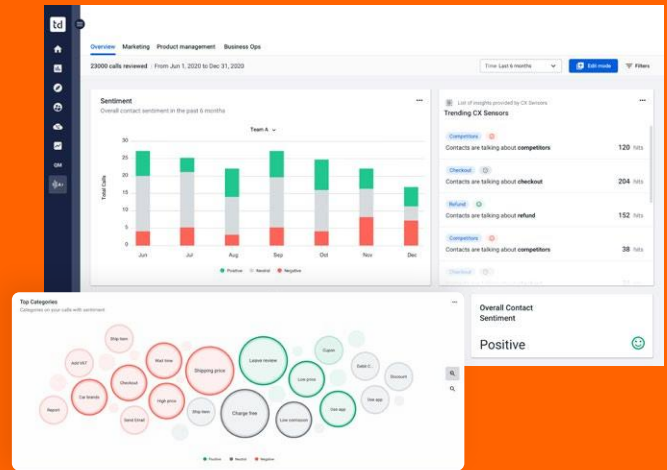




Speech Analytics

Turn Every Conversation Into Customer Intelligence You Can Act On



"With Talkdesk, we've been able to identify certain patterns and trends that have made a significant impact on the service experience we provide to our clients."

- BILL BURCH, VICE PRESIDENT OF CUSTOMER SERVICE, CHERWELL SOFTWARE

Talkdesk Speech Analytics is an AI-fueled customer insights tool that collects, transcribes and analyzes every customer interaction and provides actionable insights from customer conversations. Talkdesk Speech Analytics empowers businesses to intelligently use insights from the contact center and take action towards better customer experience (CX), processes and performance.

Drive Customer-Centric Decisions Across the Organization

Collect and share impactful data and insights with marketing, sales, service, and R&D teams, empowering them to make better decisions and respond to customer needs faster.

- Improve your CSAT and NPS
- Accelerate the product feedback loop
- Position the contact center as the heart of customer insights

Make Operational Efficiency an Everyday Mission

Showcase what customers are saying on every call to identify process automation improvements for better NPS and CSAT. Get real-time alerts on product, service or other issues so you can respond before they intensify.

- Spot automation opportunities and streamline processes
- Identify relevant use-cases for [Virtual Agent](#) and [Agent Assist](#)
- Maintain continuous control of contact center performance and customer satisfaction with CX Sensors alerts and notifications

Insights from 100% of interactions

Intelligently analyze conversations to extract knowledge about competitors, processes and opportunities to improve customer journeys.

- Reduced Customer Effort
- Feed marketing and sales teams with fresh customer insights
- Easily identify the root cause of customer frustration

Features



Sentiment Analysis



Topic & Intent Analysis



Keyword Search & Trends



Call Transcriptions



Dashboards



CX Sensors Alerts & Notifications