

Boost

What's your customer service continuity plan?

“Talkdesk Boost is such a no brainer. I am so stunned that no one else has done this before.”

- BLAIR PLEASANT, PRESIDENT & PRINCIPAL ANALYST | COMMFUSION

In the face of a global crisis, your customers need support more than ever. A contact center shutdown is something to be avoided. Neutralize the impact of unforeseen events with a two-week transition of your customer service operation to the cloud to enable work-from-home staff. Your customers will continue to receive the quality support they need and your agents can work safely and securely. **It's free for three months and we'll have you up and running in as little as 15 days.**

Big Boost, Little Disruption

Get a suite of AI-infused contact center applications built on a modern cloud-native platform that integrates seamlessly with existing on-premises ACD systems such as Avaya, Cisco and Genesys.

- Quickly enable work-from-anywhere staff - all they need is a browser or a mobile device.
- No disruption to your existing ACD routing structure - transition on your schedule.
- Enhance operational efficiency, business agility and customer experience.

Empower Agents and Customers with AI-driven Answers

Give your agents and customers real-time knowledge they need to keep delivering consistent customer experience excellence over multiple touchpoints.

- Offer your agents AI-powered assistance to push answers to questions in real time.
- Offer your customers 24/7 self-service with virtual agents and conversational chatbots.
- Supercharge self-service with an AI-powered knowledge base.

Easy Onboarding and Remote Supervision

An intuitive user experience means agents need little or no training. Powerful supervisory tools ensure staff can be managed effectively no matter where they're located.

- Leverage an intuitive desktop and mobile agent experience for instant ramp.
- Access real-time dashboards and business intelligence tools.
- Equip teams with call recording, speech analytics and quality management.

Features



Mobile App and Browser Access



60+ Deep Integrations, including Salesforce and Zendesk



Omnichannel and Self-Service Capabilities



Agent Assist Productivity Tool



Workforce Management integration



Call Recording and Speech Analytics



Real-time Dashboards and Business Analytics



Powered by Talkdesk iQ