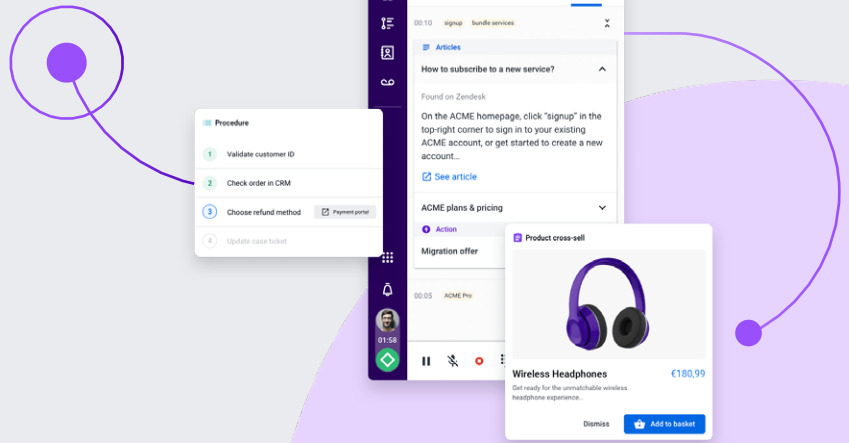




Talkdesk Agent Assist

Make every agent
your best agent



Talkdesk Agent Assist™ is a conversational guide that proactively delivers real-time contextualized next best actions in-app to achieve exceptional customer experience consistently. Talkdesk Agent Assist uses AI to empower agents with a personalized assistant that listens, learns, and provides intelligent recommendations in every conversation to help resolve complex customer issues faster.

Simplify agent effort

Save time by eliminating search and browsing, proactively delivering information and next best actions in one simple interface.

- Reduce handle time
- Expedite after-call-work time
- Improve agent engagement

Reduce manual supervision and assistance

Leverage agent support automation by reducing agent-supervisor interactions and requests for assistance, providing supervisors with more time to workforce engagement activities.

- Diminish queries to supervisors
- Facilitate the need for remote working environments
- Reduce unnecessary escalations
- Spend more time coaching and less time analyzing

Improve agent proficiency and accuracy

Reduce initial and ongoing training efforts through constant automated support and on-the-job guidance.

- Boost first contact resolution
- Mitigate agent errors
- Increase CSAT/NPS

"Talkdesk [Agent] Assist is a game-changer for achieving our goals of reducing agent and customer effort while driving customer satisfaction."

— DALE STURGILL, VICE PRESIDENT, CONTACT CENTER OPERATIONS, EMPLOYBRIDGE

Features



Next best actions



Real-time shortcuts



Quick answers



Smart notes and wrap-up



In-App automation



Automatic data entry



Unified agent interface



Escalation assistance