

talkdesk®

Omnichannel

Meet Your Customers
Where They Are



**"Challenge your current omnichannel strategy.
Forcing customers to "channel swap" or not supporting
preferred channels will become antiquated
and considered to be rude."**

- GARTNER, INC. THE GARTNER CUSTOMER SERVICE
TECHNOLOGY VENDOR GUIDE 2019, 6.27.19

Talkdesk Omnichannel is a digital customer engagement solution that includes popular messaging apps, SMS, social media and chatbots that make it easy for customers to contact businesses however they choose. Agents can seamlessly blend channels and maintain complete customer context. Supervisors have access to monitoring capabilities such as silent monitor and whisper coaching. Administrators can easily apply routing rules across all channels.

Engage with Customers in Their Preferred Channel

Increase satisfaction and engage with customers across all major global digital messaging platforms including SMS, email, live chat, WhatsApp, Facebook Messenger, Twitter, WeChat, RCS, Apple Business Chat and more.

Intelligent Routing and Escalation in an Easy-to-use Interface

Service customer needs on any communication channel and move seamlessly from one channel to another within a single interaction. With several routing options - push, pull, team or skills-based, a common user interface and experience allows for easier agent training in different channels.

Powerful Insights and Comprehensive Reporting

Uncover conversations about your products and feed information back to internal teams to help drive product enhancements, process improvements and innovations. With CRM activity logging, agents have quick access to customer history, ensuring a responsive, personalized experience.

Features



**Popular Messaging
Apps and Agent
Live Chat**



**Social Answering
and Listening**



**Cross-channel
Customer Profile
and History**



Chatbots



**Flexible
Routing**



**Escalation
and Forwarding**



**Conversation
Tracking**



**Post-interaction
Surveys**