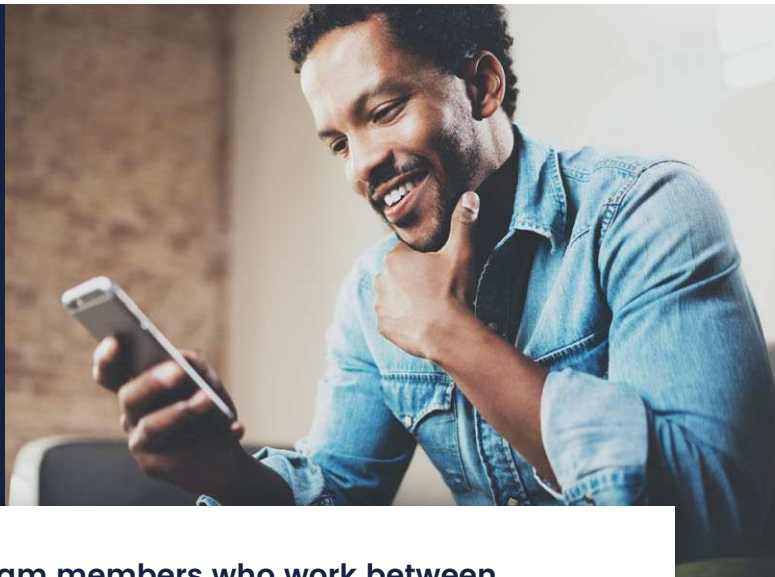


talkdesk®

Mobile Agent

Effectively and efficiently engage with customers any time, anywhere, using any mobile device



“The Mobile App is perfect for team members who work between different locations, such as our London office and off-site warehouse. It enables them to take calls and effectively go about their day, whilst still capturing the call data.”

- DAVID WHITESIDE, GM FOR LONDON | ONEFINESTAY

Talkdesk® Mobile Agent™ is a native mobile contact center that puts the power of Talkdesk in an agent's mobile phone, tablet or smart watch. Empower your teams with real-time customer information and powerful tools to provide an excellent customer experience wherever they go.

Superior Call Handling On The Go

Today's workforce demands flexibility. Empower agents to professionally handle customer calls on any iOS or Android device. Mobile Agent has all the functionality agents expect, including call controls, status settings, dispositions and voice control.

Empower Seamless CX in Every Scenario

Respond to fluctuating call volumes in real time by using Mobile Agent for remote work, part-time and after-hours scenarios. Extend customer service beyond the call center by using Mobile Agent for field technicians, outside sales, or location-based workers, so they can provide an excellent and consistent customer experience on the go.

Seamlessly Connect to Critical Information

Effective, efficient service from a mobile device is easier than you think. Mobile Agent integrates with your favorite CRM applications, providing agents with quick access to customer context, plus time-saving automations.

Stay in the Know

Mobile Agent keeps track of every conversation, so you can stay on top of key performance metrics. Reporting options are designed to help you better manage remote teams and optimize your customer experience.

Features



**Inbound/
Outbound Calls**



Call Recordings



After Call Work



CRM Connectivity



**Status
Management**



Reporting Flow



Hands-free Shortcuts



Split Screen

