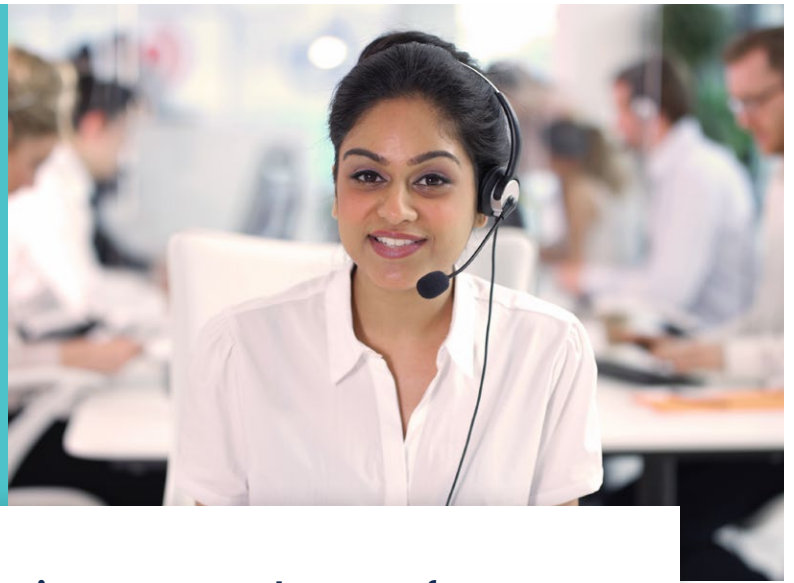


talkdesk

Agent Assist

Make Every Agent Your Best Agent



“Talkdesk [Agent] Assist is a game-changer for achieving our goals of reducing agent and customer effort while driving customer satisfaction.”

- DALE STURGILL, VP CONTACT CENTER OPERATIONS | EMPLOYBRIDGE

Talkdesk Agent Assist is a conversational guide that proactively delivers real-time contextualized next best actions in-app to achieve exceptional customer experience consistently. Talkdesk Agent Assist uses AI to empower agents with a personalized assistant that listens, learns and provides intelligent recommendations in every conversation to help resolve complex customer issues faster.

Simplify Agent Effort

Save time by eliminating search and browsing, proactively delivering information and next best actions in one simple interface.

- Reduce handle time
- Expedite after-call-work time
- Improve agent engagement

Reduce Manual Supervision and Assistance

Leverage agent support automation to reduce agent-supervisor interactions, giving supervisors more time to workforce engagement activities.

- Diminish queries to supervisors
- Reduce unnecessary escalations
- Spend more time coaching and less time analyzing

Improve Agent Proficiency and Accuracy

Reduce initial and ongoing training efforts through constant automated support and on-the-job guidance

- Boost first contact resolution
- Mitigate agent errors
- Increase CSAT/NPS

Features



Next Best Actions



Real-time Shortcuts



Smart Notes



In-App Automations



Automatic Data Entry



Unified Agent Interface



Escalation Assistance



Script Adherence Monitoring