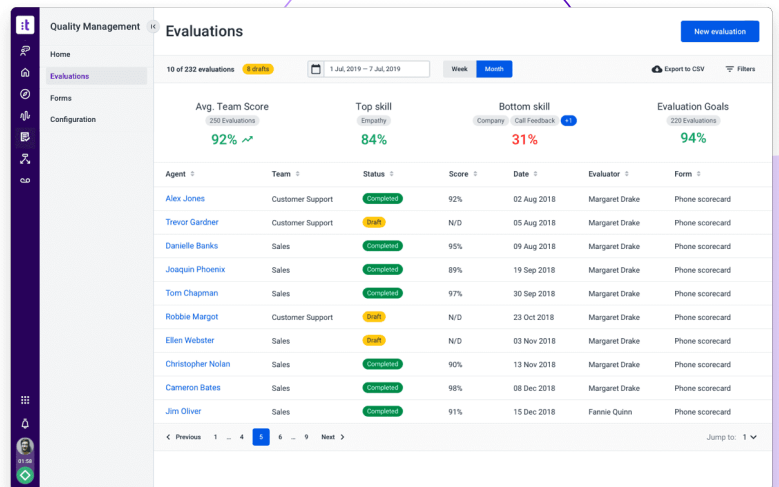


Talkdesk Speech Analytics and Talkdesk QM Assist are two separate products—while they share certain capabilities, **they are not co-dependent and are designed to solve different problems**. Use this data sheet to compare the two solutions and decide which one (or both) is the right fit for your organization.

## QM Assist

Turn every interaction into an opportunity to improve with AI

- An AI-powered automated version of Talkdesk Quality Management™
- Transcriptions and Artificial Intelligence applied to individual interactions for automated scoring
- Efficiently and effectively identify areas of improvement and non-compliance
- Evaluate up to 100% of agent interactions using AI



## Speech Analytics

Making the contact center your company's customer intelligence hub

- A robust analytics product providing call insights for the whole company
- Transcriptions and speech analysis applied to large data sets to surface trends and insights
- Get insights into every aspect of your company's customer experience
- Adopt new processes and influence company-wide decisions

