

talkdesk

Workforce Engagement Management



Track and improve agent engagement and productivity to reduce effort and create a better experience for agents, supervisors and customers. It's time to create a workforce that drives CX.

Actively engaged employees are a critical component of a great customer experience. Recent research from Dale Carnegie shows that engaged workforces are over 200% more productive than those that aren't fully aligned and engaged with their work. From forecasting and scheduling to quality and performance management, agents and supervisors can do their best work when they have the right tools in hand.

Talkdesk: Workforce Engagement Management for Today's Enterprise Contact Center

Modern contact centers are shifting from traditional workforce optimization techniques to technology and best practices that ensure employee loyalty, efficient planning and staffing, and AI-driven strategies to elevate the customer experience. Talkdesk Workforce Engagement Management empowers enterprise contact centers to transform their workforce into a CX powerhouse through:



AI-POWERED FORECASTING

Accurately forecast your contact center staffing needs over any given period of time



SCHEDULING AND OPTIMIZATION

Automatically create staffing schedules based on agent attributes



REPORTS & BUSINESS INTELLIGENCE

Leverage dozens of reports to improve contact center efficiency



TALKDESK LIVE

Get an overview of what's happening in your contact center at any given time



EMPLOYEE PORTAL

Provide employees a central location to manage day-to-day activities



STAFF BUDGETING

Understand the resources needed to keep your contact center adequately staffed



CALL BARGING

Drop in on live calls to speak with both the caller and agent to reduce call transfers



CALL MONITORING

Listen to calls in real time to ensure quality standards are being met



CALL RECORDING

Record calls, pause/resume playback, and listen to past recordings at any time



SLACK CALL COACHING

Coach reps through Slack messages without disrupting the flow of a call



SENTIMENT

Get a full view of customer happiness by collecting both customer and agent feedback



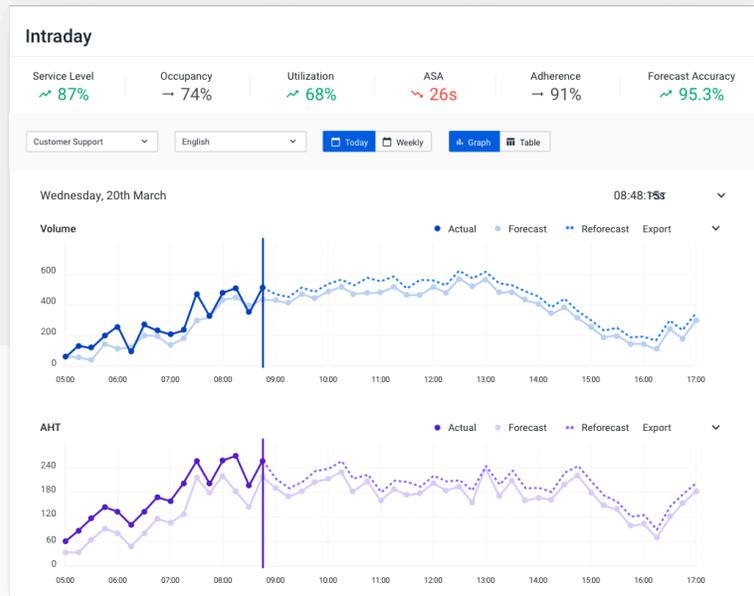
CALL SCORECARDS

Streamline the agent evaluation process by creating custom scorecards



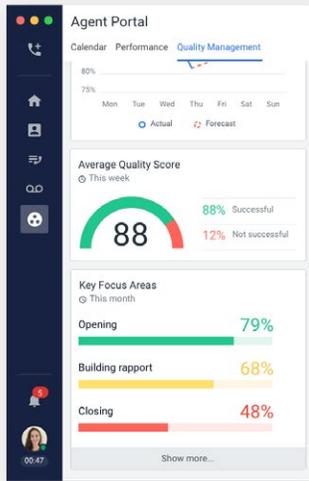
SCRIPT ADHERENCE

Ensure adherence and automatically detect when agents deviate from scripts



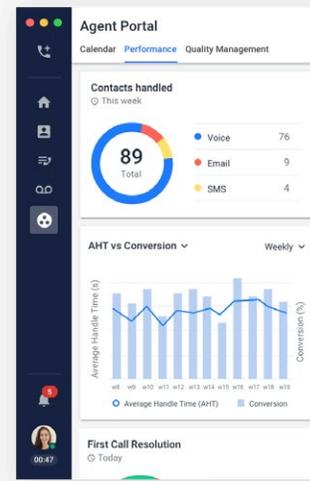
Workforce Management
powered by **iQ**

Talkdesk Workforce Management increases agent engagement and adherence while reducing the effort to create and manage forecasts and schedules. AI-assisted intraday recommendations and new capabilities like surge pay improve speed and accuracy to help you make effortless staffing adjustments.



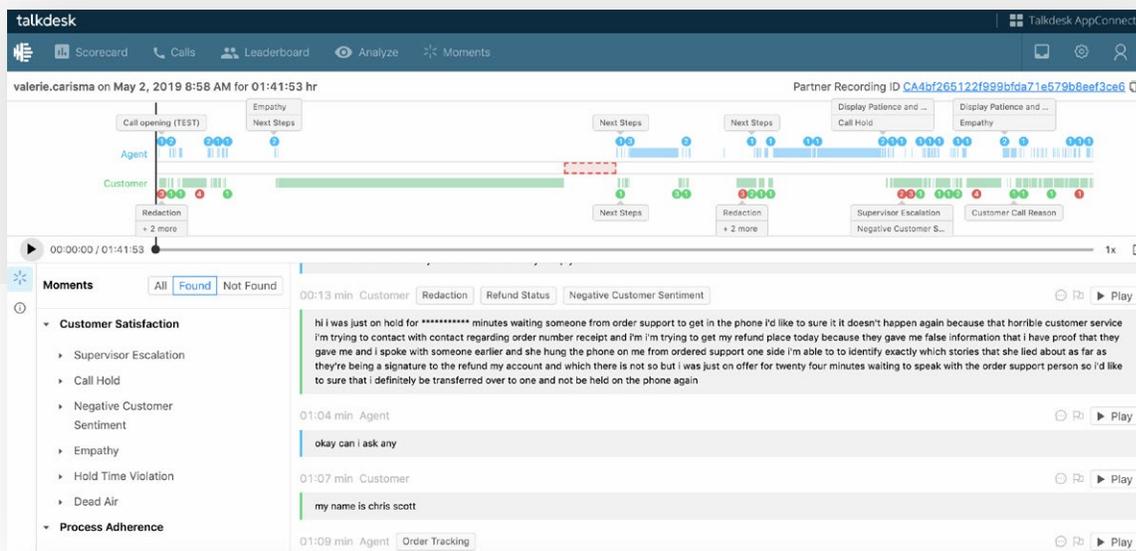
Quality Management

Provide proactive coaching to improve agent performance and increase customer satisfaction. Leverage intelligent monitoring and reporting features for a complete view of customer happiness and agent effectiveness.



Performance Management

Track employee engagement and performance with intelligent dashboards. Gamify contact center KPIs and training. Automate team challenges to promote peer recognition and higher agent satisfaction.

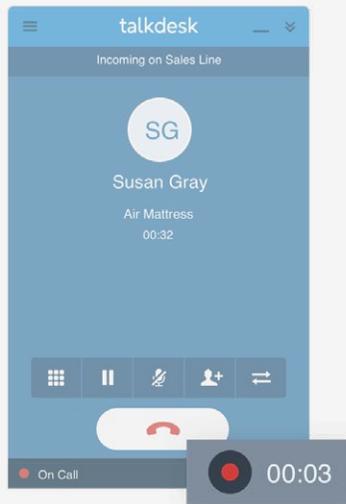


Speech Analytics

Gain new insights about caller sentiment and intent with advanced speech analytics and keyword detection. Use data from granular reports to drive operational strategy, customer service, and quality management.

Desktop Analytics

Save time and money by identifying and correcting inefficient processes and workflows. Improve key metrics through coaching opportunities to help agents serve customers more quickly and with better outcomes.



Call Recording

Track performance, gather actionable business insights and ensure compliance with secure, flexible inbound and outbound call recording and custom storage options.

Key Benefits



Intelligent

Agent-centric and AI-infused tools that promote adherence, reduce effort and offer real-time intraday recommendations



Integrated

Best-in-class WEM solutions are just a click away--without the need for complex and lengthy deployments



Intuitive

Easy administration and a low training curve promote technology adoption and allow users to make changes with clicks--not code