

talkdesk®

# Virtual Agent

Service your customers 24/7  
with an intelligent assistant



Talkdesk Virtual Agent is an AI-powered conversational assistant that delivers the answers customers need, whenever they need them, through a natural and intuitive voice interface. Providing contact centers with a cost-effective and scalable self-service solution that delivers human-like customer support 24/7.

## Around the Clock Conversational Self-Service

Reduce customer frustration and enhance satisfaction leveraging intelligent voice self-service to meet customer needs at any time and any day.

- Improve C-SAT and NPS
- Limit lost interactions
- Expand customer engagement
- Ensure Global availability

## Reduce Costs with Autonomous Customer Assistance

Combine human-like voice experience with intelligent automation to solve customer issues without the need for agent intervention.

- Enhance automated resolution rate
- Improve workforce efficiency

## Turn Agents into Experts

Free agents from simple customer issues, and engage them to become specialists in disarming complex issues and creating magical service moments

- Improve agent engagement
- Boost first contact resolution
- Reduce agent turnover

## Features



**Insightful  
Answers**



**Intelligent  
Call Handoff**



**Conversational  
Automations**



**Unified with  
Agent Interface**



**Contextualized  
Aftercall Scheduling**