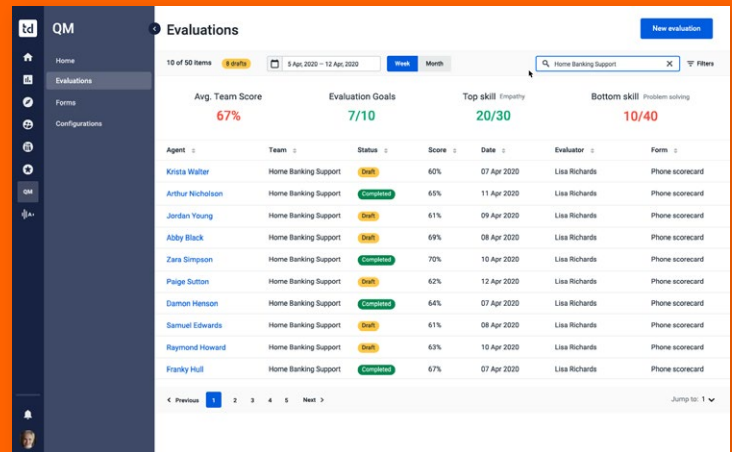




Quality Management

Turn Every Interaction into an Opportunity to Elevate Your CX



With Talkdesk Quality Management™, it's never been easier to efficiently evaluate agent interactions, identify key areas of improvement, and provide agents with the actionable feedback they need to deliver an exceptional customer experience.

Effortless Evaluations and Actionable Feedback

Evaluate customer interactions based on synchronized voice and screen recordings, fill out scorecards and add time-stamped annotations for agents to review, all from a single intuitive user interface that helps you streamline the quality management process.

Speech Analytics Helps You Focus on What Matters Most

Leverage Talkdesk Speech Analytics™ to automatically identify topics, sentiment, and potential compliance issues. By prioritizing key moments to evaluate, you can spend less time watching recordings and more time coaching agents.

Track Agent Performance and Recognize Results

Track individual and team performance with accessible metrics that can easily be exported into other systems. Then reinforce positive behavior and reward progress through gamification and social recognition.

Unlock the Power of a Unified WEM Solution

Take advantage of a single, seamlessly integrated experience for managing, developing, and engaging your workforce with Talkdesk Quality Management, Talkdesk Guide™, Talkdesk Agent Assist™, and Talkdesk Workforce Management™.

Features



Flexible Forms



Voice and Screen Recording



Speech Analytics



Contextualized Feedback



Metrics and Gamification



Seamless Coaching Experience

Quality Management is part of Talkdesk's Workforce Engagement Management™ suite. Learn more about our solutions designed to help you manage, develop, and engage your workforce throughout the employee lifecycle at [talkdesk.com](https://www.talkdesk.com)