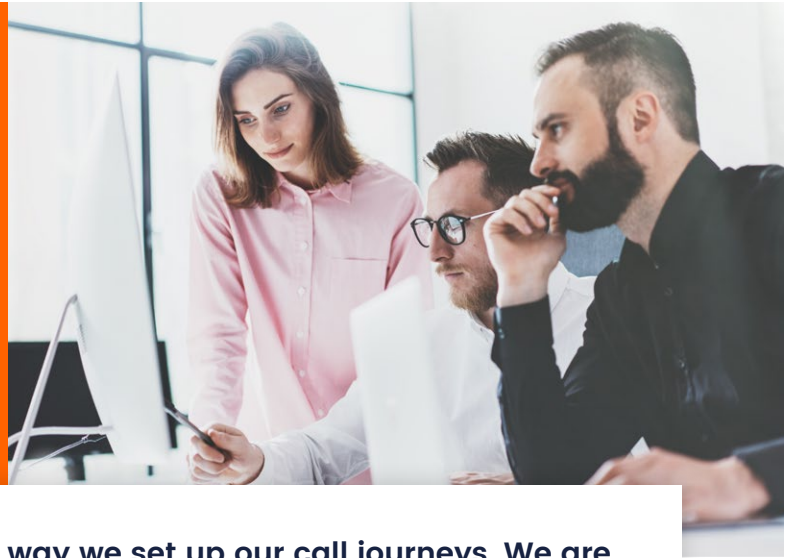


talkdesk®

Studio

Smart and effective customer journeys — simply designed!



“Studio allowed us to revolutionize the way we set up our call journeys. We are now able to seamlessly connect our guests and homeowners to the correct teams faster than ever before, all the while empowering our employees with the data they need to take appropriate action. Not only did we increase our speed of answer by 20%, we also reduced our missed calls by another 20%.”

- DAVID WHITESIDE, HEAD OF OPERATIONS - LONDON | ONEFINESTAY

Studio is a visual designer that makes it easy to create compelling customer journeys. Whether it's a simple IVR or a highly sophisticated call flow, contact center administrators can easily create, modify, and continuously improve interaction flows using clicks, not code.

Streamline Customer Journey Design

Design sophisticated flows without technical complexity leveraging Talkdesk's rich library of drop-in components.

- Increase administrator productivity and autonomy
- Increase operational agility
- Reduce implementation time

Create Smooth Customer Journeys

Visualize the exact structure and outcome of any call flow, while performing real-time error checking to avoid costly mistakes and ensure a friction-free customer experience.

- Reduce Average Handle Time
- Boost IVR and routing efficiency
- Leverage automated self-service

Inform Routing Decisions with Data from Unlimited Sources

Collect information via the IVR or fetch it from any 3rd-party system and use that context to ensure callers are matched with the best available agents.

- Improve agent productivity
- Improve first-contact resolution rates
- Increase customer satisfaction

Features



Visual Flow Designer



Pre-packaged Component Library



Multiple IVRs



Integration Engine



AI-optimized IVR



Speech Recognition



Queue Management



Built-in Low-code Editor