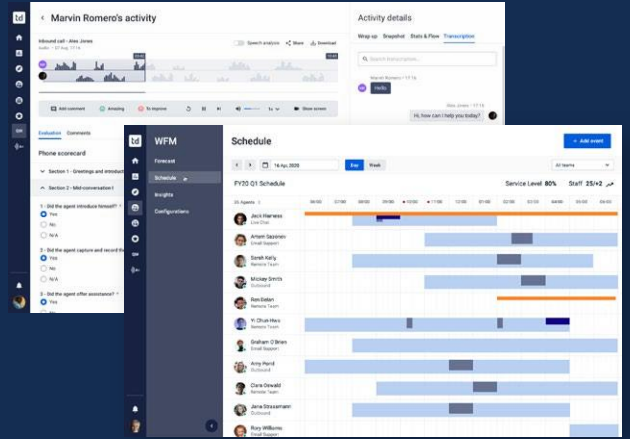


talkdesk®

Workforce Engagement Management

Empowering Agents to Deliver an Exceptional CX



Improve your customer experience and optimize operational efficiency in the contact center with an integrated suite of intelligent, intuitive solutions designed to help you manage, develop, and engage your agents throughout the employee lifecycle.



A Seamlessly Integrated WEM Experience

Elevate your workforce engagement strategy with a seamlessly integrated user experience for training, managing, coaching, and empowering your agents, while saving valuable time and effort for supervisors, quality analysts, and resource planners.



Intuitive Solutions for Better Results

WEM solutions don't need to be difficult to implement and use. Talkdesk Workforce Engagement Management™ solutions provide an intuitive, streamlined experience for administrators and end-users alike, so they can spend more time on what matters most.



Leverage the Power of Artificial Intelligence

From agent forecasting and scheduling, to coaching and knowledge management, Talkdesk Workforce Engagement Management™ is infused with AI, machine learning, and automation to make your staff more efficient and provide the insights you need to make better decisions.

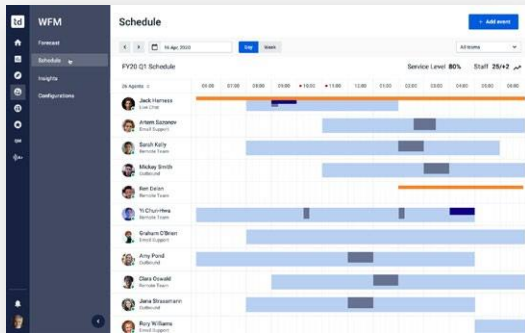


Provide a Better Experience for Your Agents

Whether it's through greater scheduling flexibility, better feedback, or applying automation to agent workflows, each Talkdesk Workforce Engagement Management solution is designed to improve the agent experience, so that you can increase employee engagement and retain top talent.

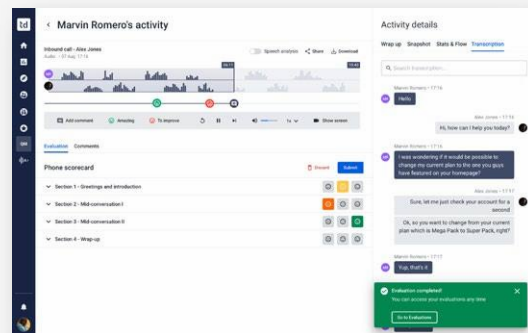
Workforce Management

Optimize staffing and scheduling with AI-powered, omnichannel workforce management that's intuitive and easy to use.



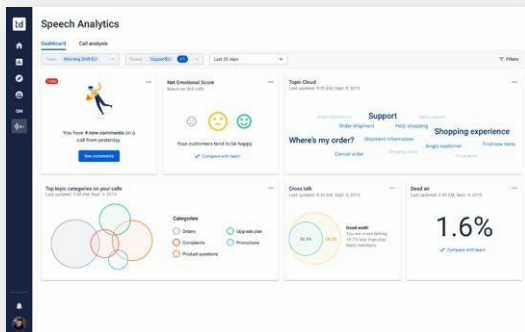
Quality Management

Improve agent performance and elevate your customer experience with holistic evaluations and actionable feedback.



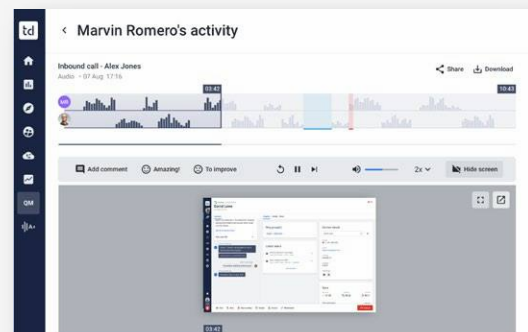
Speech Analytics

Never miss an emerging trend in the business or a coaching moment for your employees.



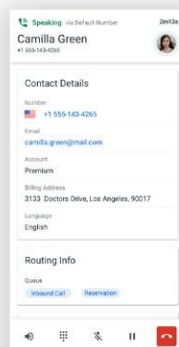
Call Recording

Get the insights and accountability your contact center needs with encrypted voice and screen recording.



Mobile Agent

Empower your agents to work remotely, after hours, or part-time, so you can maintain business continuity in any scenario and engage with customers any time, anywhere, using any mobile device.



Agent Assist

Empower your agents with intelligent guidance, recommending next best actions to quickly resolve complex customer issues.

