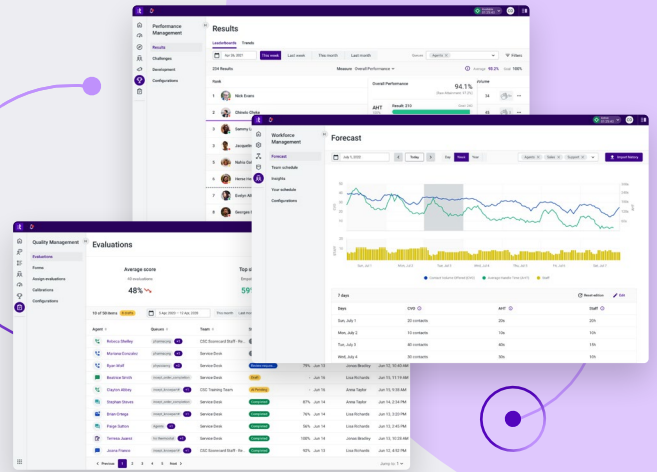# :talkdesk®

Talkdesk Workforce Engagement Management

Empower agents to deliver exceptional CX.

Talkdesk Workforce Engagement Management™ is an integrated suite of intelligent, intuitive solutions designed to help customers manage, develop, and engage agents throughout the employee lifecycle, improve their CX and optimize operational efficiency in the contact center.

Main capabilities

Plan, staff, and schedule efficiently.

Ensure you have the right number of skilled people in place at the right time to meet customer demand. Leverage AI-enhanced algorithms and smart automations to optimize staffing and scheduling decisions, reduce administrative effort, and deliver better agent experiences.

Auto-generate extremely accurate forecasts

Cut costs through better agent utilization

Detect CX issues and opportunities for improvement.

Take advantage of customer feedback data to reduce friction in your customer experience. Quantitative and qualitative SMS and IVR survey results tied to every agent interaction provide insight into where your agents can better serve customers and how.

Capture real-time customer feedback

Make data-driven improvements to your CX
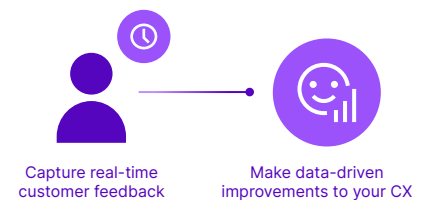
Investigate the root causes of poor performance.

Correct foundational issues that regularly drag down team performance. AI-enhanced evaluations, searchable call transcripts, and comprehensive interaction recording help you better develop teams that hit KPIs more consistently and deliver high quality service more reliably.

Analyze call transcripts and interaction recordings

Accurately identify persistent performance issues
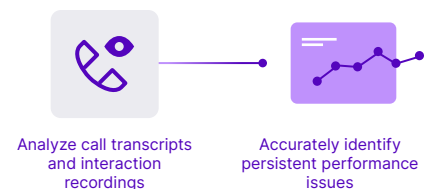
Act on insights to provide personalized coaching.

Create high impact coaching programs that are tailored to the unique needs of each agent. Take advantage of customizable evaluations, time-stamped annotations, and seamless click-to-coach, to effectively skill up every member of your team.

Create personalized coaching in one click

Save money on costly and ineffective performance plans
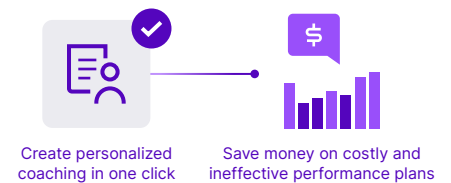
Measure and track the impact on agent performance.

Fine-tune and optimize your coaching and training by keeping a pulse on team quality KPIs such as team score, top skill, and bottom skill over time. Use leaderboards to track performance and gamification to keep agents engaged throughout their day.

Evaluate results against goals and peer benchmarks

Use challenges and recognition to drive performance improvements

Key features

Talkdesk Workforce Management

Optimize staffing and scheduling with AI-powered, omnichannel workforce management that's intuitive and easy to use.

Talkdesk Feedback

Populate rich customer feedback data into Talkdesk Performance Management to create more personalized and customer-centric agent coaching plans.

Talkdesk Quality Management

Efficiently evaluate agent interactions and provide the actionable feedback they need to deliver an exceptional customer.

Talkdesk QM Assist

Use AI-infused quality management to improve agent coaching and training with searchable transcripts, sentiment analysis and automated interaction scoring.

Talkdesk Performance Management

Provide managers with interactive data visualizations that help them identify development opportunities and engage agents through personalized coaching.

Talkdesk Interaction Recording

Get a complete picture of every customer touchpoint with synchronized voice and screen recording, responsive waveform playback, and time-stamped annotations.

Talkdesk Workspace

Help agents efficiently deliver exceptional customer experiences with a unified, intuitive agent workspace.

Talkdesk Agent Assist

Empower agents with automated assistance, contextual recommendations, and next best actions during live customer interactions.

Talkdesk Conversations Mobile App

Give agents the tools to engage with customers any time, anywhere and deliver excellent customer experiences on the go.

:talkdesk®

Experience. A better way.

Talkdesk Workforce Engagement Management