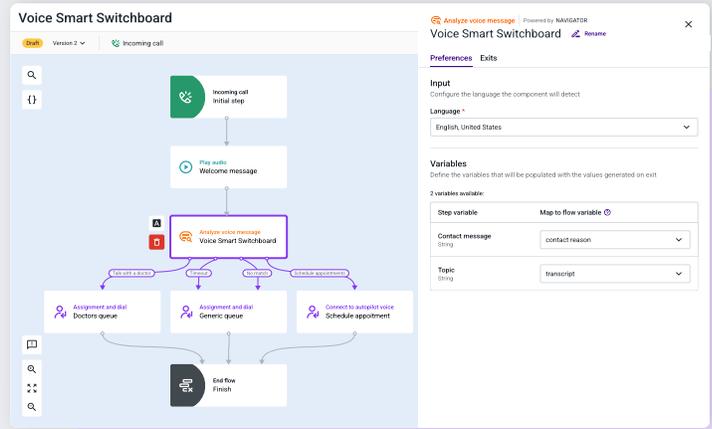# :talkdesk®

Talkdesk Navigator

Seamless, AI-powered customer journeys.

Talkdesk Navigator harnesses generative AI to allow customers to express themselves in their own voice without being forced into complex, rigid, and frustrating IVR menus. With no training, it is able to make content-based decisions from incoming voice calls and digital messages to automatically create the ideal customer experience for every customer.
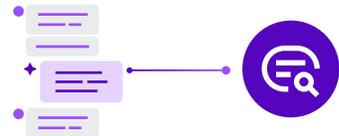
Main capabilities

Generative-AI powered triage.
Ensure the ideal customer journey for every customer, every time. Large language models make content-based decisions to create hyper-personalized experiences driven by real-time understanding.
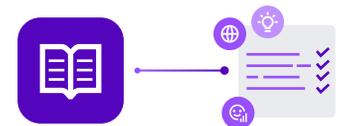

Natural conversation.
Let customers express themselves in their own words. With no training, Talkdesk Navigator is able to converse naturally with the customer, understand their request, and execute the ideal customer experience.

Knowledge Management.
Automatically query Talkdesk Knowledge Management to answer customer questions and discover interaction topics.

Unprecedented efficiency.
Empower administrators with seamless AI conversations. Eliminate the tedious setup and iterations required to build natural, efficient customer experiences.

Key features and other Talkdesk AI applications.

Talkdesk Studio

Orchestrate your customer journey with clicks, not code.

Talkdesk Autopilot

Automate voice and digital chat conversations with a generative AI-powered virtual agent.

Talkdesk Copilot

Empower agents with a generative AI-powered personal assistant that listens, learns, and assists in every interaction.

Talkdesk Knowledge Management

Get answers not articles. A knowledge management system made for easy searching.

Smart switchboard

Automatically detect interaction topics from incoming calls and follow the appropriate Studio flow.

Live agent escalation

Identify complex issues and seamlessly handoff customer interactions to a human agent.

Mood insights

Analyze complex human emotions such as gratitude, annoyance, and relief across an interaction, and when emotions change, find out why.

Dashboard

Visualize customer intents, topic discovery, and escalation rate to live agents.

"When we say 'effortless,' it means for the caller, but also the agent. Talkdesk's self-serve options improve the user experience as well as the customer experience."

— **RITA MICHAUD**, DIRECTOR, CX ENTERPRISE PROJECT MANAGEMENT, SERTA SIMMONS BEDDING, LLC

About Talkdesk

Talkdesk® is on a mission to rid the world of bad customer experience. With our cloud-native, generative AI-powered CX platform, purpose-built industry solutions, and extensible AI offerings, we empower enterprises in the cloud and on premises to deliver exceptional customer experiences that make them more competitive, grow revenue, reduce costs, and provide operational efficiencies. Learn more and take a self-guided demo at www.talkdesk.com.

:talkdesk®

Experience. A better way.

Talkdesk Navigator™