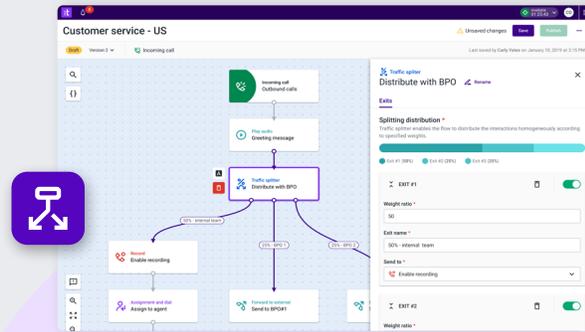




Talkdesk Studio™

Smart and effective omnichannel customer journeys—simply designed.

[View video](#)



Break free from the complexity of mapping interactions, defining routing rules, and creating IVR menus. Talkdesk Studio™ is a no-code, omnichannel customer experience designer that helps you adequately manage communications with customers across their channels of choice.

Main capabilities

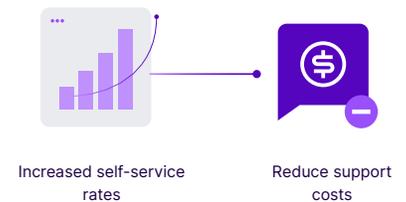
Intelligent routing

Build automated routing flows with accuracy and streamline customer requests using cloud-native Automatic Call Distribution (ACD) capabilities. Talkdesk Studio routing constantly assesses team skills to find the ideal match for each customer interaction.



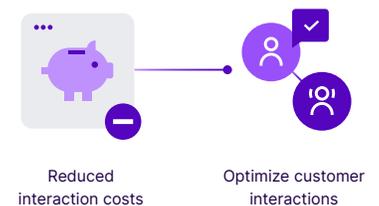
Flexible IVR

Establish better relationships, accelerate resolution, and avoid customer abandons with conversational self-service. Talkdesk Studio flexible IVR options span from simple keypad selection menus to AI-infused modern conversational IVRs that support Natural Language Understanding (NLU). You can quickly adapt prompts and menu options, whether it is a routine update or an urgent response to a service disruption.



Omnichannel orchestration

Deploy omnichannel journeys on a single, unified interface to meet your customers wherever they are. Simply point and click to add your preferred channels and make interaction management painless. Whether your customers still prefer classic voice interactions or already have a digital-first mindset, Talkdesk Studio provides unified routing to ensure continuity across channels and rapid resolutions.



Powerful integration engine

Talkdesk out-of-the-box integrations with leading CX solutions let you leverage customer preferences and contextual data in Talkdesk Studio to empower agents with a holistic view of your customers. If a pre-built integration with your external system doesn't already exist, Talkdesk Connections™—a no-code integration builder—will allow you to link data without time-consuming programming. Give your customers a level of customization that keeps them coming back.



Key Features



Attribute-based routing

Precisely match and route customer conversations to the most relevant agent based on the agent's skillset for streamlined call handling and improved CSAT scores.



Speech recognition

Provide a convenient, conversational IVR experience for customers natural language processing.



Functions

Customize and enhance routing with advanced business logic using a built-in, low-code editor.



Library of components

Deploy customer journeys using a library of out-of-the-box components that can trigger flow actions such as CRM data dips or automated messages.



Queue management

Reduce wait times and increase customer satisfaction by splitting traffic and distributing workloads.



Omnichannel flows

Connect with your customers on their channel of choice and seamlessly route them to the best fitting agent.



IVR surveys

Increase response rates and get better insights by collecting valuable caller feedback as soon as interactions finish.



Clicks, not code

Empower non-technical users to autonomously configure, design, and manage both simple and sophisticated call flows.



Modules

Save time and effort with reusable blocks of business logic and apply them to as many Studio flows as needed, passing data between modules and flows.



Limitless IVR options

Create your perfect combination of IVR scripts, menus, and options to deliver a seamless customer experience.



Virtual Agent

Leverage conversational AI technology in your Studio flows to provide self-service options.

Assignment and dial

Step name [Rename](#)

[Preferences](#) [Exits](#)

Assignment parameters

Select and configure which attributes will be used for matching a call with an agent.

Select assignment type

Ring groups Agents **Attributes**

Want to report this step? Make sure a Reporting step comes earlier in the flow. [Find how reporting works with Attributes](#)

Attributes rule *

OR condition
Any agent with one or all attributes is considered eligible for assignment.

Attributes

English	Don't define proficiency	✕
Communication	Select a proficiency	✕

[Add](#)

Sort agents by *

Idle time
Agents with more idle time will be selected first.

Agents to ring

Maximum number of agents that will be

Status of agents
Specify which agent statuses are eligible for assignment.

Only available Consider any status

Assignment strategy

Exhaust – The agents will be rung until we are exhausted.
Attempt – Ringing will be done a single time (the setting for the number of agents to ring in parallel will be respected).

Exhaust Single Attempt

Number of agents *

1

Attributes

English	Don't define proficiency	✕
Communication	Select a proficiency	✕

PROFICIENCY

- 5 stars [✕](#)
- 4 stars [✕](#)
- 3 stars [✕](#)
- 2 stars [✕](#)
- 1 star [✕](#)
- Don't define proficiency

Agents to ring

Maximum number of agents that will be

Status of agents
Specify which agent statuses are eligible for assignment.

Only available Consider any status

Assignment strategy

Exhaust – The agents will be rung until we exhaust all possibilities or a timeout is reached. Single Attempt – Ringing will be done a single time (the setting for the number of agents to ring in parallel will be respected).

Exhaust Single Attempt

Attribute-based routing

What customers say about Talkdesk Studio



"Studio allowed us to revolutionize the way we set up our call journeys. We are now able to seamlessly connect our guests and homeowners to the correct teams faster than ever before, all the while empowering our employees with the data they need to take appropriate action. Not only did we increase our speed of answer by 20%, we also reduced our missed calls by another 20%."

— DAVID WHITESIDE, HEAD OF OPERATIONS - LONDON, [ONEFINESTAY](#)



"With Talkdesk, we can easily make IVR changes on the fly without consulting a user manual. The ability to self-design and build intelligent workflows is making us more efficient, enabling us to serve more customers with less effort and faster than before."

— DALE STURGILL, VP OF CALL CENTER OPERATIONS, [EMPLOYBRIDGE](#)



"I've worked with phone systems for many years. Some legacy interfaces require visualizing flows in your head, as opposed to on the screen or on the page. Studio helps with this."

— STEVEN BARBARICH, IT MANAGER, [POWERDMS](#)



"Integration points are really nice. I'm not a developer and I was able to pull together a Salesforce integration on my own. The time that it took us to do a data dip into Salesforce only took a couple of weeks versus a couple of months of development."

— JENNIFER LUNDBERG, DIRECTOR OF TECHNOLOGY ENABLEMENT, [HUMACH](#)

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 Studio™](#)

