talkdesk[®]

Workforce Engagement Management

Empowering Agents to Deliver an Exceptional CX

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Improve your customer experience and optimize operational efficiency in the contact center with an integrated suite of intelligent, intuitive solutions designed to help you manage, develop, and engage your agents throughout the employee lifecycle.



A Seamlessly Integrated WEM Experience

Elevate your Workforce Engagement strategy with a seamlessly integrated user experience for training, managing, coaching, and empowering your agents, while saving valuable time and effort for supervisors, quality analysts, and resource planners.



Leverage the Power of Artificial Intelligence

From agent forecasting and scheduling, to coaching and knowledge management, Talkdesk Workforce Engagement Management is infused with AI, machine learning, and automation to make your staff more efficient and provide the insights you need to make better decisions.



Intuitive Solutions for Better Results

WEM solutions don't need to be difficult to implement and use. Talkdesk Workforce Engagement Management[™] solutions provide an intuitive, streamlined experience for administrators and end-users alike, so they can spend more time on what matters most.



Provide a Better Experience for Your Agents

Whether it's through greater scheduling flexibility, better feedback, or applying automation to agent workflows, each Talkdesk Workforce Engagement Management solution is designed to improve the agent experience, so that you can increase employee engagement and retain top talent.

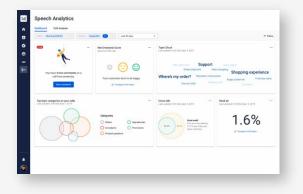
Workforce Management

Optimize staffing and scheduling with AI-powered, omnichannel workforce management that's intuitive and easy to use.

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	Roy Williams													

Speech Analytics

Never miss an emerging trend in the business or a coaching moment for your employees.



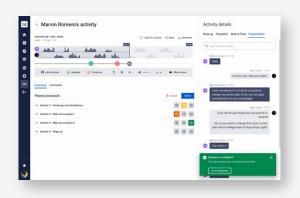
Mobile Agent

Empower your agents to work remotely, after hours, or part-time, so you can maintain business continuity in any scenario and engage with customers any time, anywhere, using any mobile device.

•	Caniel Lowe +1 814-458-3728	
	Ring group(s)	
9	Order Issues (English)	
	Contact details	
20	Daniel Lowe	
	Number 1 814-458-3728	
	E-mail daniel.lowe@gmail.com	
	Company Desktalk Inc.	
	Language English	
	Contact pop	
•	25 🐢	
	Accept call	

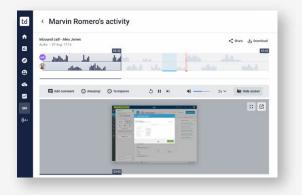
Quality Management

Improve agent performance and elevate your customer experience with holistic evaluations and actionable feedback.



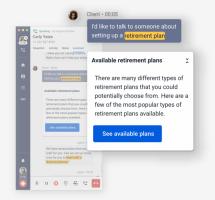
Call Recording

Get the insights and accountability your contact center needs with encrypted voice and screen recording.



Agent Assist

Empower your agents with intelligent guidance, recommending next best actions to quickly resolve complex customer issues.



Learn more about our solutions designed to help you manage, develop, and engage your workforce throughout the employee lifecycle at talkdesk.com