:talkdesk®

Call Center Helper

The Agent of the Future.

October 28th 2021

Reshaping the role   of the contact centre agent.

Job Description:
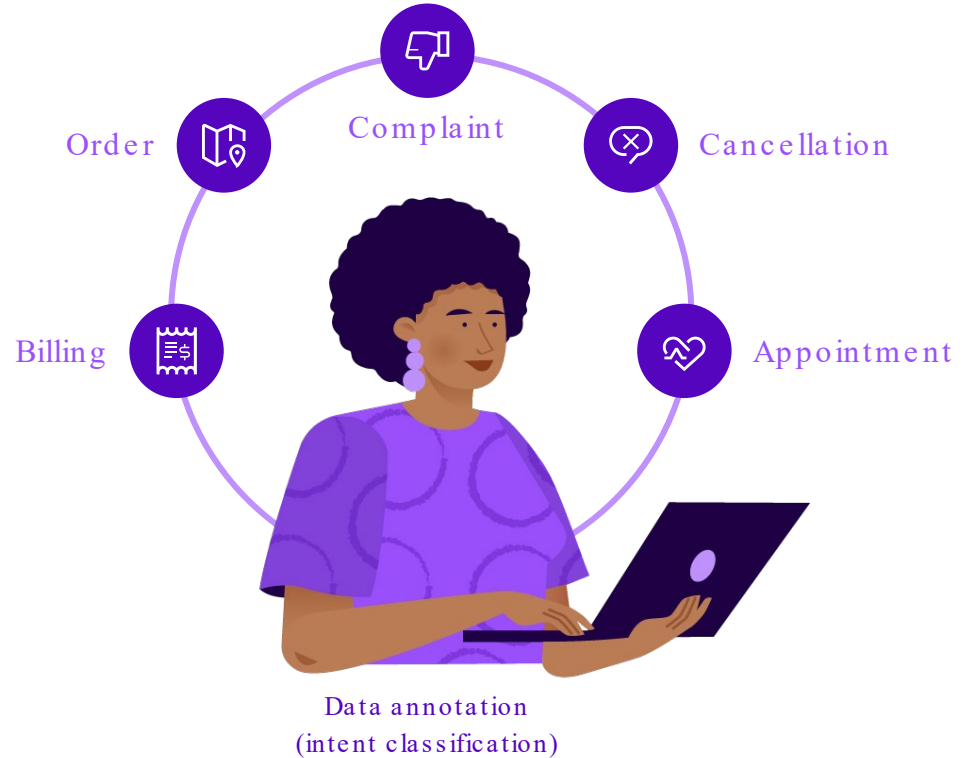
Your tasks will include:

- [ ] Apply customer service expertise to train AI models.
- [ ] Curate AI data set.
- [ ] Update AI training data.
- [ ] Fine-tune accuracy of AI models.
- [ ] Recognise AI training data gaps.
- [ ] Data labeling.
- [ ] Quality check data labelling suggestions.
- [ ] Manage continual AI training within contact centre workflow.
- [ ] Authoring knowledge base answers.
- [ ] Configure automated virtual agent flows.

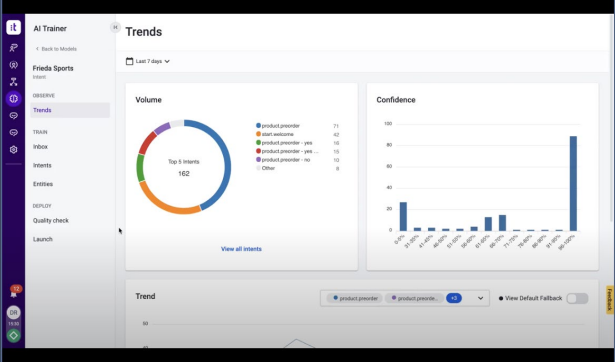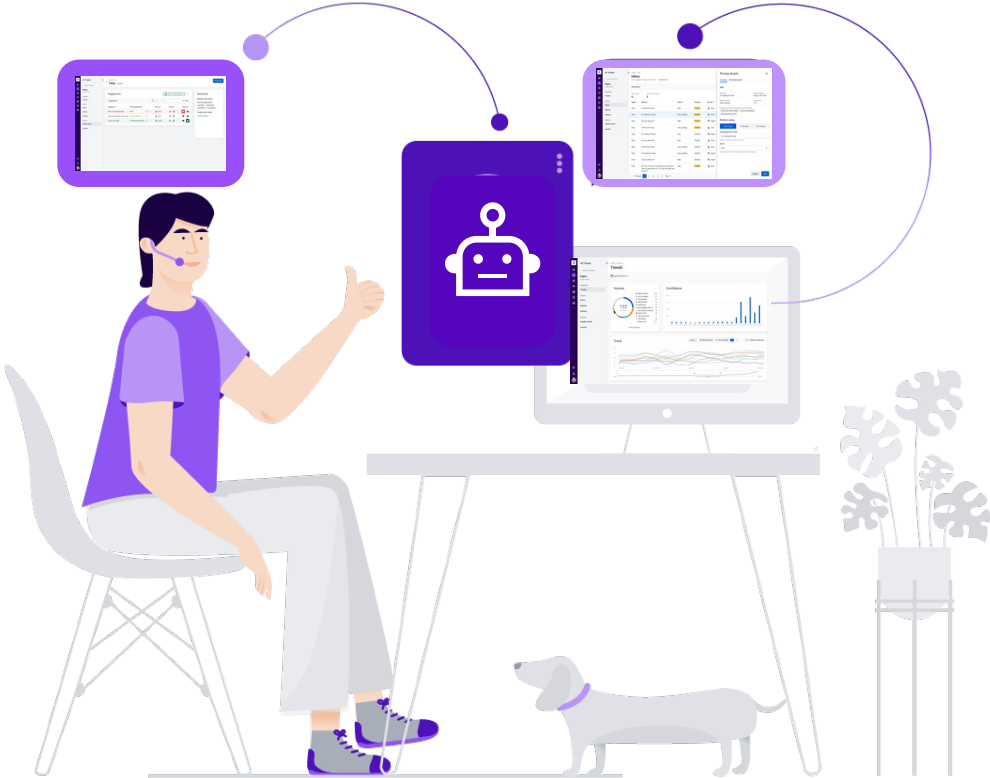Customer service
AI training manager

Labeling data needs human action, but not a task for data scientists.

Contact centre staff can label AI data.

Complaint

Order

Cancellation

Billing

Appointment

Data annotation
(intent classification)

Using non‑technical staff to operationalize AI.

Human-in-the-loop technology enables agents to train AI.

- Empower non-technical staff (agents & supervisors) to train AI with no-coding.

- No need for professional services e.g. data scientists.

- Easily maintain and fine-tune the accuracy and predictive power of AI.

- Resolve more customer cases through accurate AI-powered automation.

- Fine-tune AI-powered agent assistance tools

Operationalizing AI: how Talkdesk AI Trainer works.