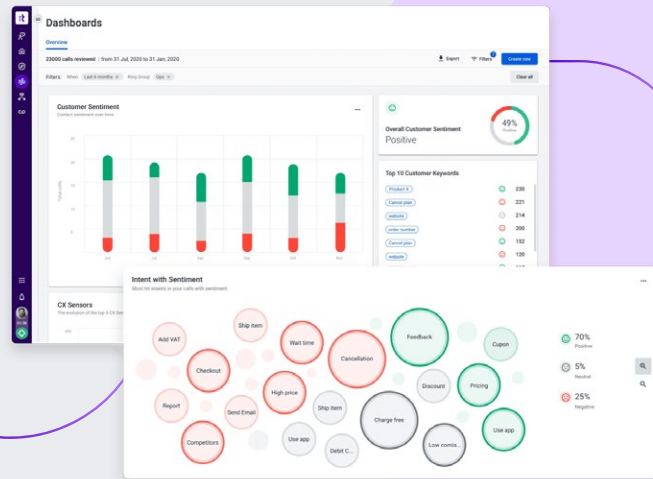




# Speech Analytics

Turn every conversation into customer intelligence you can act on.



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.

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 so you can respond before they escalate.

- Spot automation opportunities.
- Maintain continuous performance and customer satisfaction control.
- Drive customer experience with CX Sensors alerts and notifications.

## Get insights from 100% of interactions.

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

- Reduce customer effort.
- Feed marketing and sales teams with fresh customer insights.
- Easily identify the root cause of customer frustration.

**“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

## Features



Sentiment analysis



Topic and intent analysis



Dashboards



Call transcription cards



Keyword search



CX Sensors