

talkdesk

# The new paradigms in managing contact center agent

**Marco Costa**  
Diretor Geral EMEA

The information contained in this document is property of Talkdesk and can only be used by the intended recipients. The reproduction or communication of information in this document without Talkdesk approval is forbidden.



# Talkdesk in numbers



LONDON



LISBON



COIMBRA

# 600+ Employees

glassdoor      4.5



SAN FRANCISCO



PORTO



SALT LAKE CITY

# Growing enterprise customer community in 75 countries

## Fortune 500 / G2K Companies:



## Hyper Growth / Pre-IPO Companies:



# Selling *reliability* to enterprises

## 100% Uptime SLA

9 Global Data Centers

Highest Call Quality  
4.2 Global MOS SLA

Push Button Agent Provisioning



# Selling **trust** to enterprises

## 30+ Security Certifications



# 625% increase in AppExchange ratings



	Number	Rating
Talkdesk*	238	4.7
Five9	109	4.3
NICE inContact	58	4.7
Genesys PureCloud	0	N/A



The ability to monitor team performance through their robust dashboards is great! Performance issues are very rare...even during peak performance times. Little training when onboarding new employees! 10/10, great product!”

IAN CLARK,  
SALES OPERATIONS MANAGER



# Talkdesk Enterprise Contact Center

## Routing

ACD  
IVR  
Agent Experience  
Studio  
Outbound

## Omnichannel

Voice  
Email  
Chat  
SMS & Others

## Engagement

Workforce Mgmt.  
Quality Mgmt.  
Performance Mgmt.

## Assist

Agent Assist  
Supervisor Assist  
Customer Assist  
Guide: Knowledge Base

## Analytics

Live  
Explore  
Benchmark  
Speech Analytics

40+ Integrations



50+ AppConnect Partners



talkdesk iQ

# The agent

Reimagining the agent engagement

# Millions and Millions of agents...



For how long?





# For Industry Disruptors the Contact Center is a Strategic Asset

83%

Prefer dealing with human beings to solve service issues

FARFETCH



STITCH FIX   
Your partner in personal style



# Replace



Replace

Augment



Replace

Augment

Assist



Replace

Augment

Assist

Automate



Replace

Augment

Assist

Automate



Measure  
Performance

Replace

Augment

Assist

Automate



Self Learning  
tools

Measure  
Performance

Replace

Augment

Assist

Automate

Measure  
Performance

Coach

Self Learning  
tools



Replace

Self manage

Augment



Assist

Coach

Self Learning tools

Automate

Measure Performance

# Assist

Powered by Talkdesk 

# Listens

The screenshot displays a call interface for a contact named Carly Yates. At the top, it indicates the call is 'Speaking via Support Number'. Below this, the contact's name 'Carly Yates' and phone number '+1 234 567 8901' are shown. A navigation bar includes 'Snapshot', 'Activity', 'Notes', and 'Assistant'. The main area features a 'Listening' icon and text: 'Listening' and 'The Agent Assistant is listening to your call to help you give the best answers to your clients' questions'. A message from the agent is shown: 'Thank you for calling Big Retail, how can I help you today?'. Below that, a text input field contains the message: 'I'd like to check the status of my last order and'. The interface includes a sidebar with navigation icons (home, search, menu, etc.) and a bottom toolbar with call control icons (mute, hold, end call, etc.).

# Listens

Speaking via Support Number

**Carly Yates**  
+1 234 567 8901

Snapshot Activity Notes **Assistant**

**Listening**  
The Agent Assistant is listening to your call to help you give the best answers to your clients' questions

Agent • 00.12  
Thank you for calling Big Retail, how can I help you today?

Customer • 00.19  
I'd like to check the status of my last order and

00:19

Microphone, Mute, End Call, App Store, Add-ons, Transfer, End Call

# Learns

Speaking via Support Number

**Carly Yates**  
+1 234 567 8901

Snapshot Activity Notes **Assistant**

to help you give the best answers to your clients' questions

Agent • 00.12  
Thank you for calling Big Retail, how can I help you today?

Customer • 00.23  
I'd like to check the **status of my last order** and also **place a new order**.

Check Latest Order  
Place New Order

Agent • 00.37  
It looks like your last order is expected to arrive tomorrow before 8:00pm

Customer • 00.53  
Perfect, thank you. Now I'd like to

00:53

Microphone, Mute, End Call, App Store, Add-ons, Transfer, End Call

# Listens

Speaking via Support Number  
Carly Yates  
+1 234 567 8901

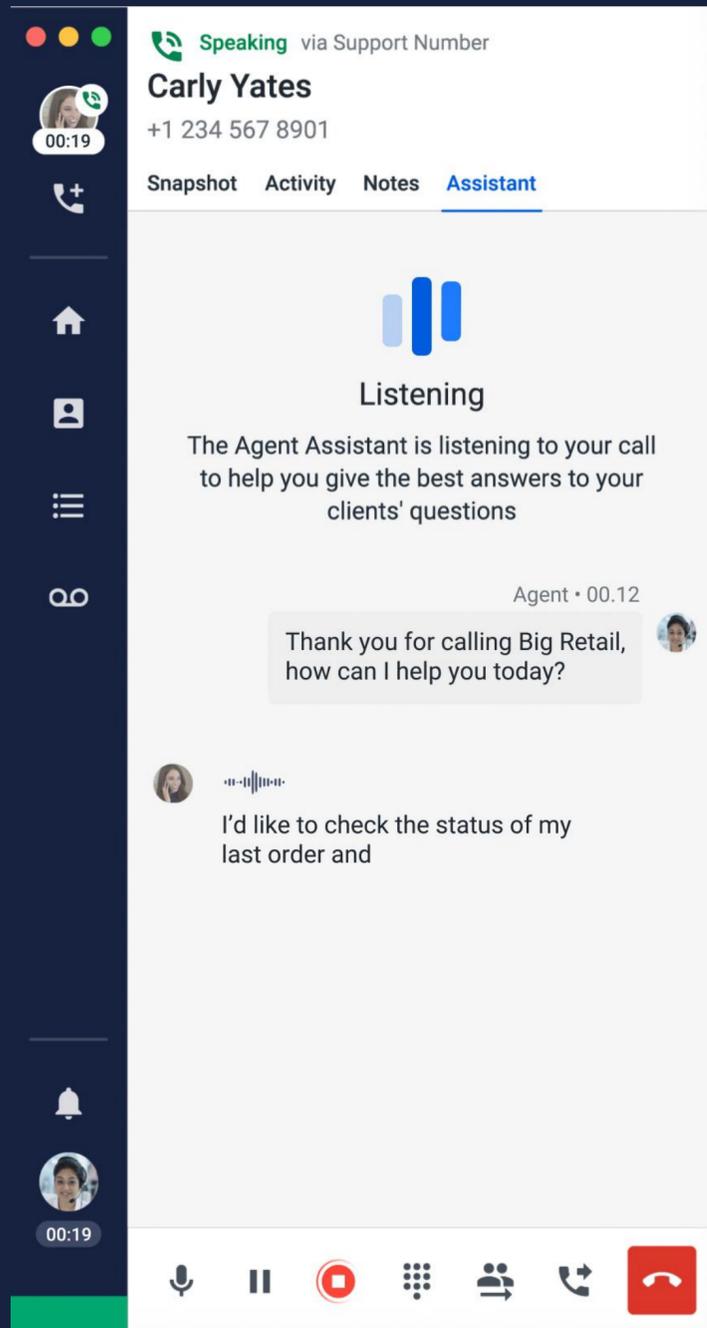
Snapshot Activity Notes Assistant

Listening

The Agent Assistant is listening to your call to help you give the best answers to your clients' questions

Agent • 00.12  
Thank you for calling Big Retail, how can I help you today?

Customer • 00.19  
I'd like to check the status of my last order and



# Learns

Speaking via Support Number  
Carly Yates  
+1 234 567 8901

Snapshot Activity Notes Assistant

to help you give the best answers to your clients' questions

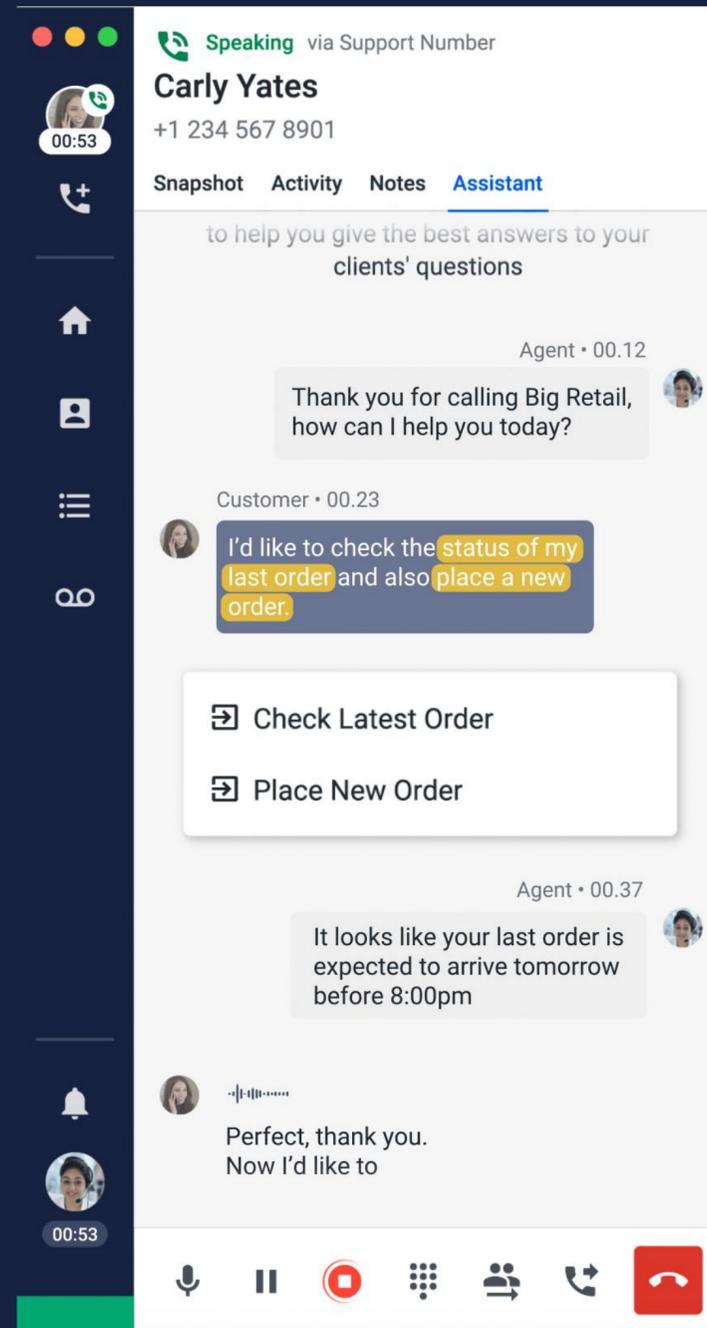
Agent • 00.12  
Thank you for calling Big Retail, how can I help you today?

Customer • 00.23  
I'd like to check the **status of my last order** and also **place a new order**.

Check Latest Order  
Place New Order

Agent • 00.37  
It looks like your last order is expected to arrive tomorrow before 8:00pm

Customer • 00.53  
Perfect, thank you. Now I'd like to



# Recommends

Speaking via Support Number  
Carly Yates  
+1 234 567 8901

Snapshot Activity Notes Assistant

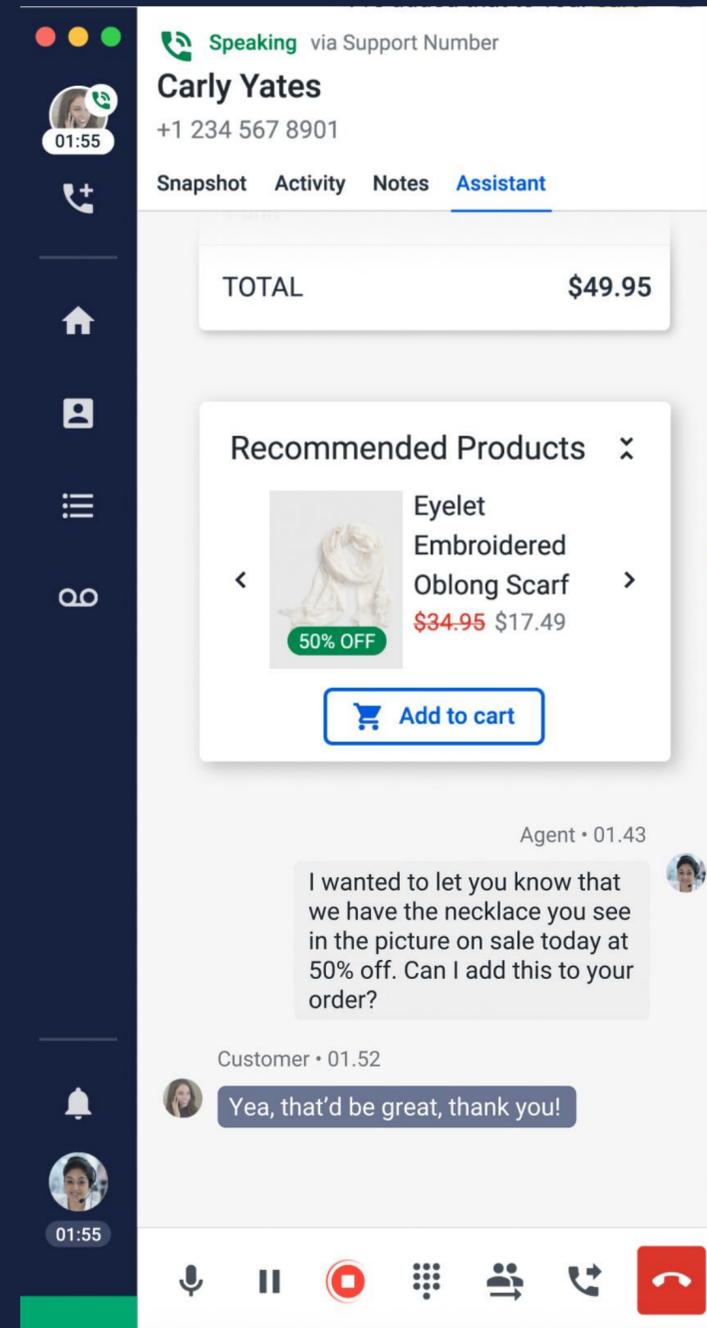
TOTAL \$49.95

Recommended Products

Eyelet Embroidered Oblong Scarf  
50% OFF \$34.95 \$17.49  
Add to cart

Agent • 01.43  
I wanted to let you know that we have the necklace you see in the picture on sale today at 50% off. Can I add this to your order?

Customer • 01.52  
Yea, that'd be great, thank you!



# Listens

Speaking via Support Number  
Carly Yates  
+1 234 567 8901

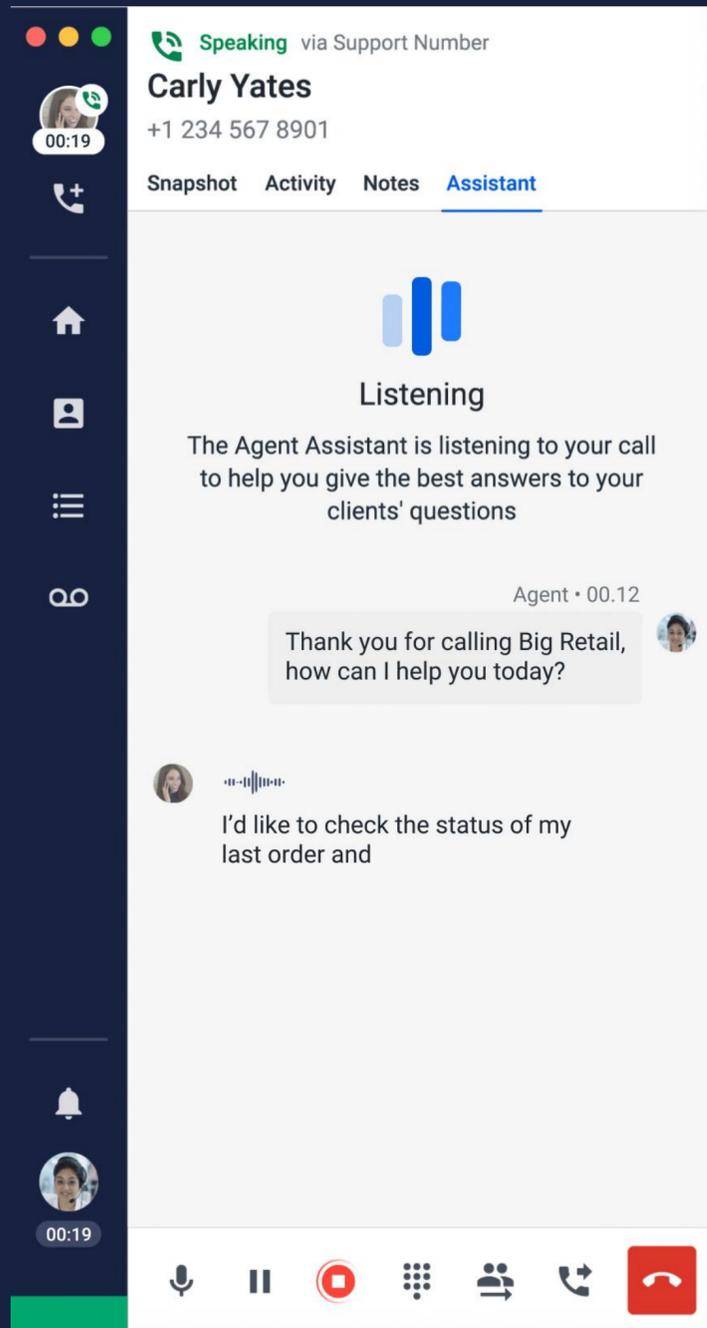
Snapshot Activity Notes Assistant

Listening

The Agent Assistant is listening to your call to help you give the best answers to your clients' questions

Agent • 00.12  
Thank you for calling Big Retail, how can I help you today?

Customer • 00.19  
I'd like to check the status of my last order and



# Learns

Speaking via Support Number  
Carly Yates  
+1 234 567 8901

Snapshot Activity Notes Assistant

to help you give the best answers to your clients' questions

Agent • 00.12  
Thank you for calling Big Retail, how can I help you today?

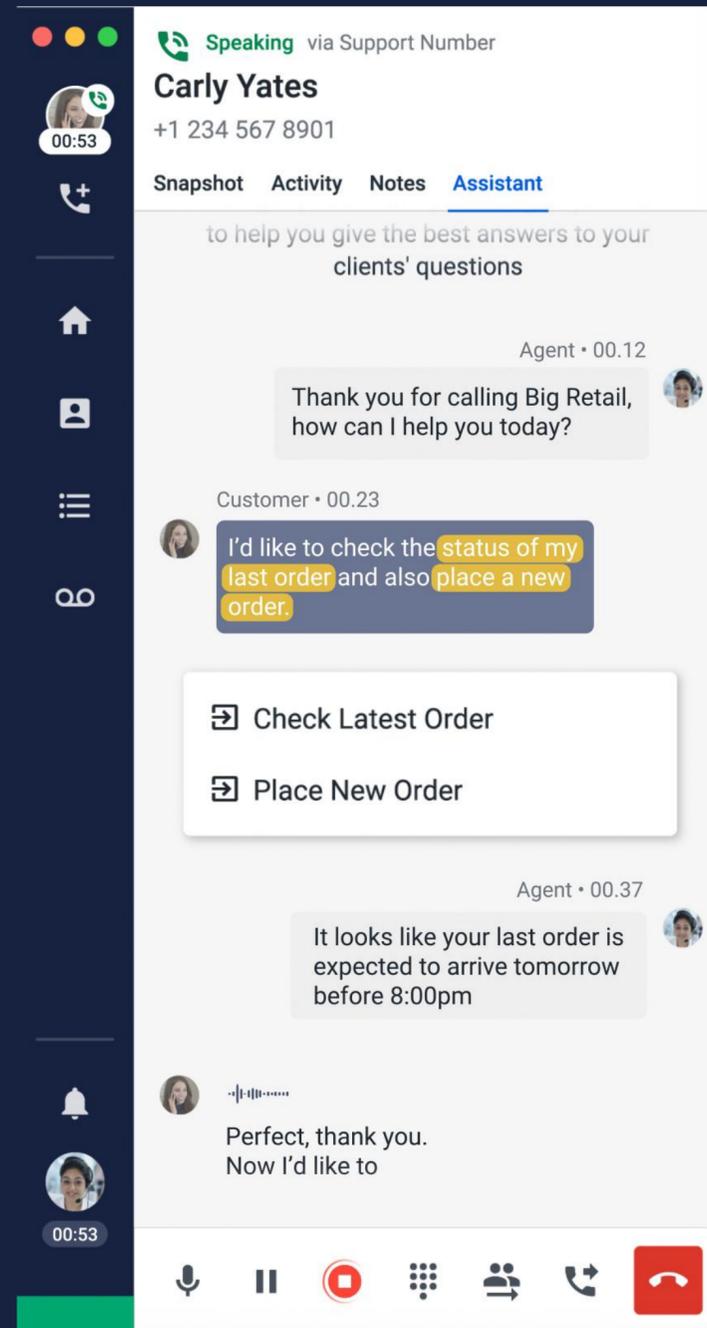
Customer • 00.23  
I'd like to check the status of my last order and also place a new order.

Check Latest Order

Place New Order

Agent • 00.37  
It looks like your last order is expected to arrive tomorrow before 8:00pm

Customer • 00.53  
Perfect, thank you. Now I'd like to



# Recommends

Speaking via Support Number  
Carly Yates  
+1 234 567 8901

Snapshot Activity Notes Assistant

TOTAL \$49.95

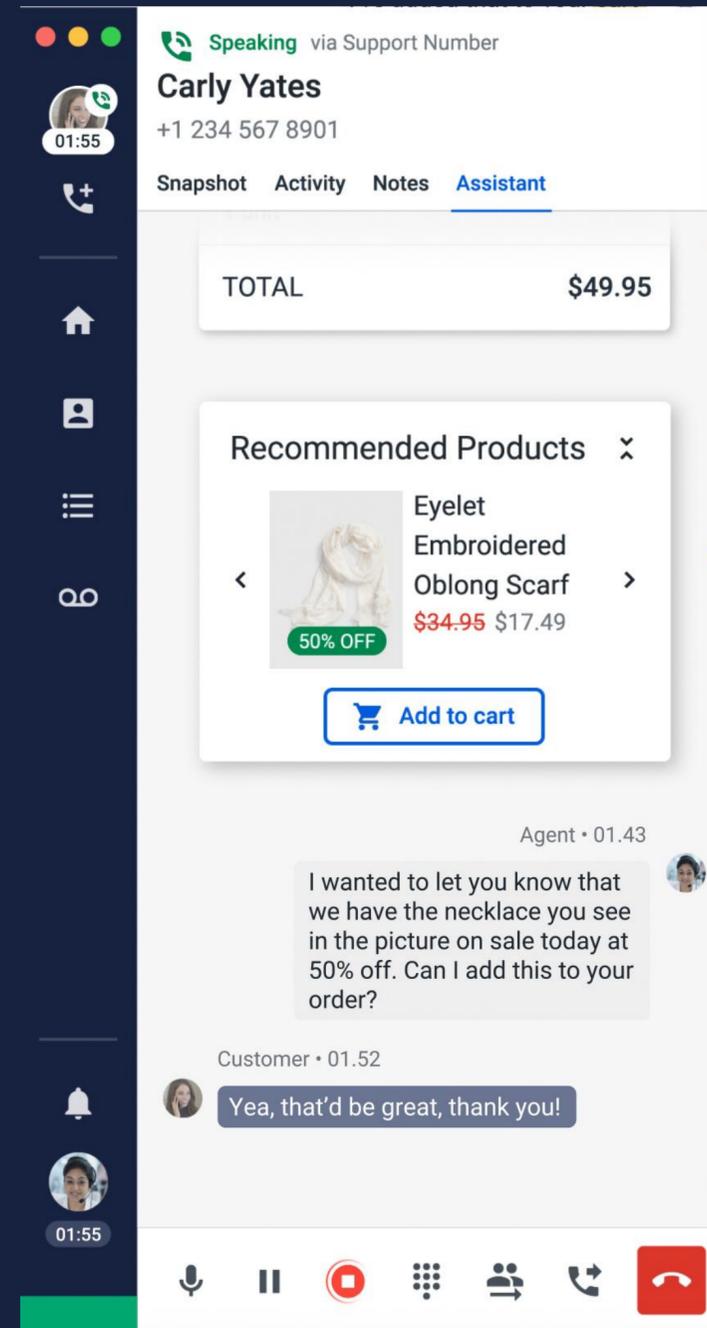
Recommended Products

Eyelet Embroidered Oblong Scarf  
50% OFF \$34.95 \$17.49

Add to cart

Agent • 01.43  
I wanted to let you know that we have the necklace you see in the picture on sale today at 50% off. Can I add this to your order?

Customer • 01.52  
Yea, that'd be great, thank you!



# Automates

Speaking via Support Number  
James Thompson  
+0 116 461 1000

Snapshot Activity Notes Assistant

Schedule Follow Up

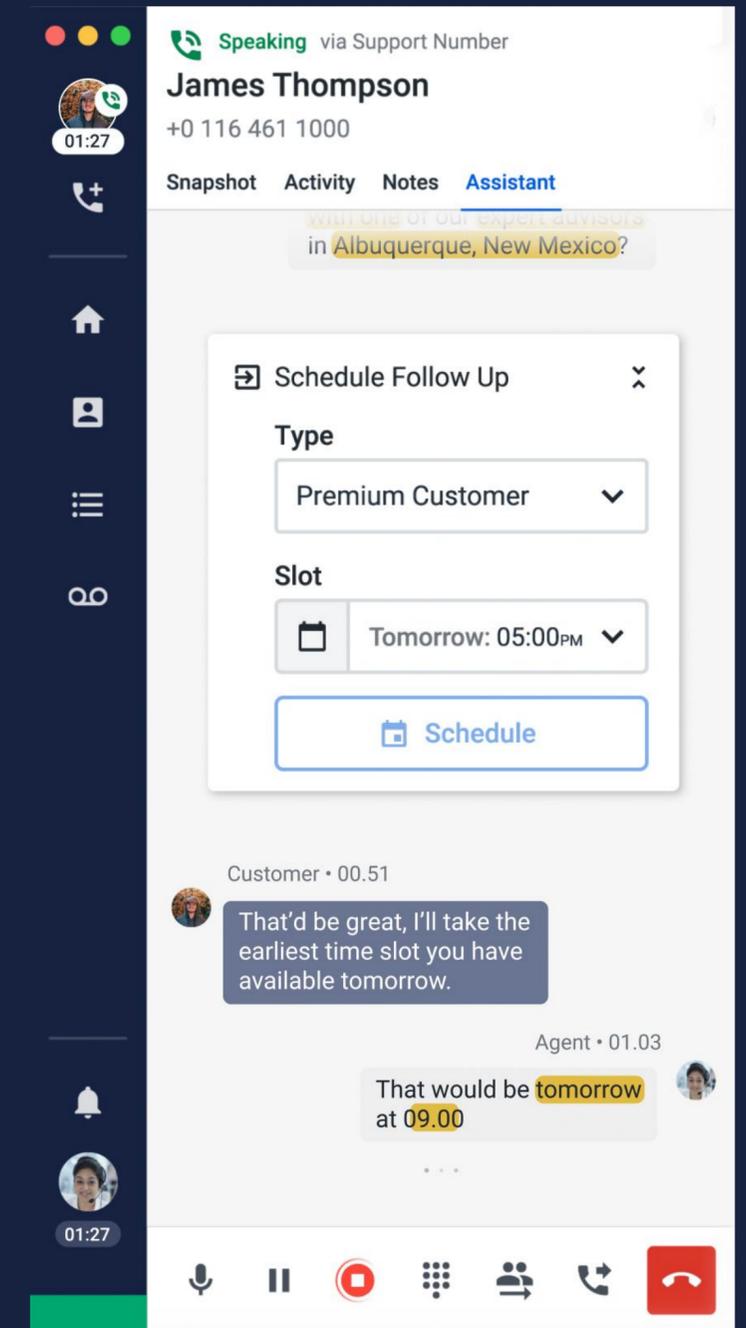
Type: Premium Customer

Slot: Tomorrow: 05:00PM

Schedule

Customer • 00.51  
That'd be great, I'll take the earliest time slot you have available tomorrow.

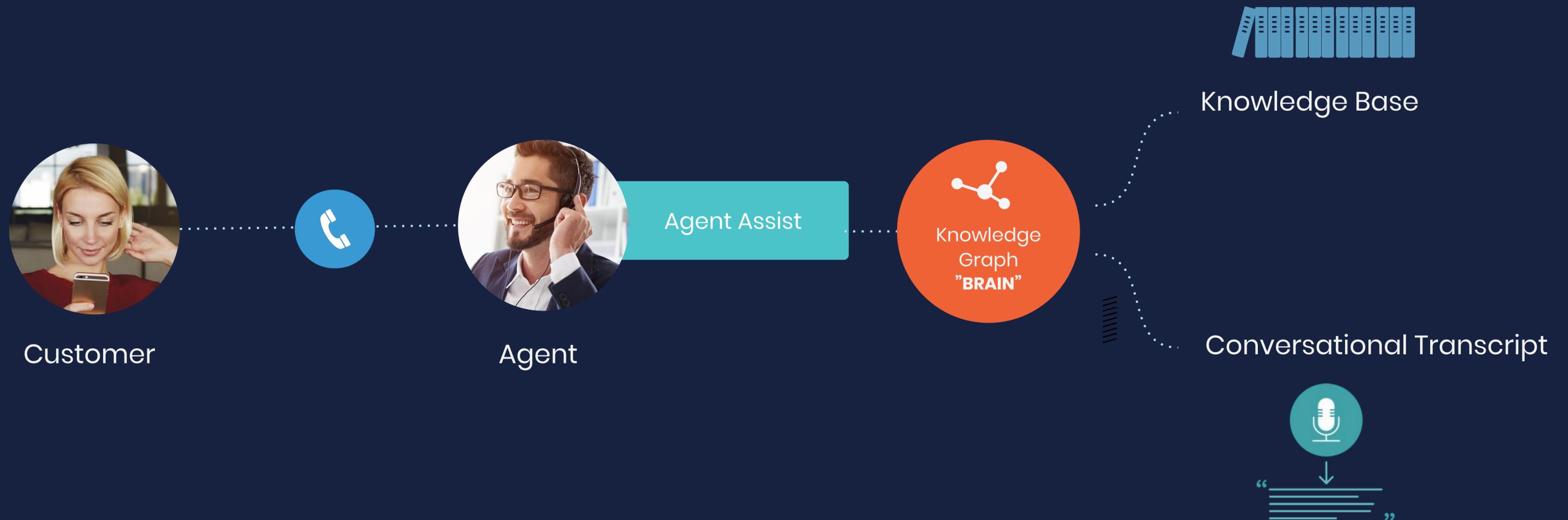
Agent • 01.03  
That would be tomorrow at 09.00



# Make any agent your best agent

Powered by 

How does it work?



# Engage

Reimagining the agent engagement

# Agent in the center

The screenshot displays the Talkdesk agent interface. On the left is a dark sidebar with navigation icons: a home icon, a profile icon, a list icon, a calendar icon, and a group icon. Below these is a notification bell with a red '5' badge and a profile picture of an agent with a '00:47' timer. The main content area is titled 'talkdesk' and shows a greeting 'Hello Kate!' with a settings gear icon. Below the greeting is a 'Notifications' section with three items: 'Your time-off was approved!' (32 minutes ago, with a 'Time-off' button), 'New schedule: 14-18 Dec' (Yesterday, 6:43PM, with a 'Schedule' button), and 'Average daily calls: 32' (Yesterday, 8:29AM, with a 'Performance' button). A 'Show more...' link is at the bottom of the notifications. Below that is an 'AHT (min)' chart for the 'Last 7 days'. The chart shows three lines: 'Total Average' (yellow), 'Median HT' (orange), and 'Average HT' (purple). The y-axis ranges from 0 to 15 minutes. The x-axis shows dates from Dec 14 to Dec 20. A 'Show more metrics' link is at the bottom of the chart.

# Agent in the center

The screenshot shows the 'talkdesk' agent interface. At the top, it says 'Hello Kate!' and 'Nice to see you again'. Below this is a 'Notifications' section with three items: 'Your time-off was approved!' (32 minutes ago), 'New schedule: 14-18 Dec' (Yesterday, 6:43PM), and 'Average daily calls: 32' (Yesterday, 8:29AM). A line chart titled 'AHT (min)' shows data for 'Last 7 days' with three series: Total Average, Median HT, and Average HT. The interface includes a sidebar with navigation icons and a user profile at the bottom.

# Schedule

The screenshot shows the 'Agent Portal' interface. It has tabs for 'Calendar', 'Performance', and 'Quality Management'. The 'Calendar' tab is active, showing a 'Schedule view'. The schedule is organized by day: 'Today' and 'Tomorrow'. Today's schedule includes: 'Morning shift / Sales - General' (09:00 AM - 12:30 PM), 'Lunch break' (12:30 PM - 13:30 PM), 'Afternoon shift / Sales - Europe' (13:30 PM - 6:30 PM), 'Dinner break' (6:30 PM - 7:30 PM), and 'Overtime / Sales - North America' (7:30 PM - 9:30 PM). A 'Request change' button is visible at the bottom.

# Agent in the center

**talkdesk**

Hello Kate!  
Nice to see you again

**Notifications**

- Your time-off was approved! 32 minutes ago [Time-off](#)
- New schedule: 14-18 Dec Yesterday . 6:43PM [Schedule](#)
- Average daily calls: 32 Yesterday . 8:29AM [Performance](#)

Show more...

**AHT (min)** Last 7 days

Day	Total Average	Median HT	Average HT
Dec 14	10	12	7
Dec 15	11	13	6
Dec 16	10	11	5
Dec 17	10	12	5
Dec 18	11	13	6
Dec 19	10	12	6
Dec 20	11	13	7

Show more metrics

# Schedule

**Agent Portal**

Calendar Performance Quality Management

Schedule view

**Today**

- Morning shift / Sales - General  
09:00 AM - 12:30 PM
- Lunch break  
12:30 PM - 13:30 PM
- Afternoon shift / Sales - Europe  
13:30 PM - 6:30 PM
- Dinner break  
6:30 PM - 7:30 PM
- Overtime / Sales - North America  
7:30 PM - 9:30 PM

**Tomorrow**

[Request change](#)

# Performance

**Agent Portal**

Calendar Performance **Quality Management**

Overview

**First Call Resolution Rate** This week

Day	Actual	Forecast
Mon	85%	85%
Tue	88%	88%
Wed	85%	85%
Thu	82%	82%
Fri	92%	92%
Sat	90%	90%
Sun	88%	88%

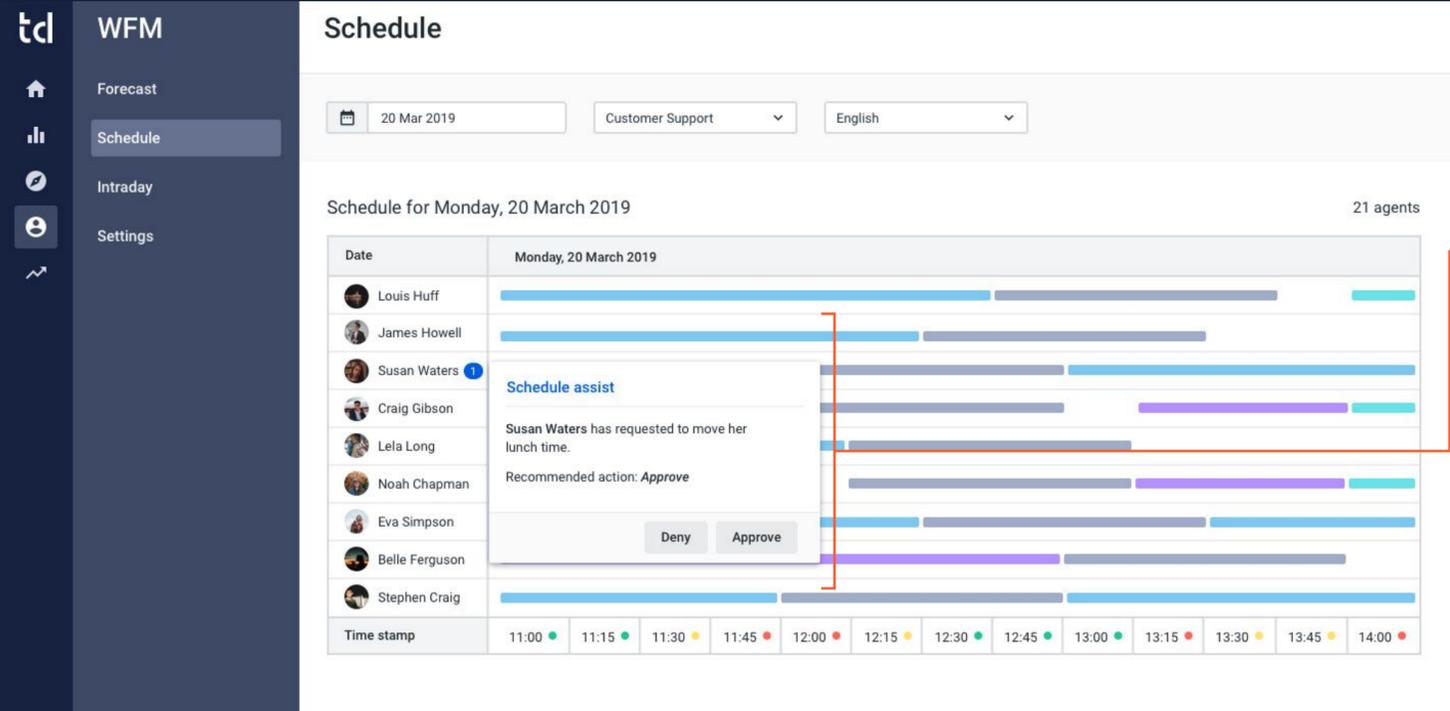
**Average Quality Score** This week

88

- 88% Successful
- 12% Not successful

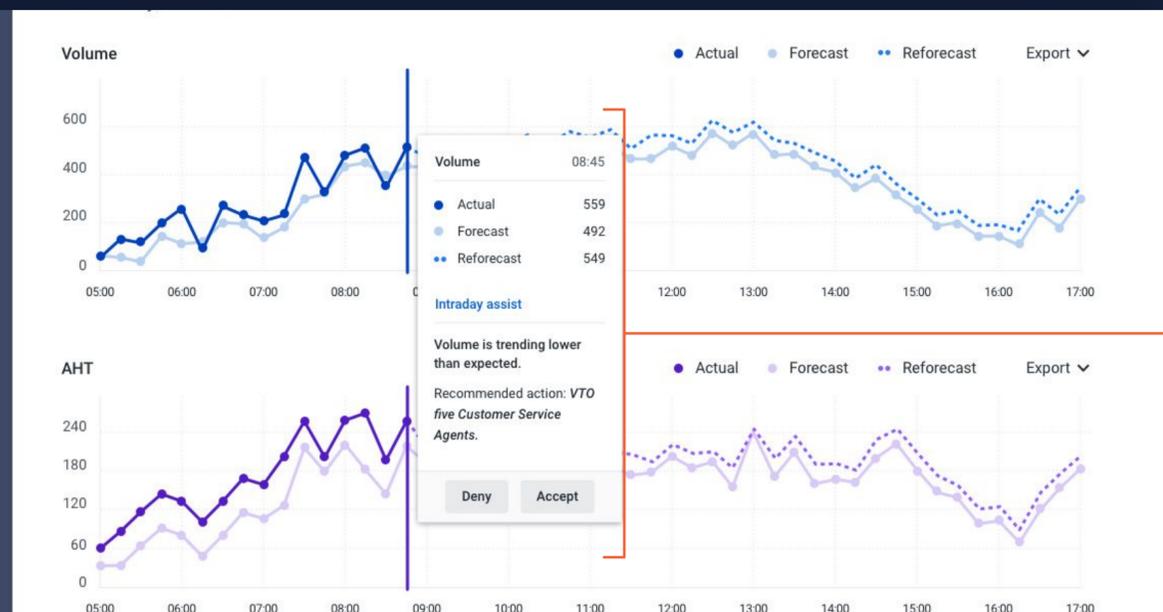
**Key Focus Areas** This month

Opening 79%



## WEM ASSIST CAPABILITIES

- Schedule Assist
- Intraday Assist
- Staffing Assist
- Coach Assist
- Quality Assist



## INPUT VARIABLES

Any accessible measurement

## OUTPUT ACTIONS

Any influencing measurement defined by and controlled by the business

# Remove low value conversations

Reimagining the agent engagement

# What can be done?

---

## Self Service Tools

Provide flexible self-service tools to handle transactional interactions

# What can be done?

---

## Self Service Tools

Provide flexible self-service tools to handle transactional interactions

## Customizable Flows

Select the interactions you want to take and the ones you want to deflect

# What can be done?

---

## Self Service Tools

Provide flexible self-service tools to handle transactional interactions

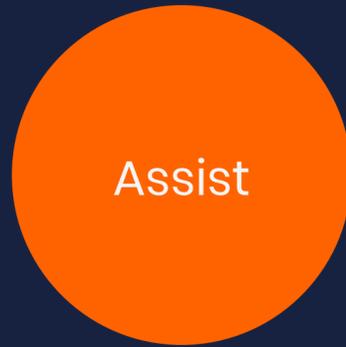
## Customizable Flows

Select the interactions you want to take and the ones you want to deflect

## Learning and adapting

Identify trends, hot topics, that decide how to address them

# Wrapping up...



Make any agent your  
best agent

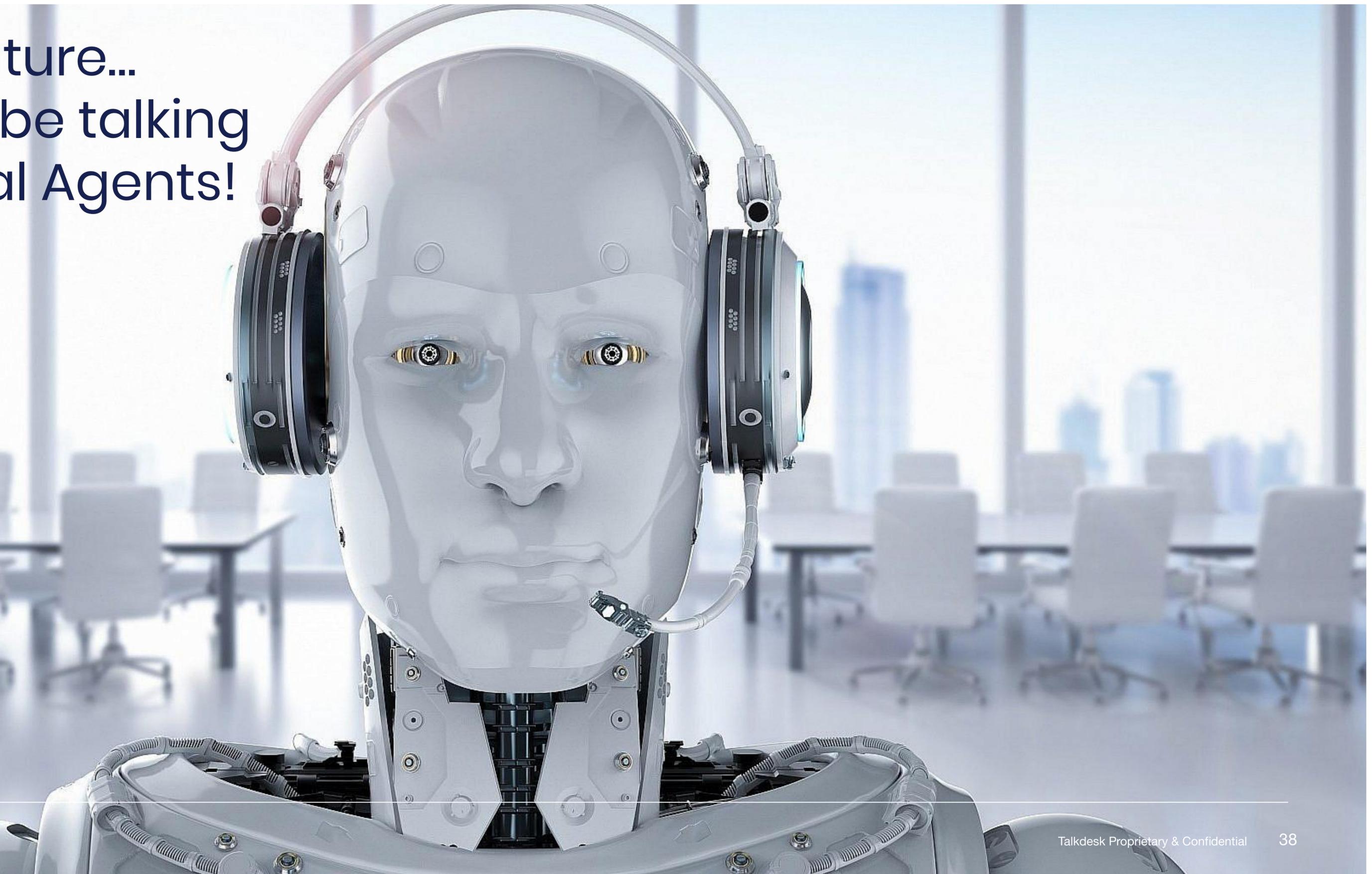


Bring agents to the  
center of planning and



Make sure the agents  
take the interactions that  
really matter

In the future...  
We'll all be talking  
to Virtual Agents!



... in the meantime...  
let's take care of  
humans!



# We'll be around – Thank you!!

Powered by Talkdesk

