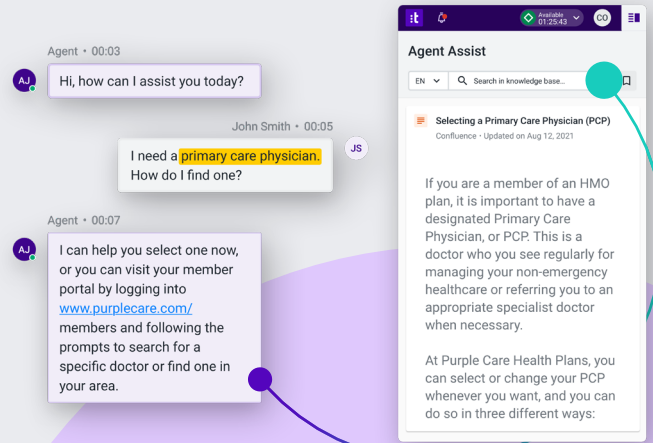




Talkdesk Payer Smart Service

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

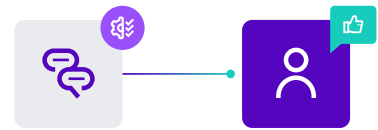


Talkdesk Payer Smart Service provides AI and intuitive tools that elevate member experiences, equip staff with the right information in the moments that matter, and automate key interactions and processes.

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.



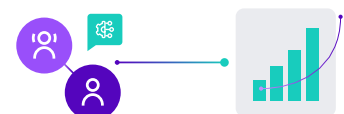
Reach members on their channel of choice.

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



Virtual Agent™

Automated voice and digital self-service experiences.



Agent Assist™

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:



Member services



Member inquiries



ID card request



Find in-network providers



Network Management



Prior authorizations



Provider services



Enrollment



Benefits



Preventive Care



Ongoing member engagement



Unified

Every interaction is orchestrated across channels, topics, and departments with context and data from each previous touchpoint to create a consistent experience.

Tailored

You know the member at every step of their journey and use every interaction to create moments that matter.

Convenient

Members can reach their health plans any time, anywhere, through their channel of choice, on any device.

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 Payer Smart Service](#)

