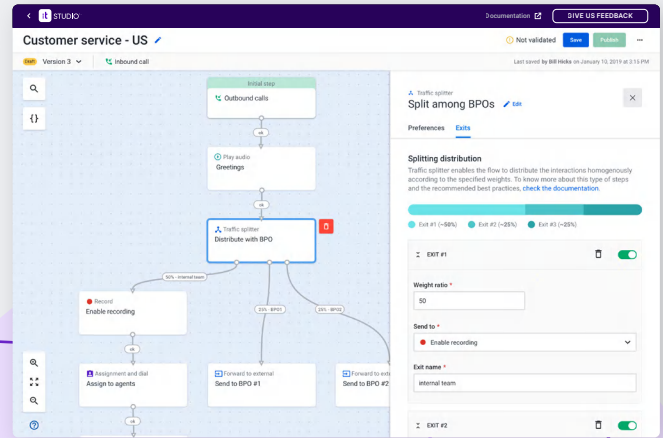




Studio

Smart and effective customer journeys—simply designed!

[View video](#)

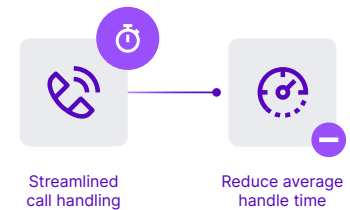


Break free from the complexity of mapping interactions, defining routing rules, and creating IVR menus. Studio is a no-code, omnichannel customer experience designer that helps you adequately manage communications with customers across their channels of choice.

Main capabilities

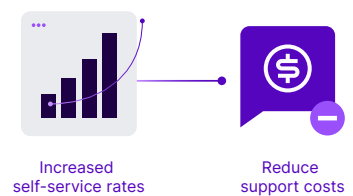
Intelligent Routing

Build automated routing flows with accuracy and streamline customer requests using cloud-native Automatic Call Distribution (ACD) capabilities. Talkdesk Studio routing constantly assesses team skills to find the ideal match for each customer interaction. It also injects your business with AI so your agents can always stay ahead of evolving customer needs.



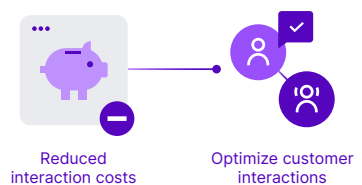
Flexible IVR

Establish better relationships, accelerate resolution, and avoid customer abandonment with intuitive self-service. Talkdesk Studio flexible IVR options span from simple keypad selection menus to modern conversational IVRs infused with Natural Language Understanding (NLU). You can quickly adapt prompts and menu options, whether it is a routine update or an urgent response to a service disruption.



Omnichannel Orchestration

Deploy omnichannel journeys on a single, unified interface to meet your customers wherever they are. Simply point and click to add your preferred channels and make interaction management painless. Whether your customers still prefer classic voice interactions or already have a digital-first mindset, Studio provides unified routing to ensure continuity across channels and rapid resolutions.



Powerful Integration Engine

Talkdesk's out-of-the-box integrations with leading CX solutions let you leverage customer preferences and contextual data in Studio to build exceptional customer experiences. If there isn't a pre-built integration with your system, Talkdesk's no-code integration builder Connections™ will allow you to link data without time-consuming programming. Give your customers a level of customization that keeps them coming back.



Key features



Nexus Routing

Precisely match customers and route conversations for streamlined call handling and improved CSAT scores.



Omnichannel Flows

Connect with your customers on their channel of choice and seamlessly route them to the best fitting agent.



Queue Management

Reduce waiting times and increase customer satisfaction by splitting traffic and distributing workloads.



Speech Recognition

Provide a convenient, hands-free IVR experience for customers with natural language processing.



IVR Surveys

Increase response rates and get better insights by collecting valuable caller feedback right when interactions finish.



Limitless IVR Options

Create your perfect combination of IVR scripts, menus, and options to deliver a seamless customer experience.



Functions

Optionally extend routing functionality with advanced business logic using a built-in low code editor that offers customization and agility.



Clicks, Not Code

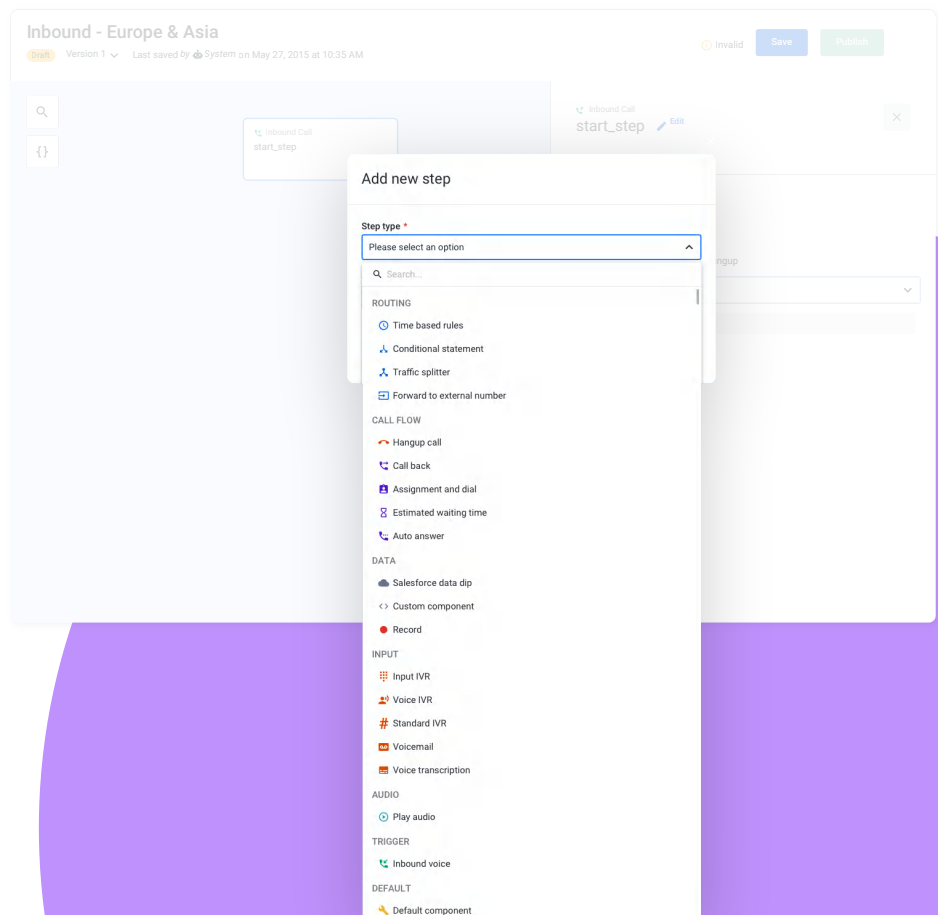
Empower non-technical users to autonomously configure, design, and manage both simple and sophisticated call flows.



Library of Components

Deploy customer journeys using a library of out-of-the-box components that can trigger call flow actions such as CRM data dips or callbacks.

LIBRARY OF COMPONENTS



What customers say about Studio



"**Studio** allowed us to revolutionize the way we set up our call journeys. We are now able to seamlessly connect our guests and homeowners to the correct teams faster than ever before, all the while empowering our employees with the data they need to take appropriate action. Not only did we increase our speed of answer by **20%**, we also reduced our missed calls by another **20%**."

—DAVID WHITESIDE, HEAD OF OPERATIONS - LONDON,
[ONEFINESTAY](#)



"I've worked with phone systems for many years. Some legacy interfaces require visualizing flows in your head, as opposed to on the screen or on the page. **Studio helps with this.**"

—STEVEN BARBARICH, IT MANAGER, [POWERDMS](#)



"With Talkdesk, we can easily **make IVR changes on the fly** without consulting a user manual. The ability to self-design and build intelligent workflows is making us more efficient, enabling us to serve more customers with less effort and faster than before."

—DALE STURGILL, VP OF CALL CENTER OPERATIONS,
[EMPLOYBRIDGE](#)



"Integration points are really nice. I'm not a developer and I was able to **pull together a Salesforce integration on my own**. The time that it took us to do a data dip into Salesforce only took a couple of weeks versus a couple of months of development."

—JENNIFER LUNDBERG, DIRECTOR OF TECHNOLOGY
ENABLEMENT, [HUMACH](#)

About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings and profitability.

talkdesk®

Experience. A better way.

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