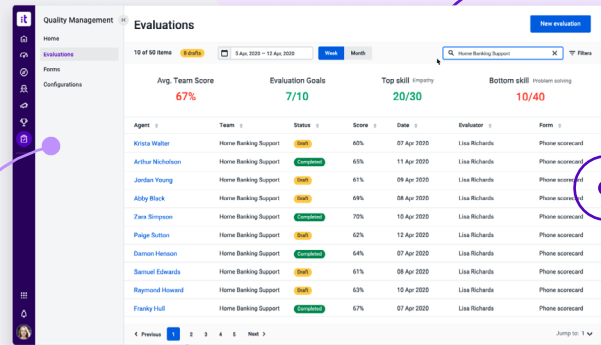# :talkdesk®

Talkdesk Quality Management

Turn every interaction into an opportunity to elevate your CX.

With Talkdesk Quality Management™, it's never been easier to efficiently evaluate agent interactions, identify key areas of improvement, and provide agents with the actionable feedback they need to deliver an exceptional customer experience.

Main capabilities

Evaluate effortlessly and provide actionable feedback.

Evaluate customer interactions based on synchronized voice and screen recordings, fill out scorecards and add time-stamped annotations for agents to review, all from a single intuitive user interface that helps you streamline the quality management process.
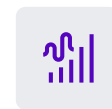
Easily evaluate interactions

Improve QM efficiency

Improve coaching by uncovering root causes of poor performance.

Leverage quality management data and insights to both identify and act on the root causes of poor performance, helping you cultivate a team of high-performing agents that provide consistently better customer experiences.

Uncover root causes of poor performance

Coach more effectively

Ensure fairness and objectivity.

Provide a fairer, more holistic assessment of each agent by making objectivity a fundamental part of the evaluation process. Random sampling, calibration and agent dispute capabilities help automate the evaluation process while making sure every agent is being scored fairly.

Score interactions more fairly

Increase agent engagement

Boost efficiency with AI-enabled automation.

With Talkdesk QM Assist™ you can augment and streamline your quality management process using AI and speech analytics by leveraging searchable call transcripts, customer sentiment analysis, and end-to-end automated interaction scoring.

Automate the quality management process

Deliver exceptional CX at scale

Key features

Flexible forms

Leverage pre-built or customizable forms to tailor components and questions to the specific needs of different queues, channels, and teams.

Seamless coaching experience

A single, unified platform for WEM makes it easy to assign agents content to review and schedule time for coaching.

Voice and screen recording

Play agents' screen and audio recordings simultaneously for a complete picture of every customer interaction.

Automated scoring

Enable your evaluation forms to support automated AI-based call scoring, using a set of predefined criteria and keywords.

Contextualized feedback

Elevate your feedback with specific examples by adding time-stamped comments and reactions to interaction recordings.

Interaction transcripts

Access call transcripts within the evaluation flow and search for keywords to further investigate issues or quickly jump to specific moments in the call.

Calibration

Assign one or more recordings to multiple evaluators and ensure all evaluators have a collective understanding of interaction success criteria.

Sentiment analysis

Get insight into the customer's emotional state throughout each interaction with algorithmic analysis of tone and phrasing.

Random sampling

Programmatically assign supervisors and quality analysts a random sample of customer interactions to evaluate.

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 Quality Management