talkdesk

Reporting and Analytics

Turn insights into action with powerful real-time and historical reporting, speech and desktop analytics, and industry-leading benchmarking tools

According to recent research from Harris Interactive, nearly 90 percent of consumers say that they will switch companies after just one negative experience. With such high stakes, you can't afford to leave the performance of your contact center to chance. You need the right data at your fingertips to coach your team, make intraday adjustments, and look for ways to continuously improve.

Talkdesk: Reporting and Analytics for Today's Enterprise Contact Center

The contact center isn't a cost center anymore. Every interaction matters for retaining loyal customers and growing your brand. Let Talkdesk's powerful reporting and analytics solutions help supercharge your team's impact on strategic business objectives by using data to fuel every decision you make.

REAL-TIME REPORTING

Maintain a real-time view of the contact center to take immediate action

HISTORICAL REPORTING

Make data-driven decisions with flexible reports and powerful business analytics

BENCHMARKING DATA

Compare your performance to contact center peers to quickly identify areas for improvement

DESKTOP ANALYTICS

Monitor agent productivity with non-intrusive desktop activity tracking

SPEECH ANALYTICS

Unlock deeper insights by listening for keywords and customer emotion

SENTIMENT ANALYSIS

Gauge customer emotion through tone and keyword analysis

## Keep a pulse on your contact center

powered by iQ

Monitor and optimize your team's performance with comprehensive real-time reporting and customizable API-based dashboards and wallboards. Talkdesk Live displays the metrics that drive success for your team. A range of prebuilt reports helps quickly surface trends for immediate action to positively impact customer experience.
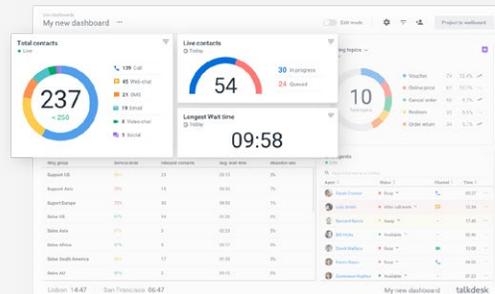
## Make informed decisions using all available data

powered by iQ

Use data from any channel or device and from any point within the customer journey. Talkdesk Explore is a historical reporting and business analytics tool that provides quick access to large volumes of data. It features flexible filtering, scheduling, and customization options for a 360° view of contact center performance.
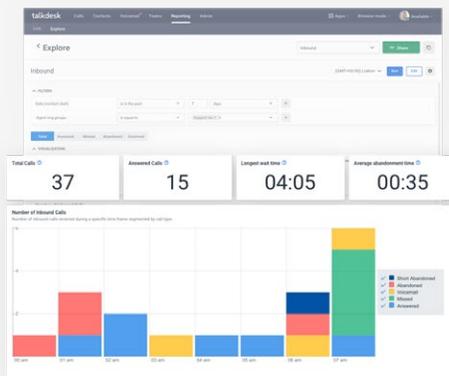
Elevate contact center performance

Compare team performance to contact center peers to quickly identify areas in need of improvement. Talkdesk Benchmark is the most direct way to positively impact agent performance and customer satisfaction.
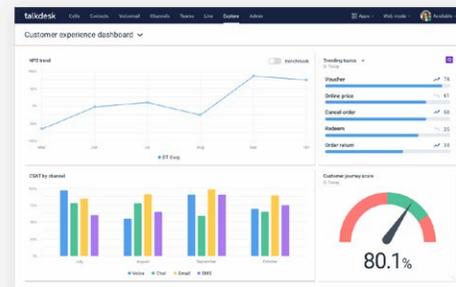
Key Benefits

Flexible

Customize reports and dashboards to reflect the metrics that matter most to your team

Fast

View contact center performance in real-time and run historical reports in just minutes after an interaction ends

Focused

Compare your performance to industry benchmarks, using your own data to quickly pinpoint areas for improvement.