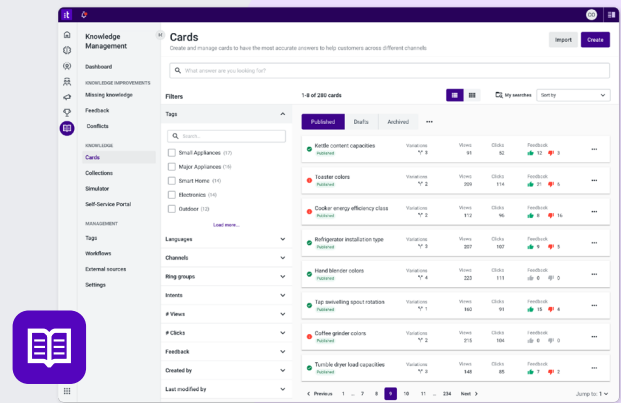# :talkdesk®

Talkdesk Knowledge Management

Get answers, not articles.

Talkdesk Knowledge Management™ empowers agents with an internet-like searching system that enables them to find answers to customers' questions quickly and easily. Agents no longer have to weed through lengthy knowledge base articles and instead get easy-to-consume answers to customer issues.

Enable contact center staff to author answers for customer queries.

Talkdesk Knowledge Management gives customer service experts the autonomy to create answers to customer questions, bringing frontline experience to your knowledge base. Answer cards give agents more customer-centric advice and better answers - tailored to suit customer intents, communication channels, and ring groups.

Give busy agents a faster way to find answers.

Talkdesk Knowledge Management uses AI-powered semantic search techniques to deliver results with greater precision and speed, getting complete answers to customer issues with a single search query. It uses natural language AI techniques to deliver contextual knowledge to agents through Talkdesk Agent Assist™, allowing them to solve customer issues correctly and quickly.

Create a unified knowledge environment.

Efficiently manage information scattered across different locations by connecting multiple third-party platforms to Talkdesk Knowledge Management. You can conveniently connect applications like Salesforce, Confluence, and Zendesk or use shortcuts to create answer cards from collaboration tools like Slack, allowing them to solve customer issues correctly and quickly.

Get insights on your knowledge base performance.

Talkdesk Knowledge Management simplifies how knowledge curators and authors discover and eliminate knowledge gaps. The dashboards monitor the ratings and engagement of articles and answer cards to help authors understand how they can improve the knowledge base.

Features

Access levels & permissions

Answer cards

Cards shortcuts

Dashboards

Knowledge base connectors

Talkdesk product integration

Upload FAQs