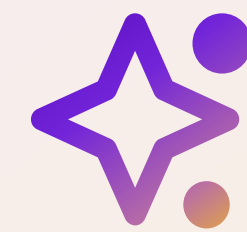


TALKDESK ASCEND AI

Unleash the power
of **agentic AI** to
deliver autonomous
customer journeys.



:talkdesk®

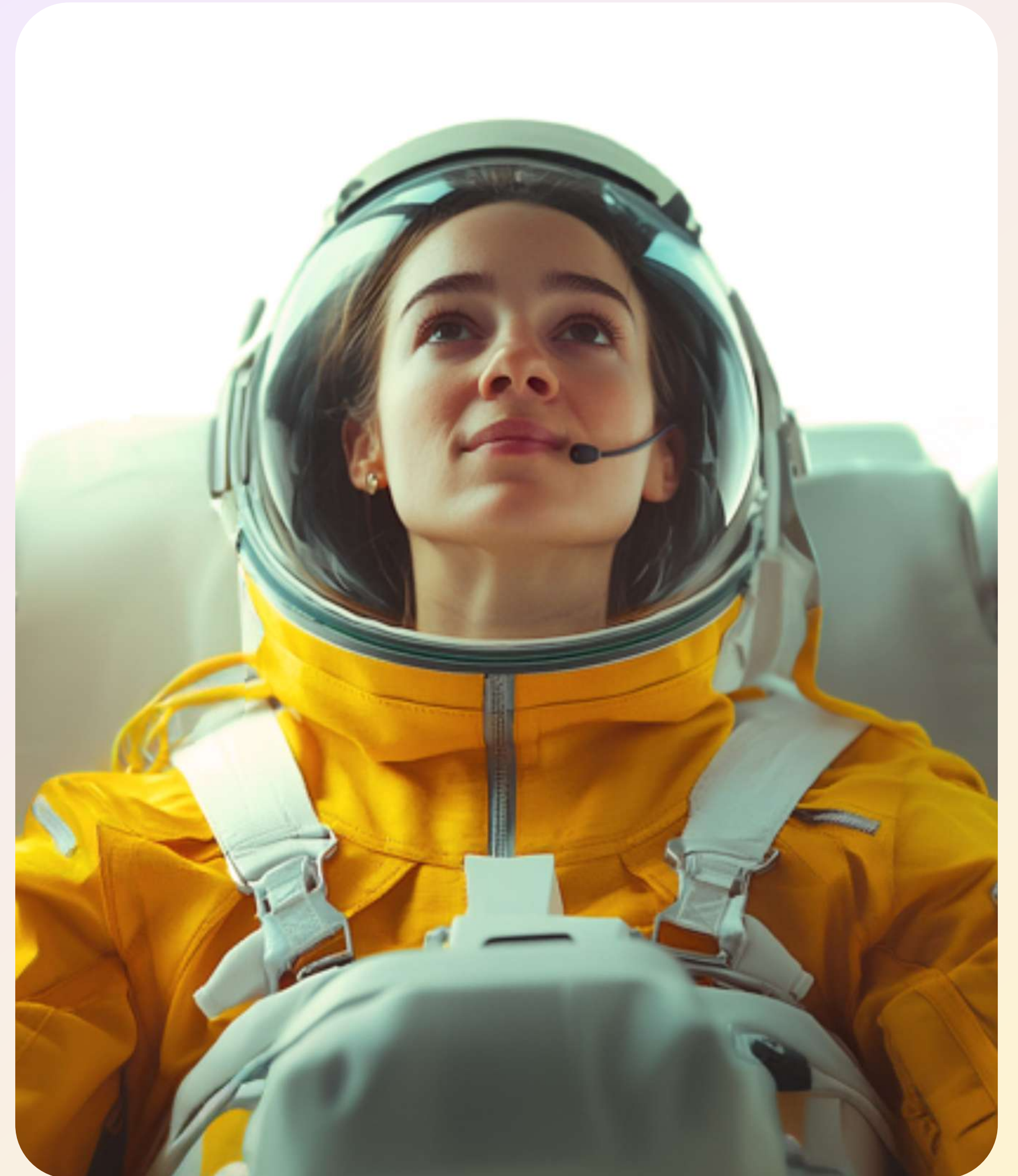


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At the core of the Talkdesk platform, Talkdesk Ascend AI harnesses the power of both agentic and generative AI to transform how businesses connect with their customers. Designed to enhance customer journeys and operational efficiency, Ascend AI is available for both cloud and on-premises deployments.

Unlock autonomous **customer experience.**

With Talkdesk Ascend AI, companies can future-proof their customer interactions through intelligent, adaptable, and autonomous solutions that evolve with their needs. Its modular and scalable architecture enables businesses to deploy AI at their own pace, making it accessible for everyone—from the largest enterprises to start-ups looking for a competitive edge.

Unlock autonomous customer experience.

Why choose Talkdesk Ascend AI?

INNOVATION:

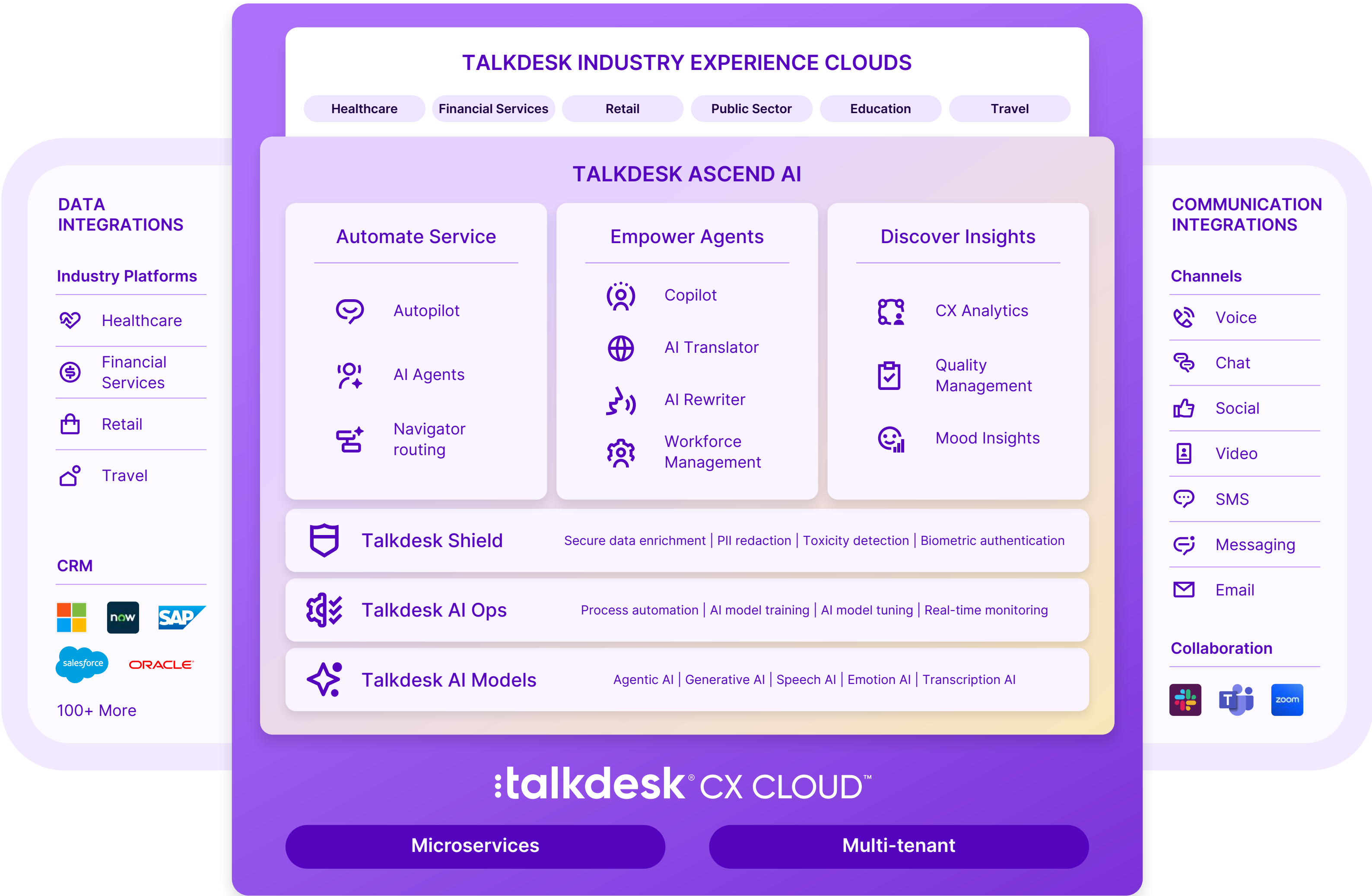
A continuously evolving AI platform that keeps you ahead of industry trends and drives long-term growth.

USABILITY:

An intuitive design that streamlines operations and maximizes productivity, empowering teams to excel.

TRUST:

Enterprise-grade security safeguards customer data, reinforcing confidence in your brand.



Automate customer service.

Simplify customer service by automating interactions and reducing operational complexity. From virtual agents to AI-powered routing and biometric authentication, Talkdesk Ascend AI enhances key performance metrics, including self-service rate, speed to answer, and abandonment rate.



Talkdesk Autopilot

Generative AI virtual agents that autonomously handle customer inquiries, significantly decreasing average handle time (AHT) and increasing first contact resolution (FCR).



Talkdesk AI Agents for Autopilot

Agentic AI that autonomously creates Autopilots and drives the customer journey.



Talkdesk Navigator

An AI-powered routing system that listens, detects, and delivers personalized experiences for every customer interaction.




Talkdesk Shield

Facilitates secure, compliant interactions with advanced voice biometric authentication and automated system performance monitoring.

Automate customer service.




 Autopilot
powered by Talkdesk

10:36 AM

co

Hmm, I really want to find a hotel in Mexico that is fun for kids, but will let me and my wife relax.

10:37 AM




Both the [Cancun Hotel](#) and the [Caribbean Hotel](#) are family friendly resorts in the Riviera Maya with supervised activities for kids and highly rated amenities for adults.

10:37 AM

co

Oh great, let me take a look at those then.

10:38 AM





I'm glad I was able to help. Is there anything else I can assist you with today?

10:38 AM

co

I think that will be all for now. Thanks!

Type a message...  

85%

self-service rate



62%

reduction in speed to answer



50%

reduction in abandoned calls



Empower agents.

Empower your entire workforce—agents, supervisors, and administrators—with tools designed to boost productivity and optimize customer outcomes. By streamlining workflows and improving customer satisfaction (CSAT), Talkdesk Ascend AI enables businesses to deliver exceptional customer experiences with minimal effort.



Talkdesk Copilot

An AI-powered assistant that delivers real-time guidance to agents during interactions and automates after call work.



AI Translator & AI Rewriter

Enable real-time translations and content rewriting, allowing you to serve global customers effortlessly.



AI Trainer

No-code AI model training, empowering your team to fine-tune AI behavior without expensive data scientists.

Empower agents.



AI Generated Answer ✕

Request Improve ▾ Professional ▾ Mood ▾

greet and apologize for wait and ask for order #

✦✦ Regenerate

Generated message

Hello, I'm really sorry for the inconvenience.
Can you please tell me your order number?

Request history

Insert message

checkr

56%

reduction in AHT

Carbon Health

40%

increase in clinical call rate

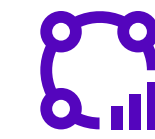
FARFETCH

25%

increase in CSAT

Discover insights.

Unlock powerful insights that drive smarter decisions and uncover growth opportunities. With Ascend AI's advanced analytics, businesses can enhance agent and operational performance, and surpass service quality goals.



Interaction Analytics

Real-time analytics provide deep insights into customer trends and agent behaviors, helping to reduce AHT and improve FCR.



Quality Management

Comprehensive interaction monitoring ensures compliance and performance standards, improving overall service quality.




Mood Insights

Emotional cues are detected throughout customer interactions, offering businesses a clearer understanding of customer needs than traditional sentiment analysis.

Discover insights.




 **Inbound call** Alfonso Cano Rodriguez

Transcription

Q Search...

Mood insights



The agent clearly empathized with the customer whose identity might have been compromised and offered a clear, speedy solution.

CO

Hello, how can I help you today?
00:01 • 🕒

CO

Hi, I just received some strange emails and noticed unauthorized activities on my accounts. I think someone stole my identity!
00:01 • 🕒

CO

I'm sorry to hear that. I'll do everything I can to assist you. Can you provide me with more details about the unauthorized activities?
00:01 • 🕒

CO

Yes, I got an email about a credit card application that I never made, and there are transactions I don't recognize.
00:01 • 🕒


CO

Thank you for bringing this to our attention. I'll escalate this matter immediately to our fraud department for investigation. In the meantime, let's secure your accounts.
00:01 • 🕒

Download transcription


95%

reduced check balance rate




70%

of all QA activities automated



30%

reduction in abandoned calls



10

Talkdesk

Ascend Connect.

Bringing AI to any contact center environment.

Talkdesk Ascend Connect allows on-premises and cloud contact centers to harness the power of Talkdesk Ascend AI without costly or disruptive system overhauls. With Ascend Connect, businesses can enjoy modern AI capabilities while maintaining their existing infrastructure, driving improvements in operational efficiency and customer experience.



Seamless voice AI integration

AI-driven voice capabilities integrate smoothly into existing telephony systems, enabling voice bots, AI-powered call routing, and real-time agent assistance without a full system replacement.



Scalability

AI capabilities can be deployed incrementally, allowing businesses to scale based on their needs, from virtual agents and real-time agent assistance to interaction analytics and quality management.



Flexibility

A customized AI adoption model allows you to deploy AI at your own pace and ensure alignment with your operational goals and organizational needs.

Agentic AI: Powering the future of customer experience.

Talkdesk Ascend AI combines the innovative power of generative AI with the autonomous capabilities of agentic AI, driving productivity and delivering transformative customer experiences. Together, these AI models transform how businesses connect with and serve their customers.



Generative AI

Delivers real-time, intelligent responses by crafting personalized content and conversations that feel human, reducing response times and improving the overall customer interaction.



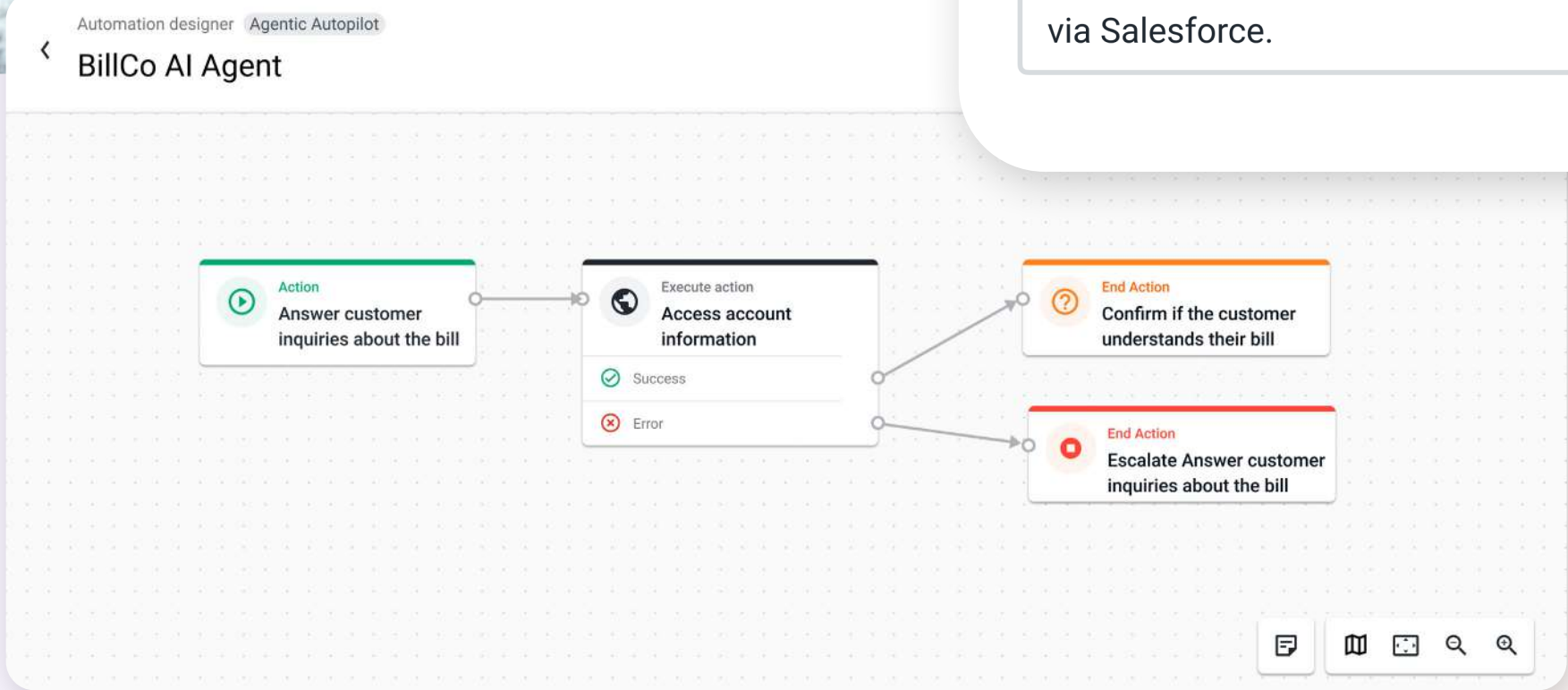
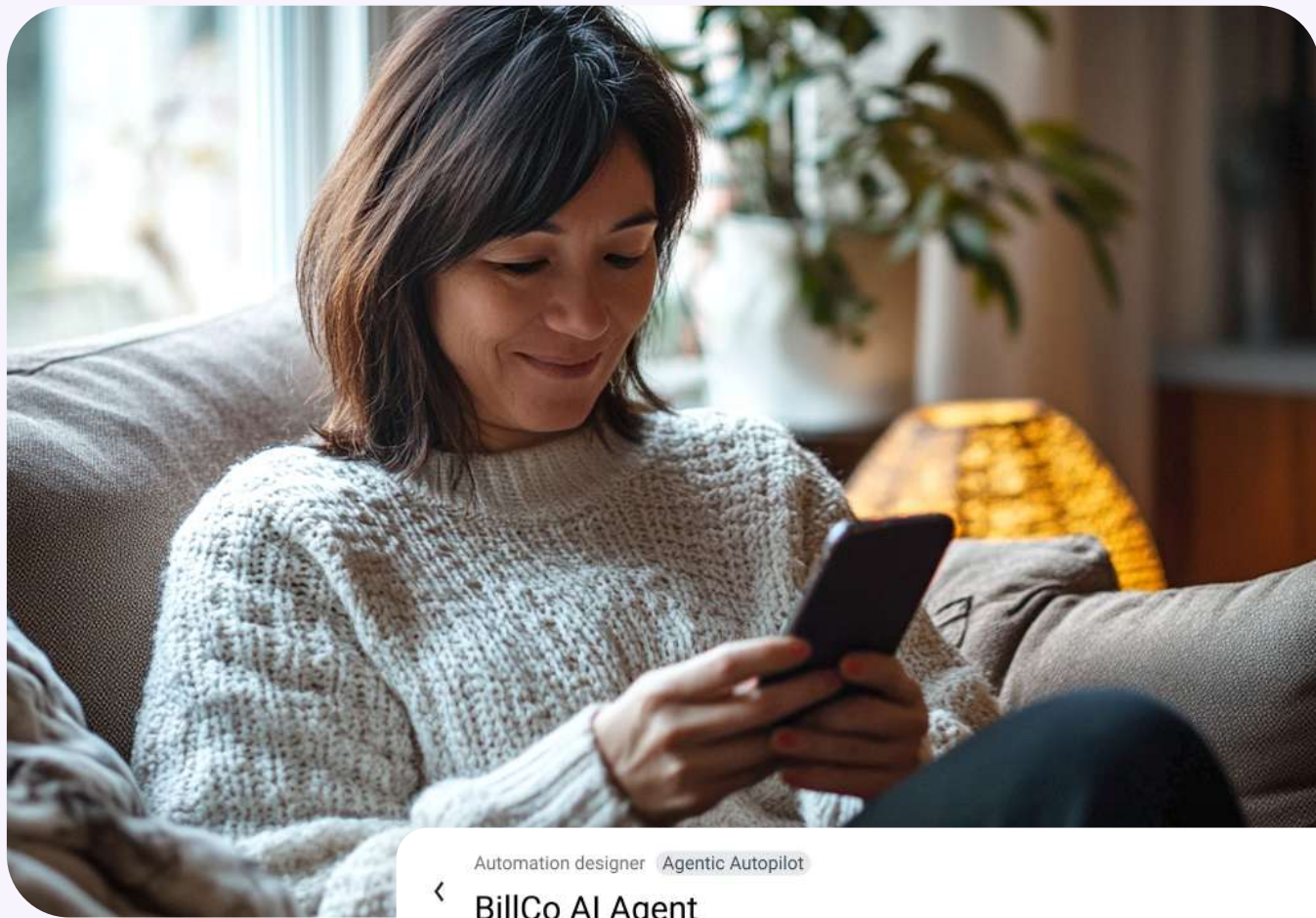
Agentic AI

Operates autonomously, making decisions based on learned behaviors, adapting to customer inputs, and continuously refining the customer journey for better outcomes.



Seamless synergy

The combination of these AI models enables faster, smarter customer interactions, driving more efficient resolutions, reducing operational complexity, and improving key metrics like AHT, FCR, and service level.



Automation Configs

Automation Description

You will act as a friendly agent. You will help customers understand their bills. Always be nice and courteous. Access account information via Salesforce.

Agentic AI in Industry Clouds

The integration of Agentic AI into Talkdesk Industry Experience Clouds enhances customer experience across sectors:



HEALTHCARE EXPERIENCE CLOUD:
Automates appointment scheduling and provides personalized health insights, improving patient satisfaction and outcomes.



FINANCIAL SERVICES EXPERIENCE CLOUD:
Delivers tailored financial advice while enhancing compliance and security, driving customer loyalty and operational efficiency.



RETAIL EXPERIENCE CLOUD:
Offers personalized product recommendations and automated support, ensuring faster response times and higher conversion rates.

Are you ready to **Ascend?**



+1 (888) 743-3044
www.talkdesk.com



Talkdesk® is on a mission to rid the world of bad customer experience. With our cloud-native, AI-powered customer experience platform, purpose-built industry solutions, and extensible AI offerings, we empower enterprises in the cloud and on premises to deliver exceptional customer experiences that make them more competitive, grow revenue, reduce costs, and provide operational efficiencies. With specialized workflows and integrations delivered out of the box for our Industry Experience Clouds, Talkdesk accelerates value for our customers, faster and more simply than legacy or one-size-fits-all solutions.

[Learn more](#) and take a [self-guided demo](#) at www.talkdesk.com.

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