Talkdesk Studio™
Smart and effective omnichannel customer journeys—simply designed.

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.

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

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.

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

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

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

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

Clicks, not code
Empower non-technical users to autonomously configure, design, and manage both simple and sophisticated call flows.

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

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.
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