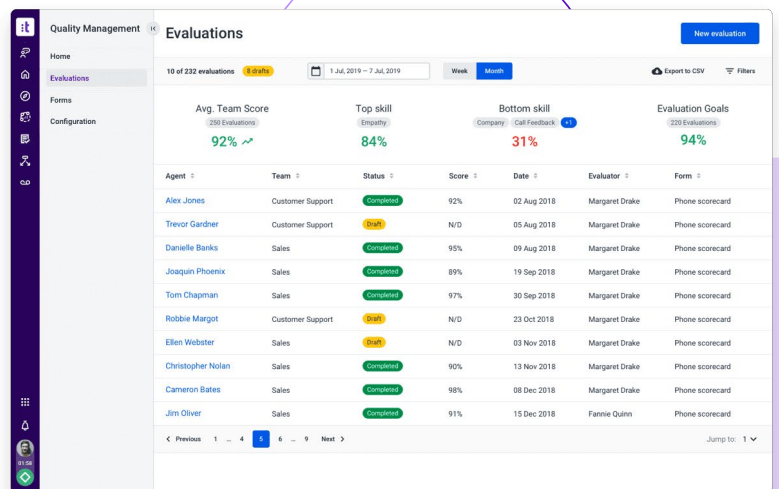


Talkdesk QM Assist and Talkdesk Interaction Analytics are two separate products—while they share certain capabilities, **they are not co-dependent and are designed to solve different problems**. Use this data sheet to compare the two solutions and decide which one (or both) is the right fit for your organization.

## QM Assist

Turn every interaction into an opportunity to improve with AI.

- An AI-powered automated version of Talkdesk Quality Management™.
- Transcriptions and Artificial Intelligence applied to individual interactions for automated scoring.
- Efficiently and effectively identify areas of improvement and non-compliance.
- Evaluate up to 100% of agent interactions using AI.



## Interaction Analytics

Automate the discovery of unknown friction points in the customer journey.

- AI-powered text and speech analytics tool that captures, transcribes, and analyzes every customer interaction across multiple contact channels.
- Discover the root causes of customer issues and find hidden opportunities to elevate customer experience.
- Enhance automation and speed up response to critical issues.
- Adopt new processes to make both customer and agent journeys more efficient.

