

talkdesk

Talkdesk Omnichannel



**Connect with your customers
on their channel of choice**

Talkdesk Omnichannel: Meet Your Customers Where They Are

“Digital channels are the #1 channel of choice of communication for people under the age of 35.” - DIMENSION DATA, GLOBAL CONTACT CENTRE BENCHMARKING REPORT

We live in a digital world. It stands to reason that if your customers use digital communication in their personal lives, that’s how they want to communicate with your business. With Talkdesk Omnichannel, you can seamlessly engage with your customers across a broad range of channels, including email, live chat, co-browse, SMS and dozens of messaging apps like Facebook Messenger, Twitter, and Whatsapp. Your customers will appreciate and reward the superior customer experience.



**EMAIL AND
LIVE CHAT**

Reach customers by traditional digital channel any time, anywhere



MESSAGING

Engage across SMS and over 20 different global messaging apps



**SOCIAL
LISTENING**

Field and respond to social media inquiries from a single interface



**COMPREHENSIVE
REPORTING**

Compare performance across all channels with detailed, out-of-the-box analytics

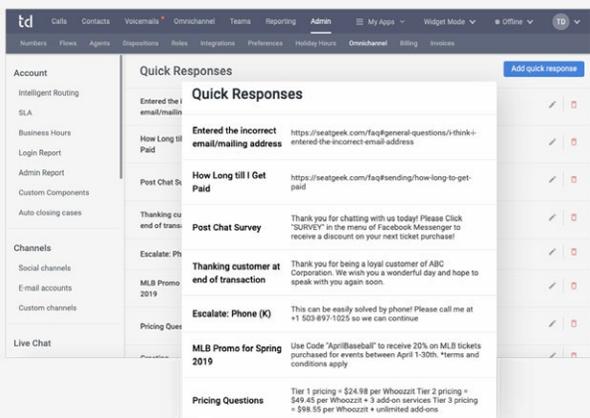
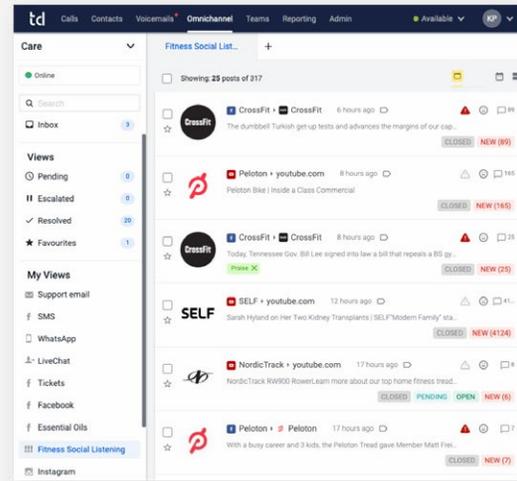


**CHATBOT
BUILDER**

Leave the most repetitive tasks to bots and let agents focus on delighting customers

Manage Multiple Channels

Talkdesk Omnichannel lets agents intuitively manage multiple concurrent channels, including the ability to use more than one channel in the same customer interaction.



Leverage Built-in Knowledge

Agents can quickly search for and insert relevant knowledge base answers into digital responses, improving productivity and CSAT.

Key Benefits



Integrated

Agents can easily access and manage channels from within the Talkdesk interface for a familiar and efficient user experience.



Extensible

Digital channels will continue to expand and Talkdesk is designed with the extensibility to accommodate the latest channels with ease.



Global

Talkdesk Omnichannel provides dozens of popular messaging apps from around the globe, including those used most frequently in Asia and Europe.