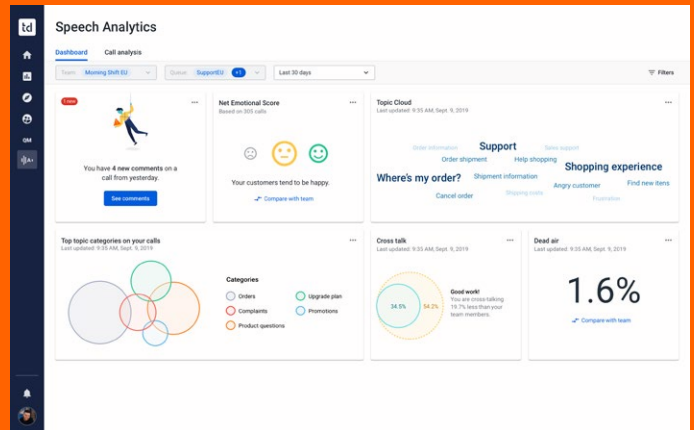




# Speech Analytics

Make Every Word Count



Talkdesk Speech Analytics™ uses artificial intelligence to understand customer intent, automate call quality monitoring and improve agent performance, so you never miss an opportunity to improve the customer experience.

## Complete Visibility into Every Conversation

Talkdesk Speech Analytics transcribes every agent interaction, extracting keywords, topics, customer sentiment, and more. It's never been easier to pinpoint emerging trends, mitigate risk by identifying compliance issues before they escalate, and discover coaching opportunities.

## Efficient and Effective Quality Management

Save valuable time and effort by prioritizing the right interactions for evaluation and highlighting key moments in each recording, so that you can easily identify areas of improvement and spend more time coaching agents.

## Drive Customer-Centric Decision-Making Across the Organization

Collect and share impactful data and insights with marketing, sales and product teams, empowering them to make more informed decisions that truly reflect your customers' expectations.

## Features



**Call Transcription**



**Keyword Search**



**Conversation Analytics**



**Sentiment Analysis**



**Reporting & Dashboards**

Speech Analytics 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)