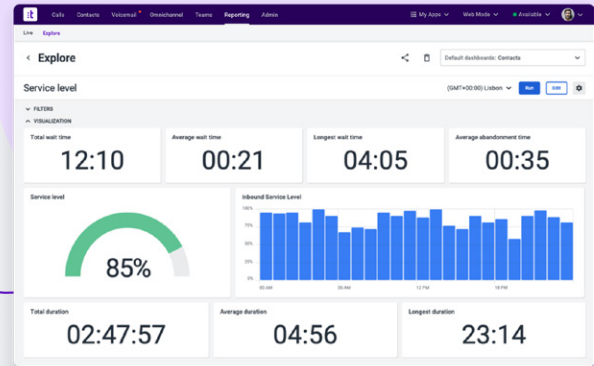




Talkdesk Explore

Turn insights into results with Talkdesk Explore.



Talkdesk Explore™ is a reporting and business analytics tool that features flexible filtering, scheduling, and customization options for a 360-degree view of contact center performance.

This intelligent BI tool delivers easy-to-consume, actionable insights in one place to inform data-driven decisions and drive exceptional customer experience.

Choose how you view your data.

With just a few clicks, leverage a combination of pre-built and fully customizable reports, dashboards, and metrics, to track performance.

- Use custom-built reports, dashboards, and KPIs.
- Build, schedule, and deliver any report to different stakeholders on a customizable cadence.

Make the right decisions faster.

Gain visibility into your data to quickly uncover patterns, drill down into details and make better, more informed business decisions.

- Aggregate and analyze historical call data.
- Get all the reporting information in a single point of access.

Intelligent insights for everyone.

Improve customer journeys and agent performance by leveraging AI-powered analytics, such as topic analysis and IVR optimization recommendations.

- Get a holistic view of every call interaction.
- Identify opportunities to meet customer needs faster.



“We found that with Talkdesk, we had access to the data we needed and the agility to utilize its full potential.”

– BILL BURCH, VICE PRESIDENT OF CUSTOMER SERVICE

Features



Pre-built and custom-made reports and dashboards



Custom calculations



Scheduled reports



AI-driven Analytics



Explore API