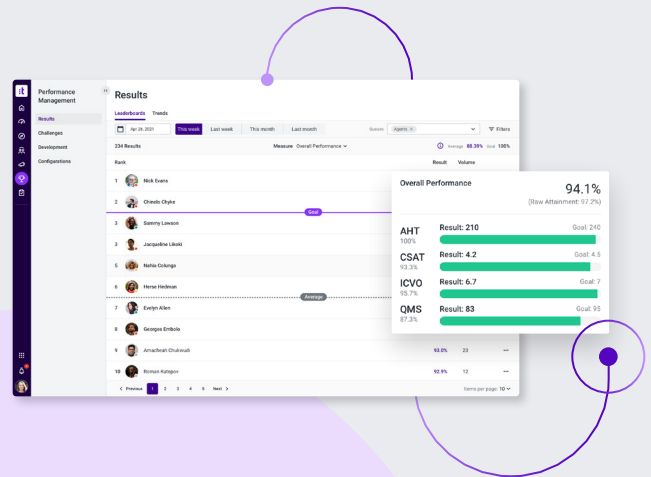




Talkdesk Performance Management

Engage and develop teams that deliver exceptional CX.



Talkdesk Performance Management™ provides managers with the tools they need to maximize the potential of every agent. Measure and track agent performance over time using interactive leaderboards and benchmarks, while developing and motivating agents with intuitive coaching workflows, recognition and gamification.

Main capabilities

Empower management with performance insights and benchmarks

Leverage leaderboards and interactive visualizations that provide a holistic view of agent and team performance from day one. Equip your supervisors with the insights they need to evaluate results against goals and peer benchmarks across metrics like CSAT, AHT, quality scores, and more.



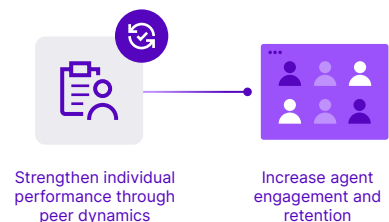
Deliver personalized coaching at the right time to maximize impact

Talkdesk Performance Management is designed with a bias for action, providing the perfect starting point to identify personalized coaching opportunities. Trigger click-to-coach workflows directly from leaderboards to set up coaching sessions tied to specific metrics and help your agents chart a path to peak performance.



Keep your teams motivated and engaged

Mobilize your agents and teams towards goal achievement with gamification capabilities that help generate healthy competition. Make sure top performers feel acknowledged and motivate every agent towards self-improvement by giving them visibility into their own performance and how they compare with others.



Drive customer-centric performance improvement

Close the loop between agent performance and the customer experience. Augment your coaching and development plans with Talkdesk Feedback™ survey data to coach more effectively and track the impact of your programs over time.



Key features



Leaderboards

Get a snapshot view of agent and team performance across a variety of critical contact center KPIs.



Agent view

Provide agents access to their own performance results, while ensuring privacy with anonymized leaderboards that prevent them from seeing individual peer results.



Click-to-coach

Trigger personalized coaching workflows tied to individual agent performance data directly from the leaderboard to maximize its impact on future performance.



Applause

Enable managers and agents to publicly praise peer performance results directly from leaderboards.



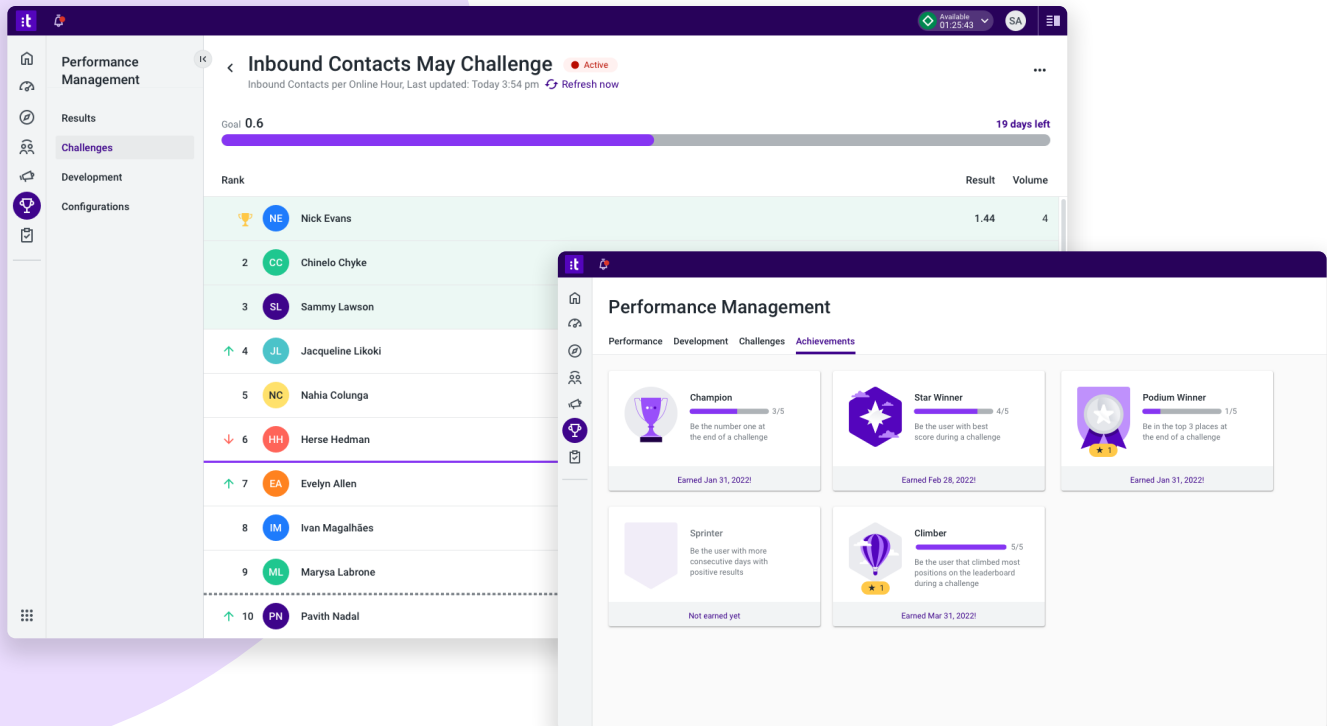
Challenges

Encourage friendly competition while working toward a common goal by creating time-bound challenges for agents and teams.



Badges

Reward agents with achievement badges at the conclusion of a Challenge to inspire better individual performance.



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 Performance Management](#)

