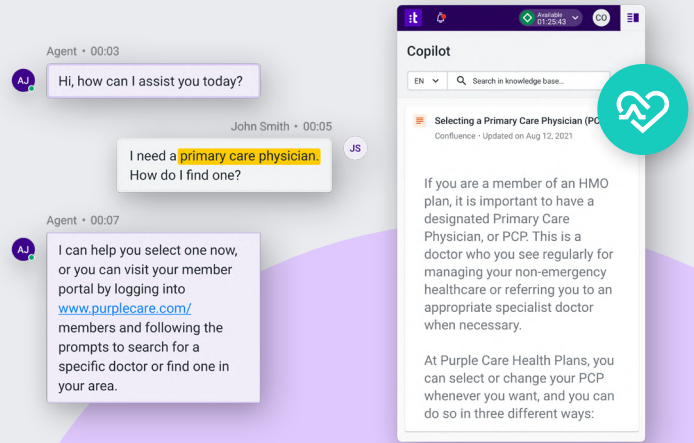




Talkdesk Payer Smart Service

Deliver connected and convenient experiences by empowering staff and applying intelligent automation to the member journey.

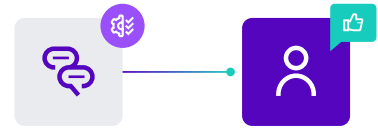


Talkdesk Payer Smart Service provides AI and intuitive tools that elevate member experiences, equip staff with the right information in the moments that matter, and automate key interactions and processes.

Main capabilities

Create a personal and frictionless experience for members.

Resolve member inquiries through self-service flows and conversational chatbots. Using real-time intent detection, bots proactively identify when to pass members to a live agent for hands-on help.



Empower staff with intelligent assistance.

Surface vital context and member information on a modern configurable interface. Enhance staff knowledge and responsiveness with no-code, pre-trained AI that automates manual work so employees stay focused on tasks that need higher levels of judgment and empathy.



Reach members on their channel of choice.

Communicate with members through voice and digital channels, including SMS, email, and live chat. Out-of-the-box integrations to core health systems unify data to create more connected and convenient experiences.



Manage your contact center at scale.

Leverage AI-infused tools to support everything from managing staff levels to uncovering trends in member sentiment across interactions.



Key features



Autopilot for Healthcare™

Autonomously resolve member questions on voice and digital channels.



Copilot™

Automated assistance for agents, including configurable suggestions, contextual data, and conversation transcriptions.



Interaction Analytics™

Speech and text analytics to surface insights about member conversations across channels.



AI Trainer™

No-code AI model training tool for better automation using human-in-the-loop technology.



Agent Workspace™

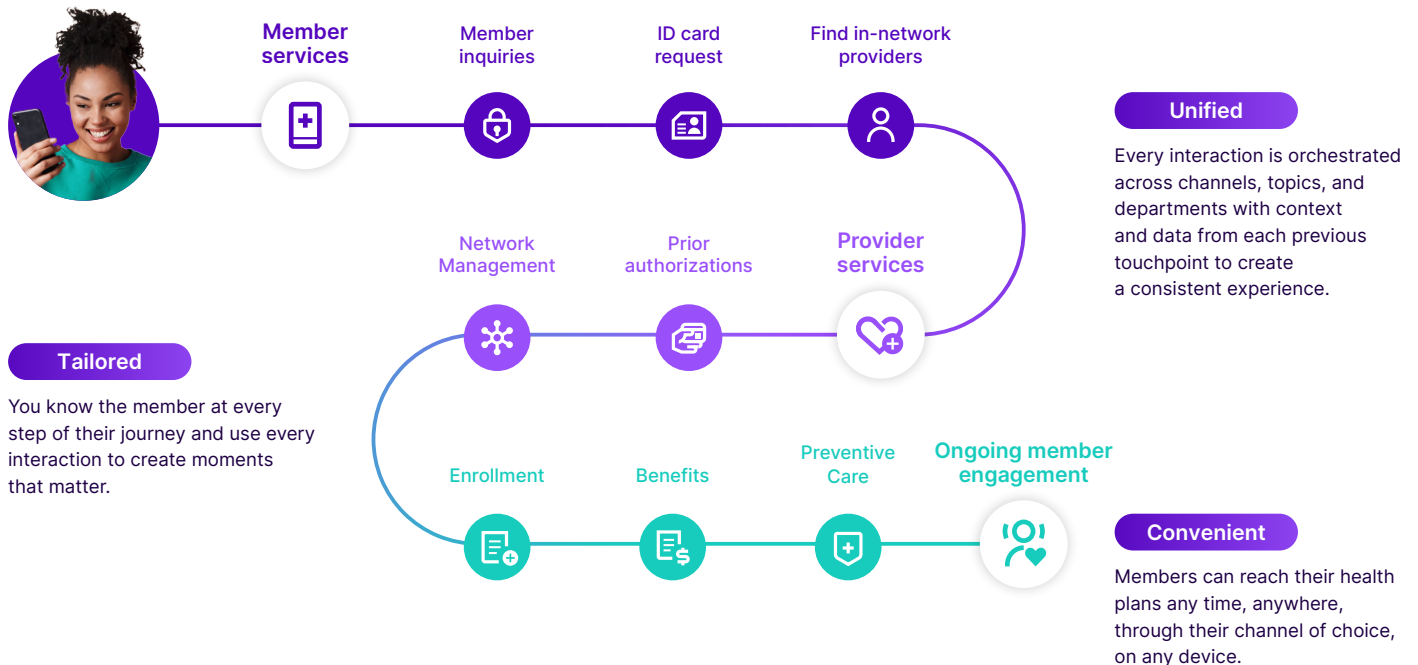
Configurable interface to surface context for members or providers with seamless integration to the CRM.



Workforce Engagement Management™

Seamlessly integrated user experience for training, managing, and coaching staff.

Make every member interaction:



About Talkdesk

Talkdesk® is a global AI-powered cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line.

[Learn more](#) and take a [self-guided demo](#) at www.talkdesk.com.

talkdesk®

Experience. A better way.

Talkdesk Payer
Smart Service

