:talkdesk®
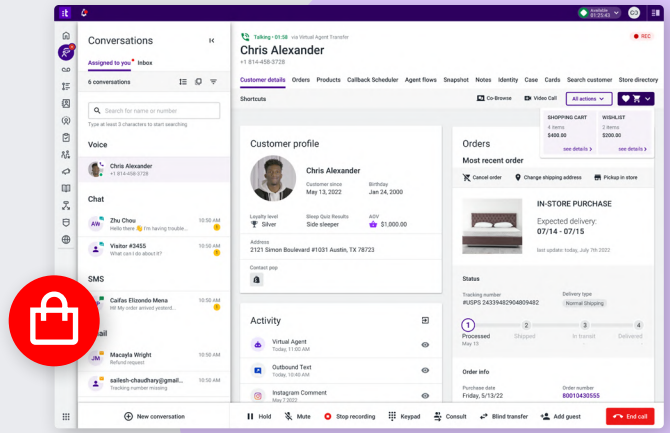
Talkdesk Retail Experience Cloud™

The retail customer service platform built to unify the customer journey across digital and physical channels.

Drive customer satisfaction and loyalty.

Improve agent experience and retention.

Increase visibility and profitability.

Talkdesk Retail Experience Cloud™ is the AI-powered, integrated customer service platform specifically made for retailers to **drive brand loyalty and customer lifetime value** across digital and physical channels.

A unified view of all customer interactions enables brands to **meet customers where they are**. Pre-configured retail workflows and scripts ensure that **value is added to every conversation**, and intelligent bots that are fluent in retail **accelerate speed to resolution**.

A better way to connect with, care for, and know your customers —wherever, whenever.

Streamline and automate common retail inquiries.

Out-of-the-box Retail Workflows
- Where is my order?
- Order changes and processing.
- Product finder.
- Inventory look-up.
- Store finder.
- Returns logistics and processing.

Smart Routing
Conversations routed based on customer data, IVR selection, business hours, agent/associate skills, and more.

Pre-built Integration with commerce systems
I.e. Shopify, Big Commerce.

Provide self-service with a human touch.

Talkdesk Autopilot for Retail
Automated voice and digital self-service experiences powered by pre-trained retail AI.

AI Optimization
No-code optimization of AI models.

Automation Designer
A design shop for business process automations.

Connect with your customers across all channels.

Seamless Conversations
A unified view of all customer conversations across voice and digital channels.

Unification of Physical and Digital
High-value collaboration tools for CX teams and in-store associates.

Proactive Engagement
Personalized automated notifications and bulk communications over voice and digital channels.

Empower employees with tools and insights to succeed.

Retail Workspace
An out-of-the-box, single pane of glass with pre-built agent workflows.

Workspace Designer
Customizable user interfaces to optimize every user's experience.

Talkdesk Copilot
Real time agent assistance, transcription and summarization powered by AI.

Case Management
A unified and automated support ticketing system to resolve complex issues.

Leverage data to optimize performance and operations.

CX Analytics & Sensors
Real-time customer sentiment and intent analysis.

Dashboards & Visualizations
Visibility into real-time and historical analytics.

Customer Feedback
Surveys deployable across all channels.

Performance & Quality Management
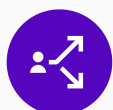Tools that maximize the potential of every agent.

Built to drive value from day one.

Your customers.

Accelerate speed to resolution.

Make it easy for your customers to reach you in the place, time, channel, or device of their choice, or to help themselves through voice and digital bots that are pre-trained to solve common retail use cases.

Reduce customer effort and frustration.

Connect your customers to the best associate to help—whether they be in the contact center, a store, or in another department—through smart, contextual, and priority routing.

Anticipate customer needs.

Leverage real-time and historical analytics to identify the reasons behind customer inquiries (such as "where is my order" or returns), and pair that insight with proactive communication and automation tools.

Your business.

Drive customer lifetime value and loyalty.

Position your contact center as an integral part of your brand promise by equipping your team with tools to build deep customer connections, drive sales, and build loyalty in every conversation.

Maximize your tech stack and reduce costs.

Improve time-to-value with a platform that's easy to set up, maintain, and monitor. Plug in your current technologies in no time with out-of-the-box integrations and easy-to-build connections.

Improve real-time reporting and visibility.

Provide proactive and actionable reports, dashboards, and insights from your customer service platform to all functions of your organization.

Your workforce.

Reduce training and turnover.

Enable your team to drive customer growth in no time with the help of AI-powered tools such as pre-configured retail workflows, scripts, next-best-actions, access into customers' digital shopping carts, and more.

Improve productivity and collaboration.

Equip your digital and in-store associates with customer interaction history, order details, and a complete history of conversations in a single pane of glass.

Optimize and empower your workforce.

Personalize employee improvement opportunities in regards to service quality, consistency, after-call work, and compliance–all based on customer feedback, transcripts, and KPIs.

Average Talkdesk customer outcomes.

5%
Increase in **average order value** and **CSAT scores.**

15%
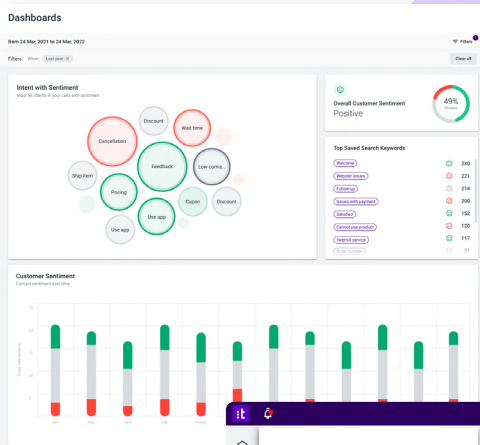Reduction in **interaction costs** and **manual work.**

10%
Decrease in **agent effort, training, and turnover.**

10%
Call deflection rate.

REAL-TIME CUSTOMER SENTIMENT & INTENT

SMART ROUTING

SINGLE PANE OF GLASS
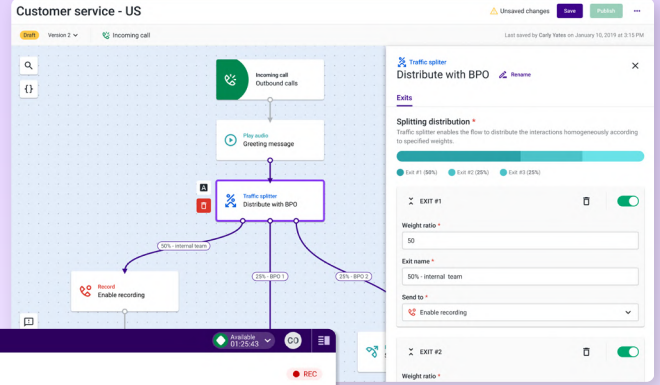
DEEP COMMERCE INTEGRATIONS

VISIBILITY INTO CUSTOMER INTERACTIONS & TRANSACTIONS

UNIFICATION OF STORES & CONTACT CENTERS

OUT-OF-THE-BOX RETAIL FLOWS & BOTS (VOICE & DIGITAL)