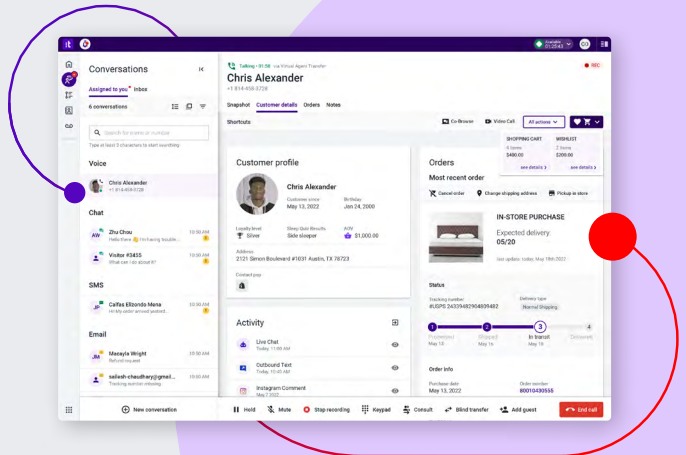**MetTel | :talkdesk®**

RETAIL & CONSUMER GOODS

Talkdesk Retail Experience Cloud™

The first retail customer service platform built to unify the customer journey across digital and physical channels.

Drive customer satisfaction and loyalty.

Improve agent experience and retention.

Increase visibility and profitability.

Talkdesk Retail Experience Cloud is the first AI-powered, out-of-the-box, customer service platform specifically made for retailers to **drive brand loyalty and customer lifetime value** across digital and physical channels.

A unified view of all customer interactions enables brands to **meet customers where they are**. Pre-configured retail workflows and scripts ensure that **value is added to every conversation**, and intelligent bots that are fluent in retail **accelerate speed to resolution**.

A better way to connect with, care for, and know your customers —wherever, whenever.

Streamline and automate common retail inquiries.	Provide self-service with a human touch.	Connect with your customers across all channels.	Empower employees with tools and insights to succeed.	Leverage data to optimize performance and operations.
Out-of-the-box retail workflows • Where is my order? • Returns and exchanges. • Order changes and processing. **60+ Pre-built integrations** Shopify, Salesforce, Microsoft, Zendesk, Kustomer.	**Retail bots** Conversational voice and chat bots powered by pre-trained retail AI. **Customer self-service** AI-powered knowledge base that is fluent in retail. **AI optimization** No-code optimization of AI models.	**Voice & digital channels** Video chat, social media, live chat (with cobrowse), voice, SMS, and email. **Smart routing** Priority routing to store and contact center. **Proactive engagement** Personalized automated notifications and bulk communications over voice and digital channels.	**Single pane of glass** Unified customer view. **Next-best-action** Real-time assistance and recommendations. **Workforce & Quality Management** Staffing and coaching optimization. **Unification of physical and digital** Customer visibility for online and in-store associates.	**Interaction analytics** Speech and text analytics that highlight customer pain points. **Customized dashboards & visualizations** Visibility into real-time and historical analytics. **Real-time sensors** Proactive alerts triggered by keywords and sentiments. **Surveys** Omnichannel customer feedback.

Made to drive value from day one.

Your customers.

Accelerate speed to resolution.

Make it easy for your customers to reach you in the place, time, channel, or device of their choice, or to help themselves through voice and digital bots that are pre-trained to solve common retail use cases.

Improve NPS and CSAT across all channels.

Connect your customers to the best associate to help—whether they be in the contact center, a store, or in another department—through smart, contextual, and priority routing.

Reduce customer effort and frustration.

Leverage real-time and historical analytics to identify the reasons behind customer inquiries (such as "where is my order" or returns), and pair that insight with proactive communication and automation tools that anticipate customer needs.

Your business.

Drive customer lifetime value and loyalty.

Position your contact center as an integral part of your brand promise by equipping your team with tools to build deep customer connections, drive sales, and build loyalty in every conversation.

Maximize your tech stack and reduce costs.

Improve time-to-value with a platform that's easy to set up, maintain, and monitor. Plug in your current technologies in no time with out-of-the-box integrations and easy-to-build connections.

Improve real-time reporting and visibility.

Provide proactive and actionable reports, dashboards, and insights from your customer service platform to all functions of your organization.

Your workforce.

Reduce training and turnover.

Enable your team to drive customer growth in no time with the help of AI-powered tools such as pre-configured retail workflows, scripts, next-best-actions, access into customers' digital shopping carts, and more.

Improve productivity and collaboration.

Equip your digital and in-store associates with customer interaction history, order details, and a complete history of conversations in a single pane of glass.

Optimize and empower your workforce.

Personalize employee improvement opportunities in regards to service quality, consistency, after-call work, and compliance–all based on customer feedback, transcripts, and KPIs.

Average Talkdesk customer outcomes.

5%
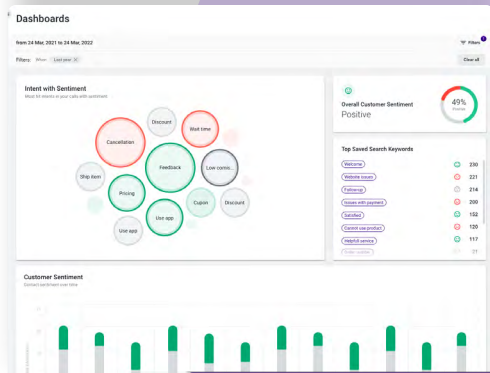Increase in **average order value** and **CSAT scores.**

15%
Reduction in **interaction costs** and **manual work.**

10%
Decrease in **agent effort, training, and turnover.**

10%
Call deflection rate.

CUSTOMIZED DASHBOARDS & VISUALIZATIONS

PURPOSE-BUILT RETAIL WORKSPACE

VIDEO & CO-BROWSE ASSISTED-SHOPPING

DEEP COMMERCE INTEGRATIONS

SHOPPING CART VISIBILITY

VISIBILITY INTO CUSTOMER INTERACTIONS & TRANSACTIONS

UNIFICATION OF STORES & CONTACT CENTERS

OUT-OF-THE-BOX RETAIL FLOWS & BOTS