



Talkdesk automation-first customer experience solutions

Automate and optimize your most critical
customer service processes

NOVEMBER 2021

Forward-looking statement

This document may contain forward-looking statements that involve risks, uncertainties, and assumptions. If any such uncertainties materialize or if any of the assumptions prove incorrect, the results of Talkdesk could differ materially from the results expressed or implied by the forward-looking statements we make. All statements other than statements of historical fact could be deemed forward-looking, including any projections of product or service availability, subscriber growth, earnings, revenues, or other financial items and any statements regarding strategies or plans of management for future operations, statements of belief, any statements concerning new, planned, or upgraded services or technology developments and customer contracts or use of our services.

The risks and uncertainties referred to above include – but are not limited to – risks associated with developing and delivering new functionality for our service, new products and services, our new business model, our past operating losses, possible fluctuations in our operating results and rate of growth, interruptions or delays in our Web hosting, breach of our security measures, the outcome of any litigation, risks associated with completed and any possible mergers and acquisitions, the immature market in which we operate, our relatively limited operating history, our ability to expand, retain, and motivate our employees and manage our growth, new releases of our service and successful customer deployment, our limited history reselling non-Talkdesk products, and utilization and selling to larger enterprise customers.

Any unreleased services or features referenced in this document or other materials such as presentations, press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make their purchase decisions based upon features that are currently available. Talkdesk assumes no obligation and does not intend to update these forward-looking statements.

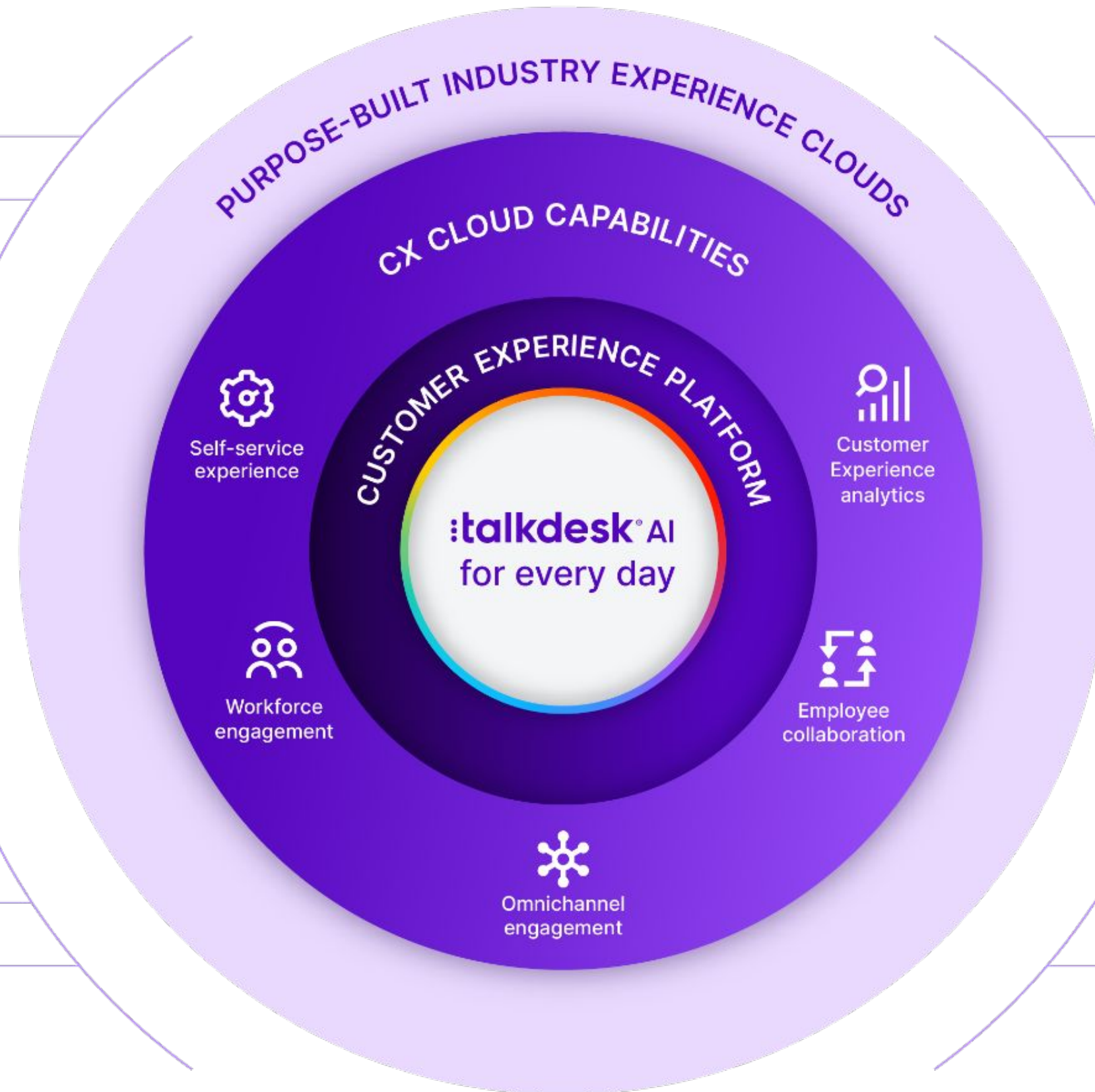
Automation-first customer experience solutions.

CX Platform

- Global communications network
- Low-, no- and custom-code tools
- Flexible deployment options
- 60+ pre-built integrations
- 30+ security certifications
- 80+ AppConnect solution marketplace

CX Services

- Success services
- Success community
- Success ecosystem



Industry Experiences

- Industry Workspace
- Pre-integrated with core industry systems
- Pre-designed with custom workflows and automation
- Pre-trained with AI for industry expertise


Talkdesk AI


- Customer self-service
- Agent empowerment
- Fraud & authentication
- Operationalizing AI

Talkdesk AI for every day advantage.


Automating every step of the customer journey giving customers better answers, faster.


Customer Self-service AUTOMATION


 **Virtual Agent**
Automated voice and digital self-service experiences


 **Self-Service Portal**
Self-service KB and content for automations


Agent Empowerment AUTOMATION

 **Agent Assist**
Automated assistance for agents


 **Knowledge Management**
KM for teams to orchestrate information to power automations


 **QM Assist**
Automated quality assurance for agent coaching & improvement


 **Interaction Analytics**
Automated issue discovery, speech search & real-time assistance

 **WFM**
Automated staffing and scheduling decisions


Fraud & Authentication AUTOMATION

 **Guardian**
Automated authentication and fraud detection for a secure contact center

 **Guardian Guardrails**
Automated and on-demand issue mitigation; API integration to 3rd party systems

 **Guardian Identity**
Automated voice biometrics and phone validation of callers

Operationalizing AI AUTOMATION

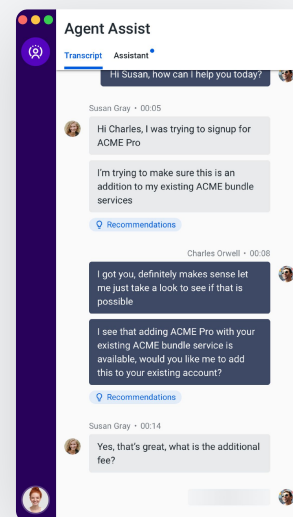
 **AI Trainer**
A no-code AI model training tool for better automation using human-in-the-loop technology.

Talkdesk platform advantage.

Trusted enterprise-grade with consumer simplicity.

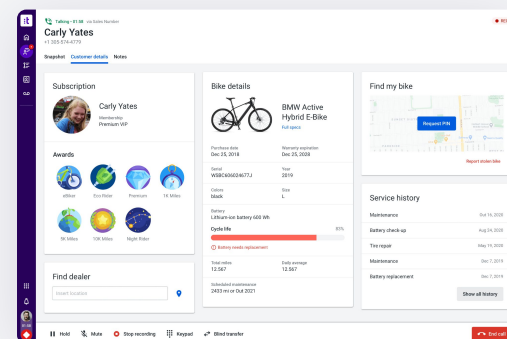
AI for every day

Powerful AI platform
AI-based apps to automate customer self-service, empower agents, mitigate fraud, and operationalize AI
Human-in-the-loop technology with AI Trainer



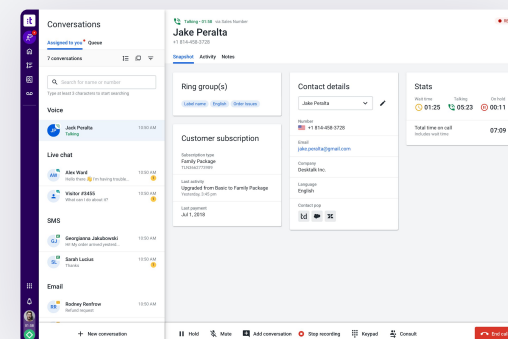
Native

Broadest suite of native apps
One unified platform
One user experience, device agnostic



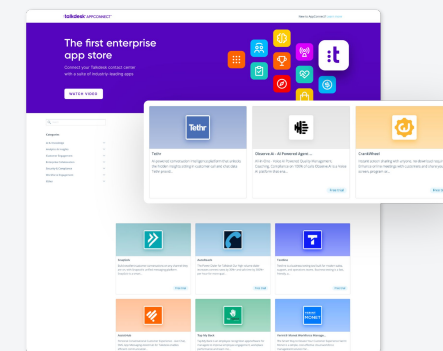
Adaptable

Flexible to change with your business with low-, no-, and custom-code tools
Customizable Workspace, reporting & integrations
“Clicks not Code” administration



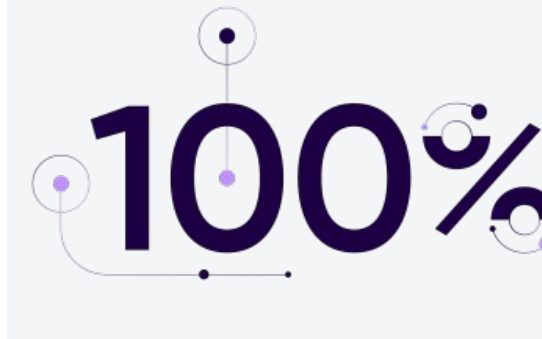
Integrated

60+ pre-built integrations
Easy custom integrations
AppConnect Marketplace



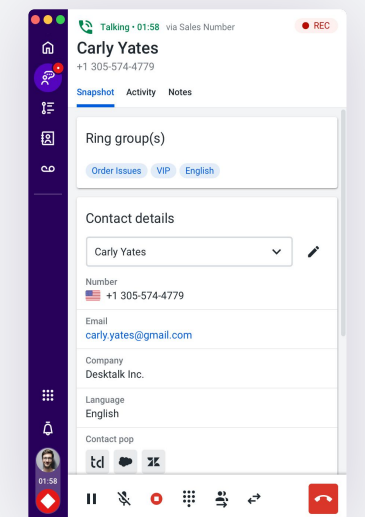
Trusted

30+ security certifications
100% uptime SLA, global call quality
Authentication & Threat Protection








Intuitive

Fast deployment
Fast onboard
Fast time to value



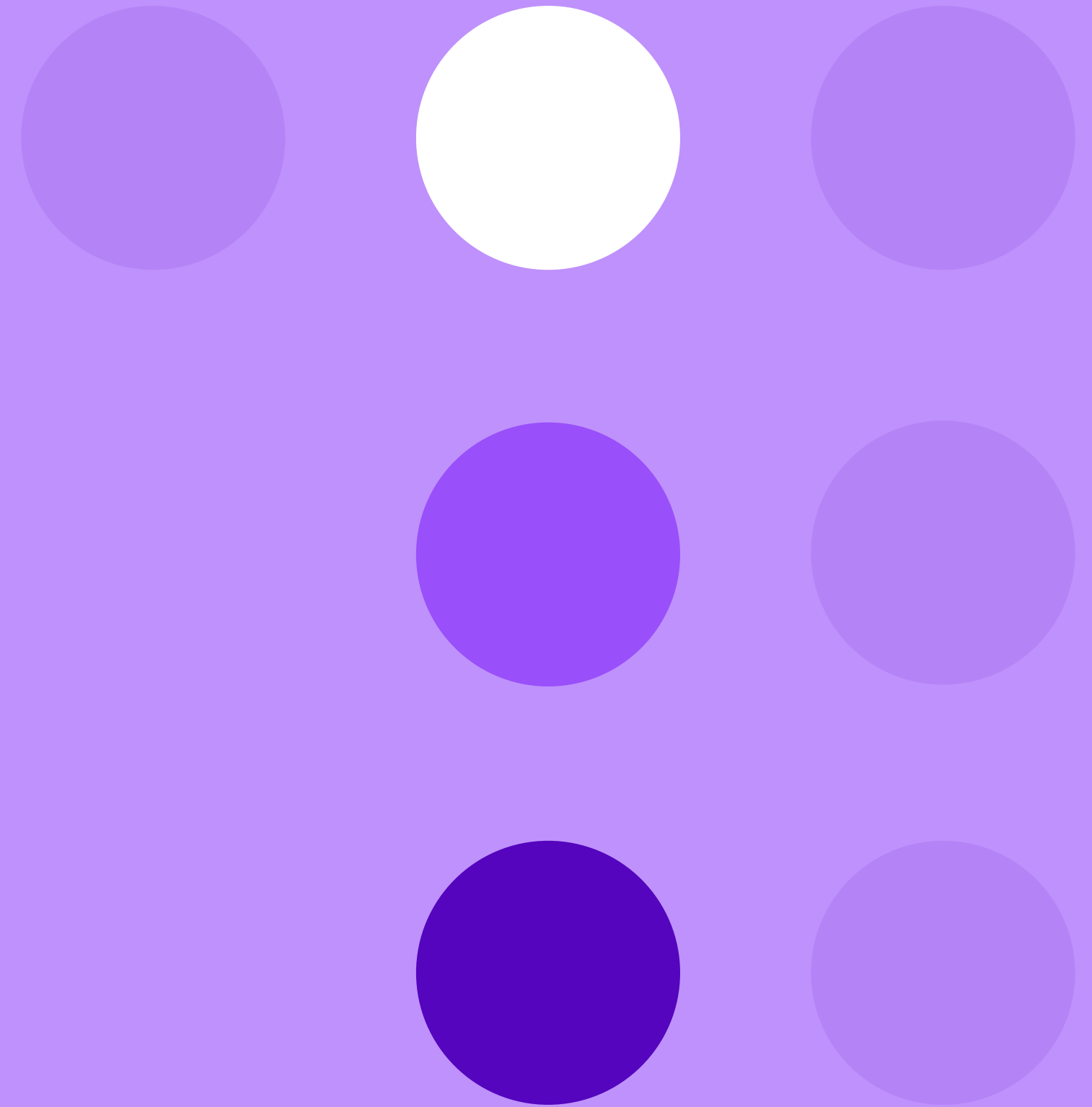
Talkdesk CX Cloud product advantage.

A complete cloud contact center solution with Talkdesk AI for a better way to great CX.

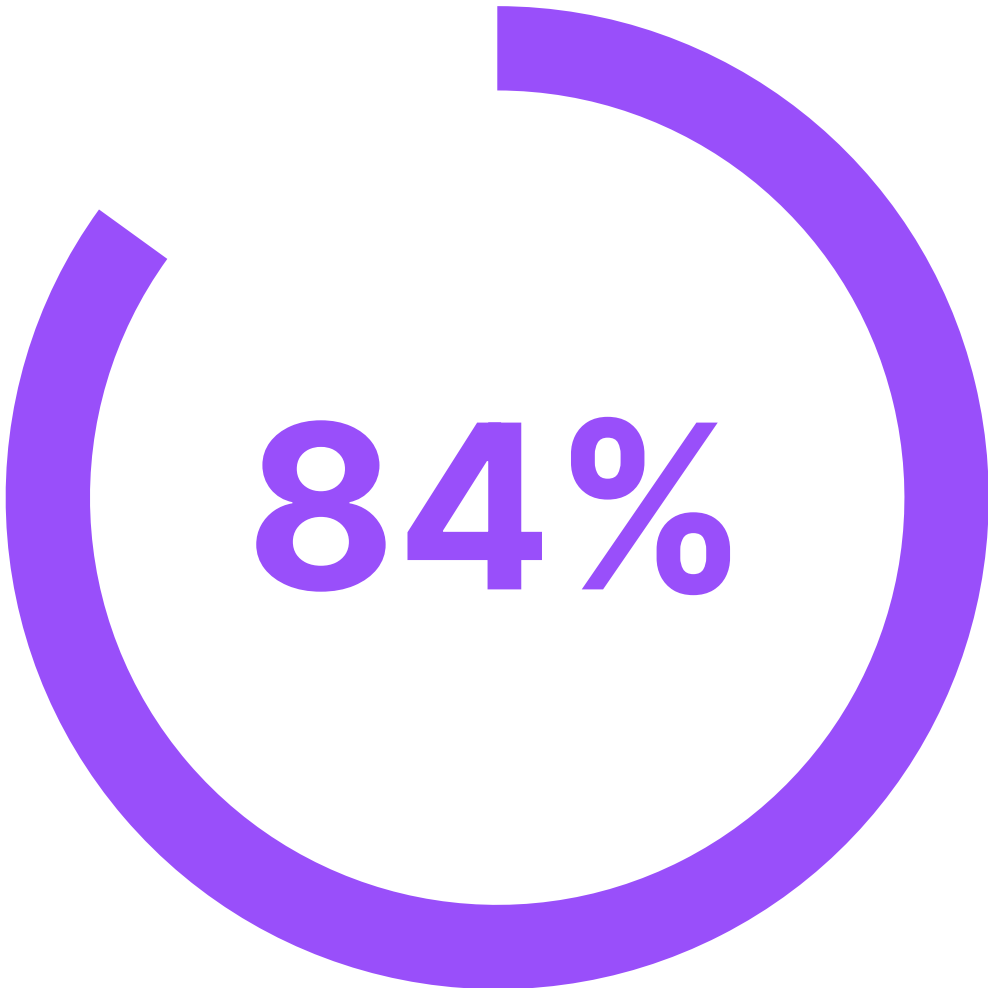
Self-Service Experience 	Omnichannel Engagement 	Workforce Engagement 	Employee Collaboration 	Customer Experience Analytics 
<p>Voice Virtual Agent</p> <p>Digital Virtual Agent</p> <p>Self-Service Portal</p>	<p>Voice Engagement</p> <p>Digital Engagement</p> <p>Orchestration & Routing</p> <p>Outbound Engagement</p> <p>Agent Workspace & Mobile App</p> <p>Agent Assistance</p> <p>Omnichannel Feedback</p>	<p>Workforce Management</p> <p>Interaction Recording</p> <p>Quality Management</p> <p>AI-automated QM Assistance</p> <p>Agent Coaching & Performance</p> <p>Knowledge Management</p>	<p>Business Phone System</p> <p>Plug & Play Communications</p>	<p>Real-time Dashboards</p> <p>Business Intelligence</p> <p>Interaction Analytics & Sentiment</p> <p>Real-time Sensors & Automations</p>

CX Cloud Self-Service Experience.

Provide a high-quality, convenient digital self-service experience with Talkdesk AI.



The future of self-service.



of organizations believe **customers expect self-service options 24/7.**

36%

are actively using AI/automation for self-service

9%

have not prioritized AI/automation for self-service

33%

are actively investing in AI/automation for self-service but not using it

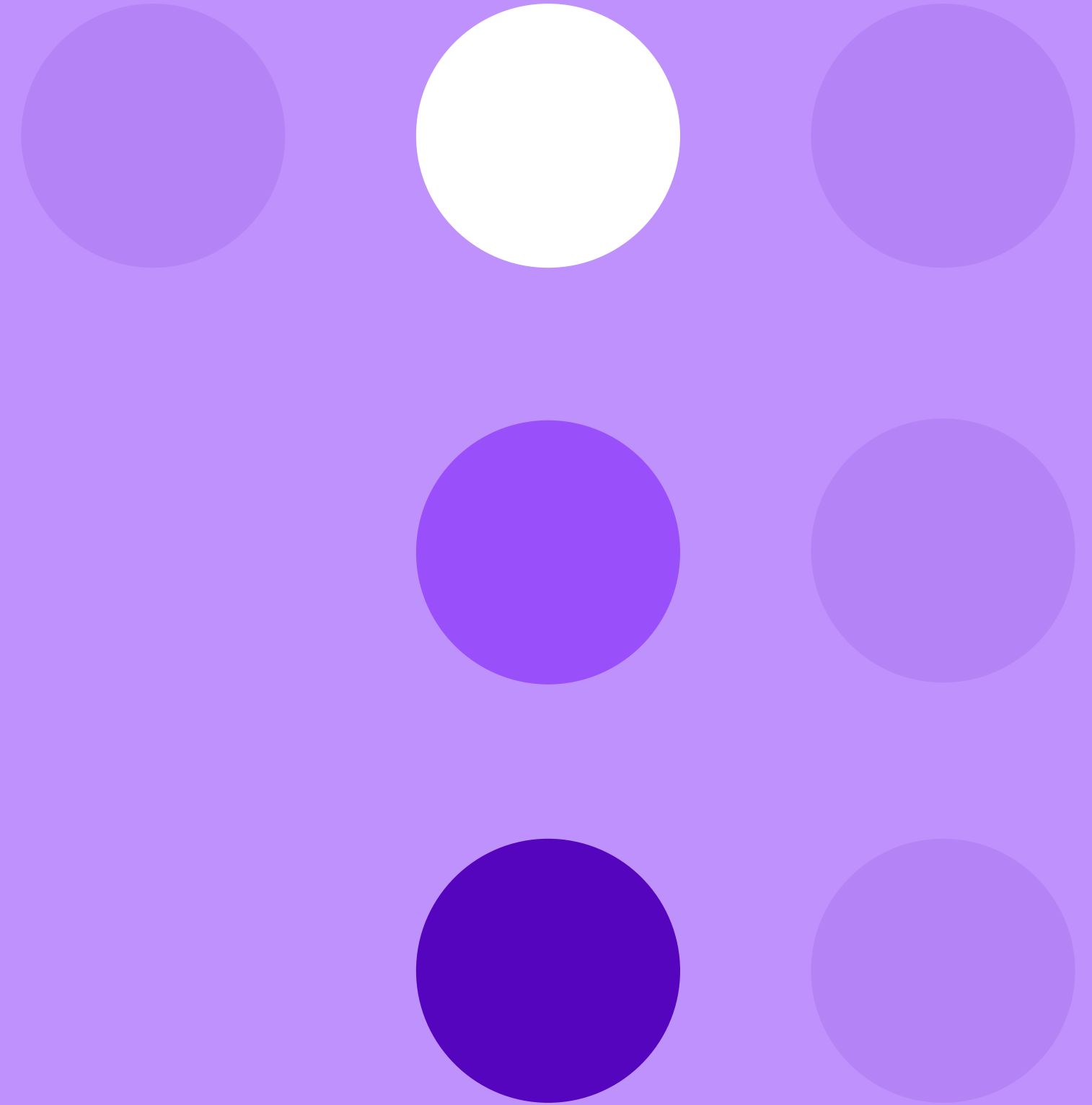
22%

have prioritized AI/automation for self-service, but have yet to invest



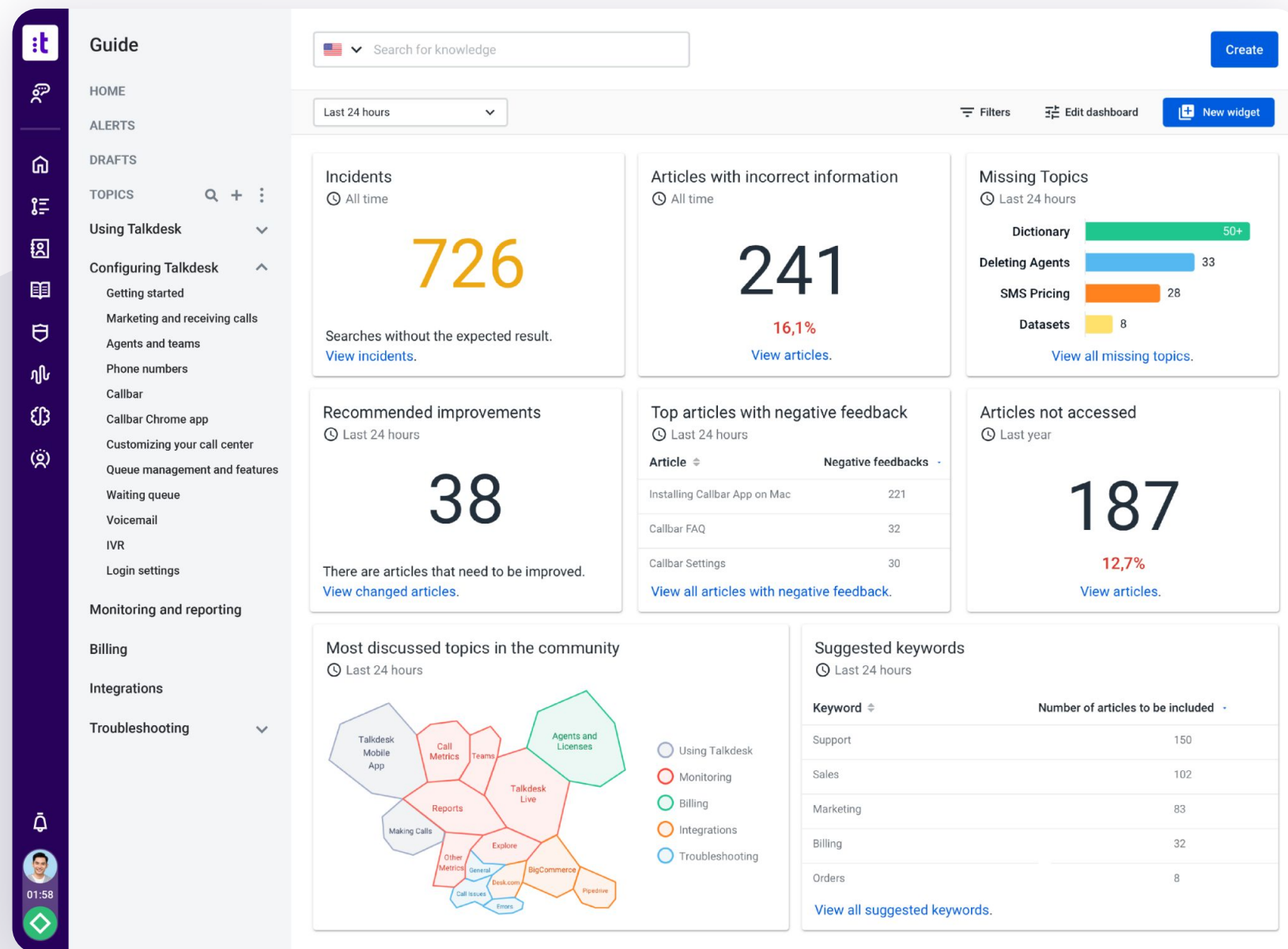
CX Cloud
**Self-Service
Experience.**

Capabilities



Self-service.

AI-powered tools to help your customers help themselves.



Conversational

Every self-service channel is now conversation ready with Talkdesk speech tools for deeper engagement spanning service, sales and support.

Mobile

Take advantage of smart device ubiquity through SDKs and APIs that embed Talkdesk into apps and websites to gather real time context for a better, more personalized self-service experience.

Intelligent

Make your systems intelligent and your customers knowledgeable with AI tools ensuring the best answers rise to the top, and speech technologies that let you know what your customers mean, not just what they're saying

Continuous

Available anytime, on any channel and easily started and stopped with the confidence Talkdesk is always running from our industry leading 100% uptime SLA.

Self-Service Portal.

Help your customers help themselves with an AI-powered knowledge base.

Improve self-service success rates.

Provide greater convenience to your customers to get faster answers to basic inquiries and FAQs. Using AI-powered search and answering techniques, you can reduce the need for customers to call or visit in person to get answers to their questions.

Provide a simplified, consistent, and automated self-service tool to match your brand experience.

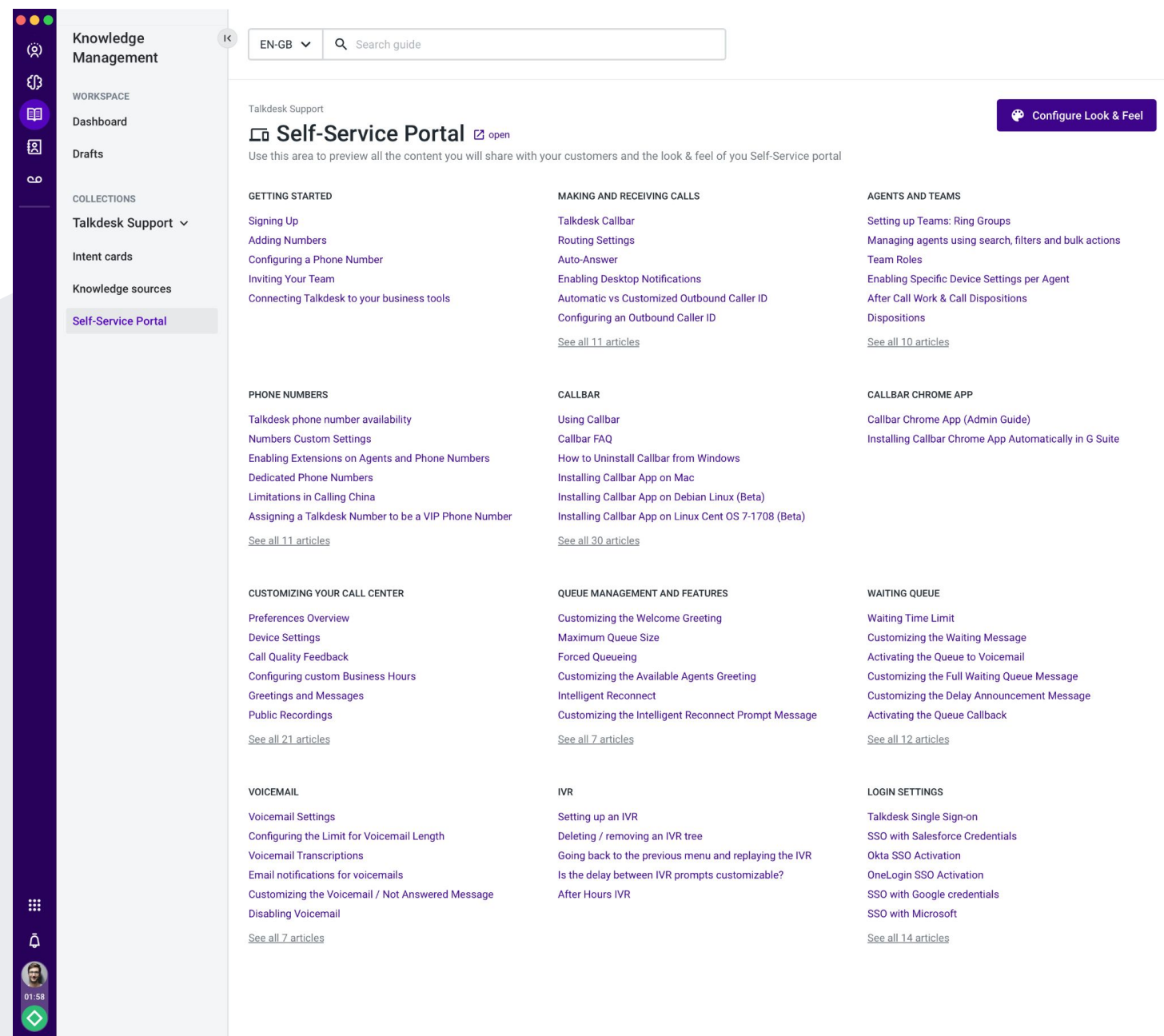
A self-service portal helps meet the challenges of gathering all of the necessary information to serve customers online. Simplifying and automating how you give information to customers will enhance the digital customer experience and elevate your brand profile.

Effortlessly create relevant content.

Use an intuitive drag and drop interface to include content from community forums to create relevant knowledge articles.

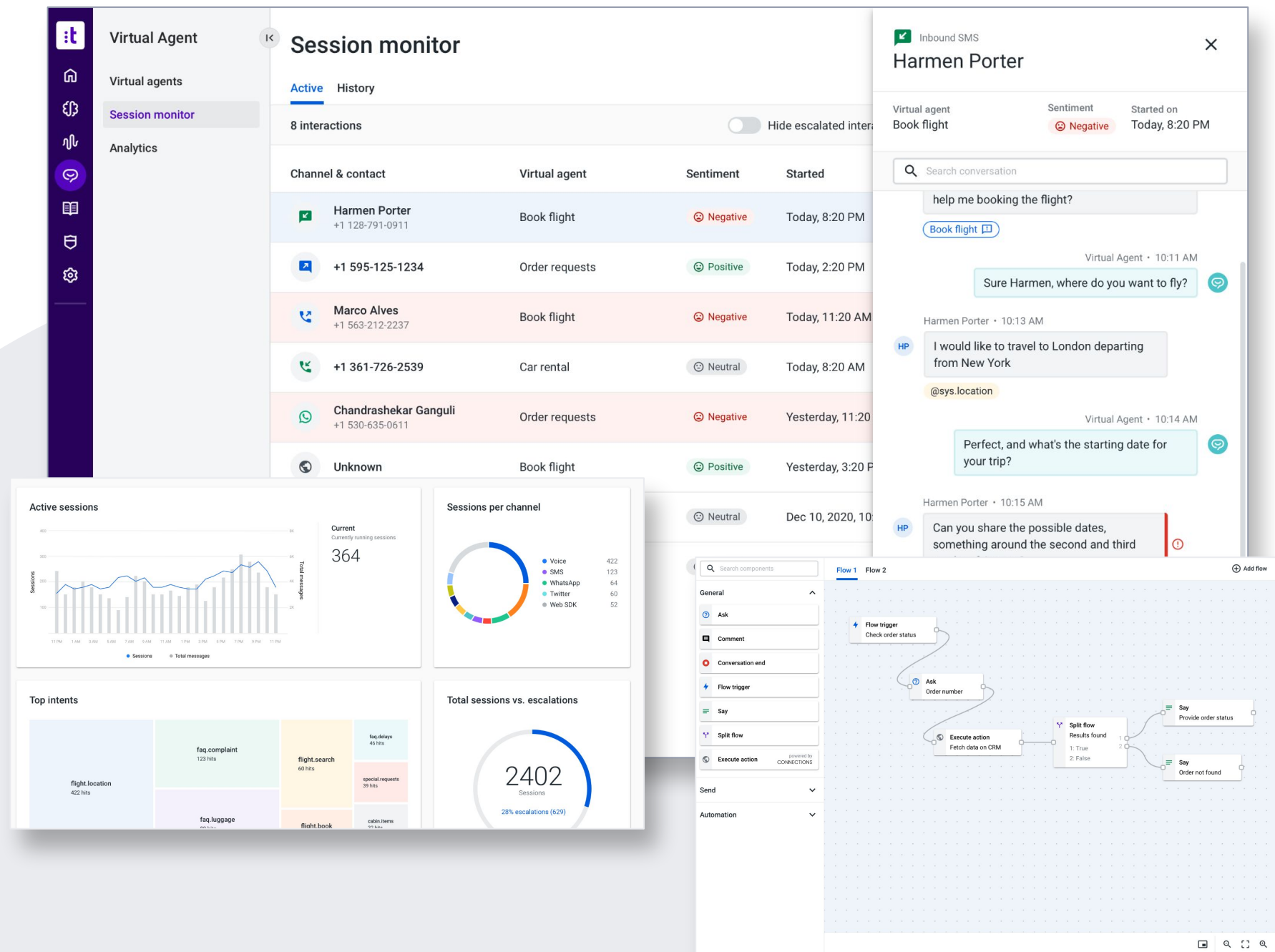
Unify knowledge across your business.

Leverage Talkdesk Knowledge Management to bring together information and data that is distributed across siloed databases, including FAQs and third-party knowledge bases.



Virtual Agent - voice & digital.

Deliver faster answers with conversational AI.



Round-the-clock support on multiple channels

Serve customers 24/7 with an AI-powered virtual agent that listens, understands, and provides answers to customers on both voice and digital channels.

Intelligent agent handoff

Deliver immediate, personalized self-service with intelligent handoffs to human agents for more complex issues through real-time call and text transcriptions.

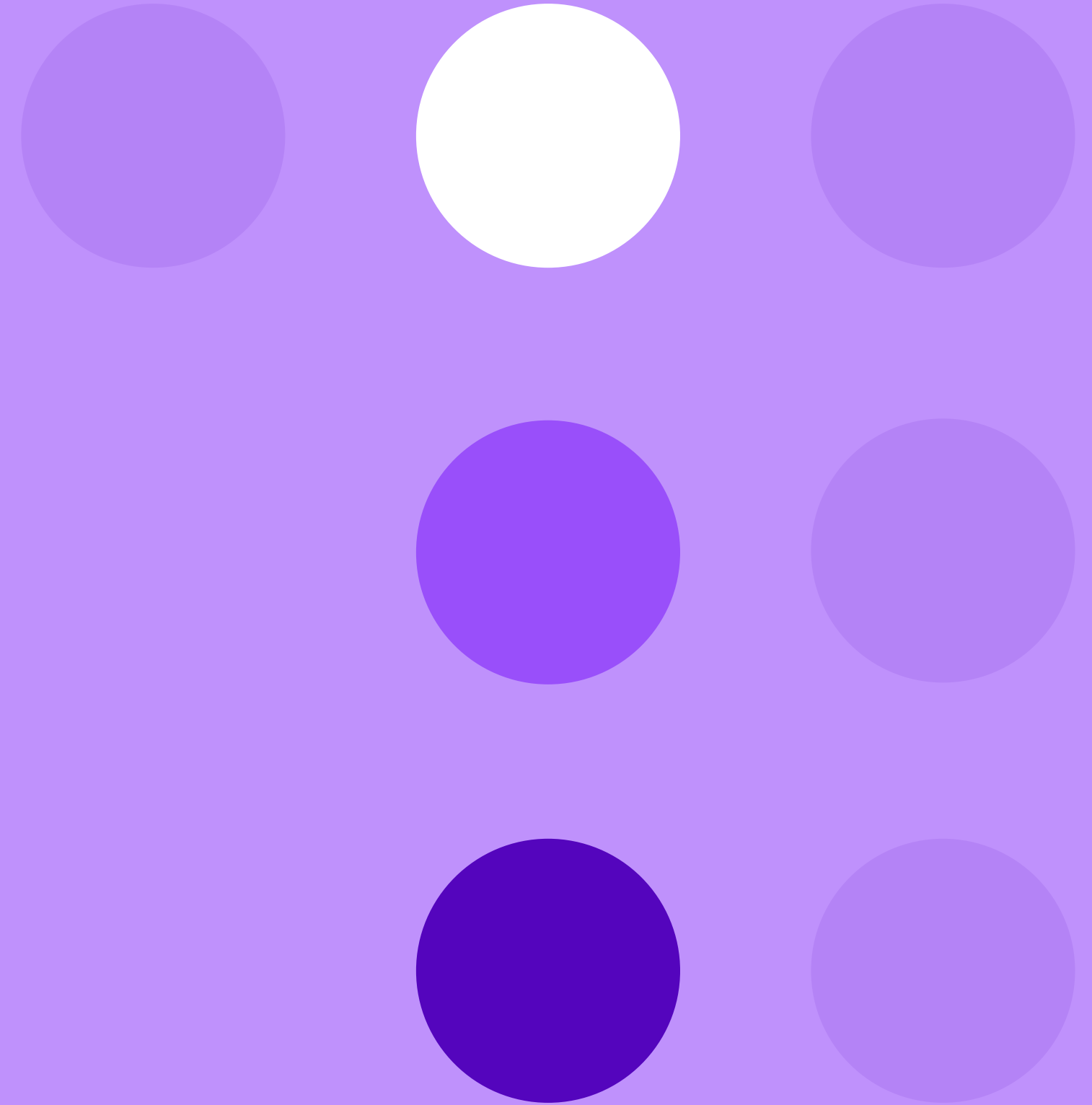
Drive better customer & brand engagement

Virtual Agent autonomously solves customers' issues with a two-way natural dialogue on voice and digital chat channels, with multiple language support.

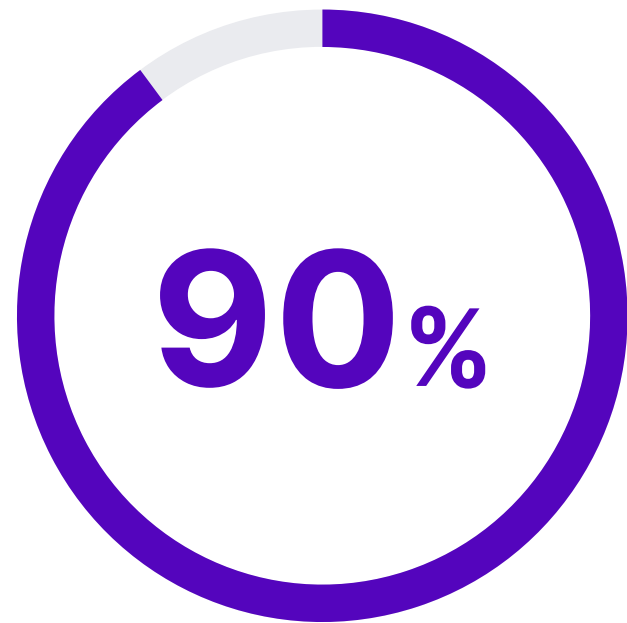
CX Cloud

Omnichannel Engagement.

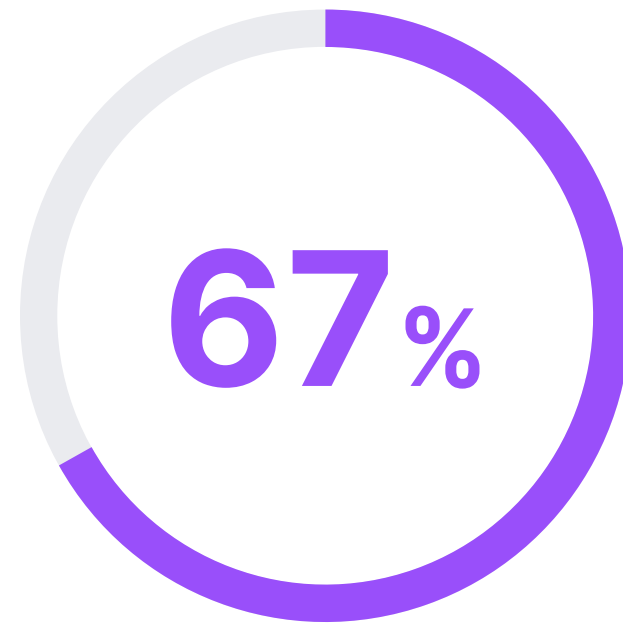
Meet your customers where they are.



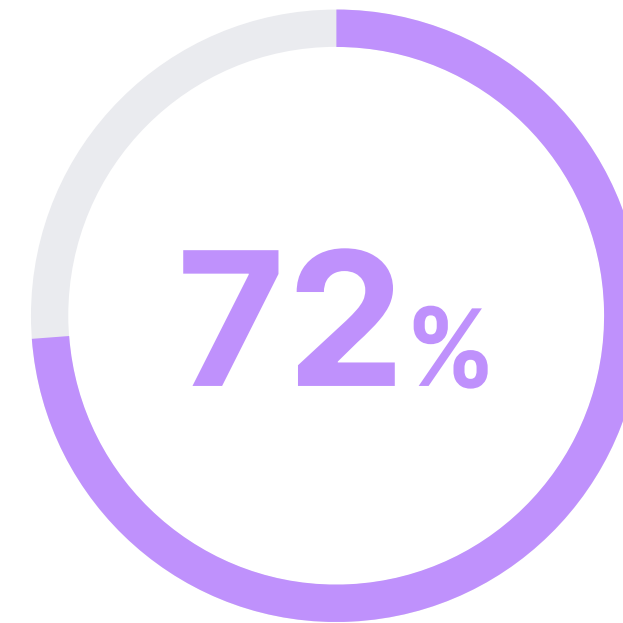
The CX impact of customer engagement.



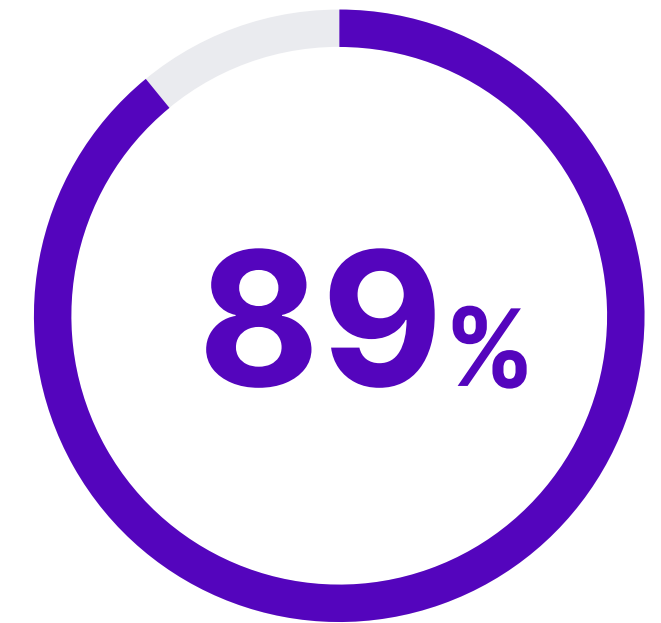
of customers say the experience a company provides is as important as its products and services.



of customers have switched brands due to poor customer service.



of companies cite upgrading contact center systems/ technologies as a top priority.

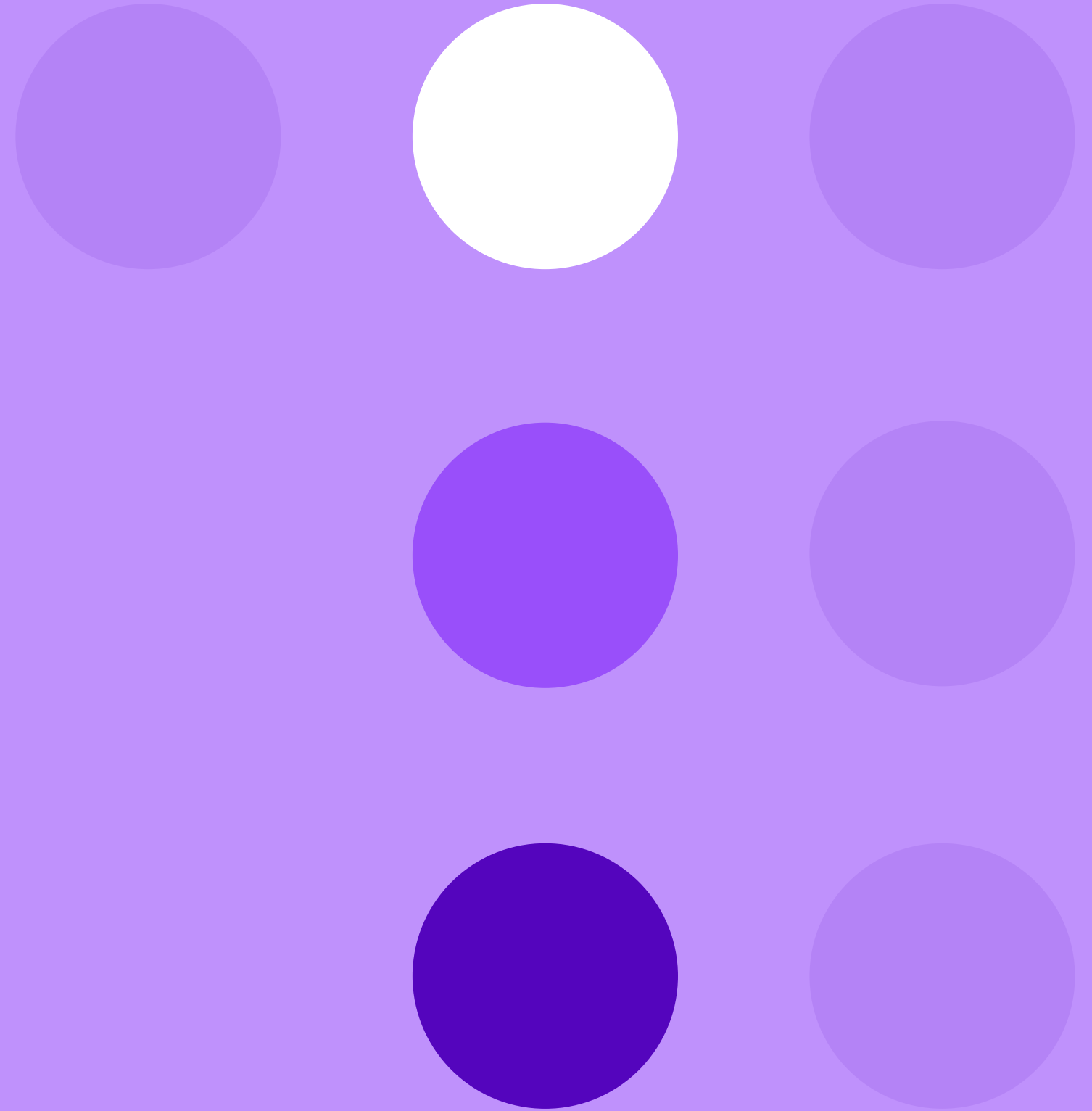


of companies say call/contact center is a meaningful contributor to CX strategy.

CX Cloud

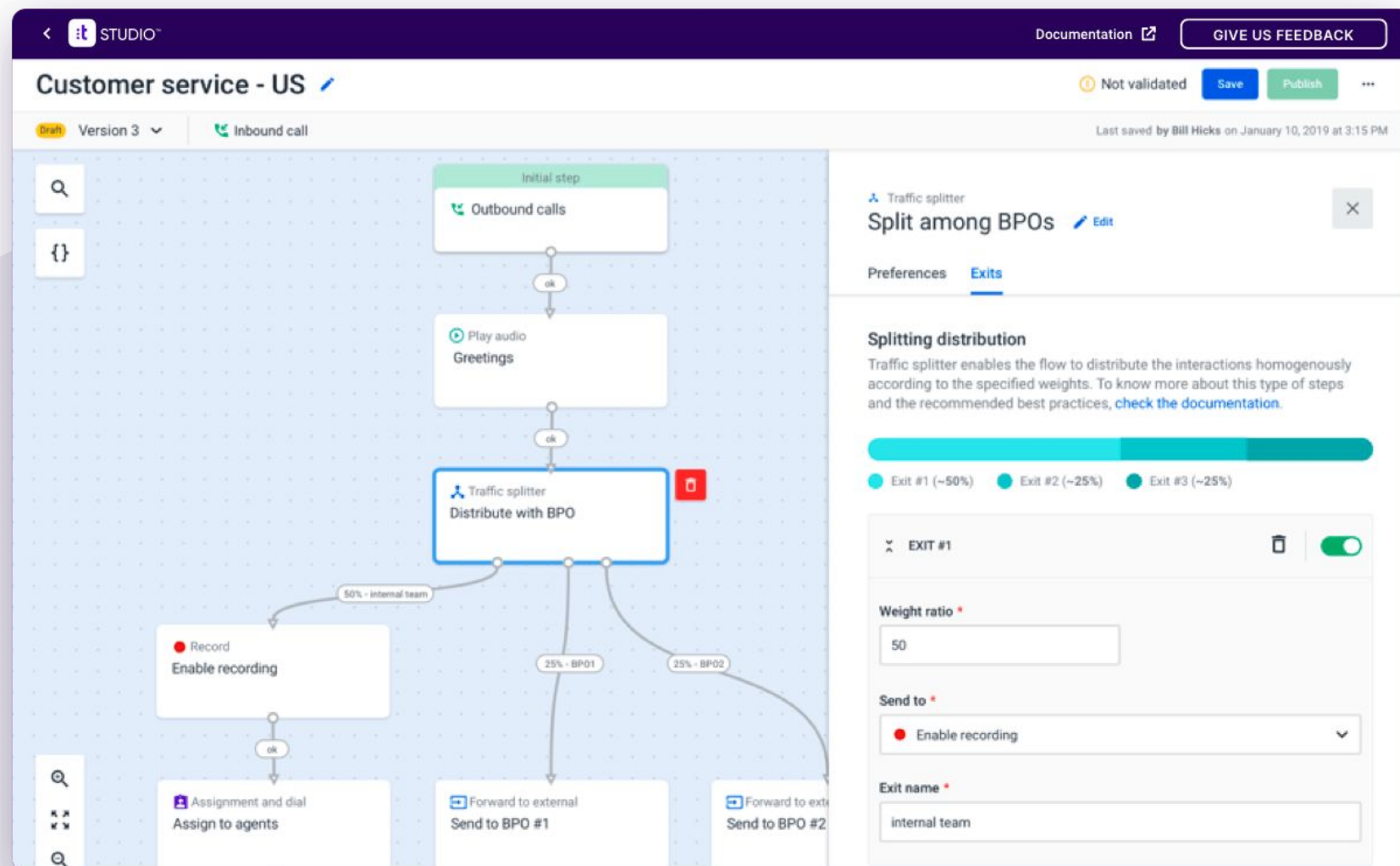
Omnichannel Engagement.

Capabilities



IVR (Studio).

Smart and effective customer journeys - simply designed.



Streamline customer journey design

Ditch complexity by leveraging a visual flow designer and a rich library of “plug-and-play” components that enable non-technical users to create effective customer journeys with clicks, not code.

Create smooth customer experiences

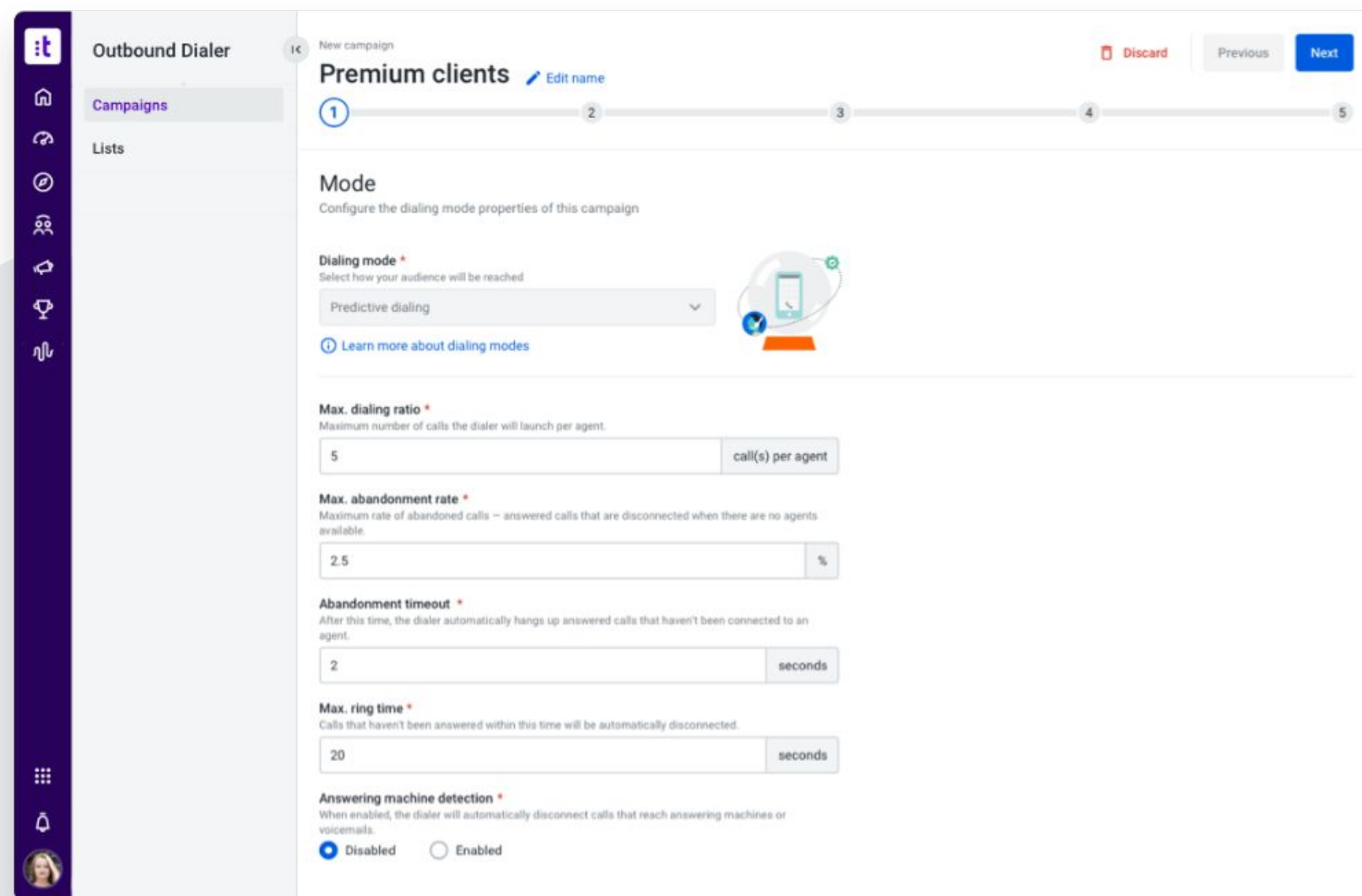
Visualize the exact structure and outcome of any call flow, all while performing real-time error checking, so customers never struggle with stalls, loops or dead-ends.

Inform routing decisions

Collect key contextual information via the IVR or fetch it from an integrated system to make sure every customer is matched with the best available agent.

Proactive Outbound Engagement.

A broad suite of productive outbound dialing options based on customer need.



Powerful native predictive dialer

Next generation Predictive Dialing for highly efficient and compliant customer outreach. Deliver 200-300% more outbound calls per agent per hour, leading to more revenue and high ROI. Ideal for B2C.

Power and Preview dialer for Salesforce

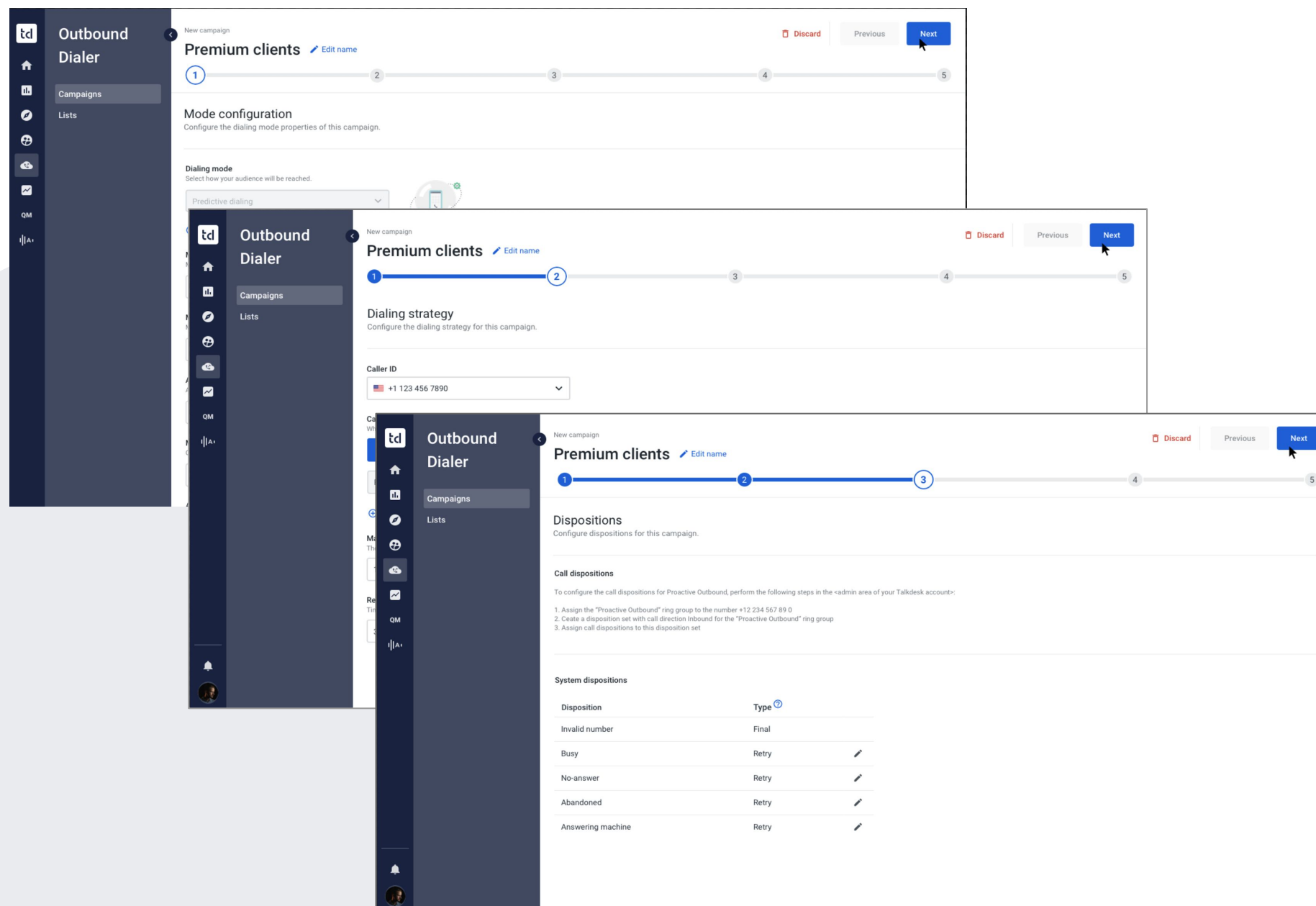
Talkdesk enables customers to access preview and power dialer capabilities from within Salesforce in a seamlessly integrated environment, leading to more agent productivity. Ideal for B2B.

Proactive notifications

Talkdesk enables companies to send personalized and timely notifications via phone or SMS in a completely agentless mode, reducing customer effort and inbound call volume, and improving customer experience.

Predictive Dialer

Deliver 200-300% more outbound productivity



MOST PRODUCTIVE DIALING AVAILABLE

- 3X-4X more agent productivity.
- All non-productive calls are screened out
- Intelligent algorithm dials multiple calls per agent, based on connect rate.

POWERFUL CAMPAIGN AND LIST MANAGEMENT

- Run multiple campaigns at once, each with its own dialing strategy and settings.
- Ensure reps are connecting with the right prospects at the right time.
- CSV uploads or push records from your CRM via API.

DIALING MANAGEMENT

- Define the best time to reach out to your audience, across multiple time zones.
- Manage dialing pace and abandons.

FULLY INTEGRATED

- Integrated with agent desktop (Callbar) and Talkdesk Explore reporting.

Power & Preview Dialer for Salesforce

Preview and Power Dialing within the SF Console

LIST MANAGEMENT

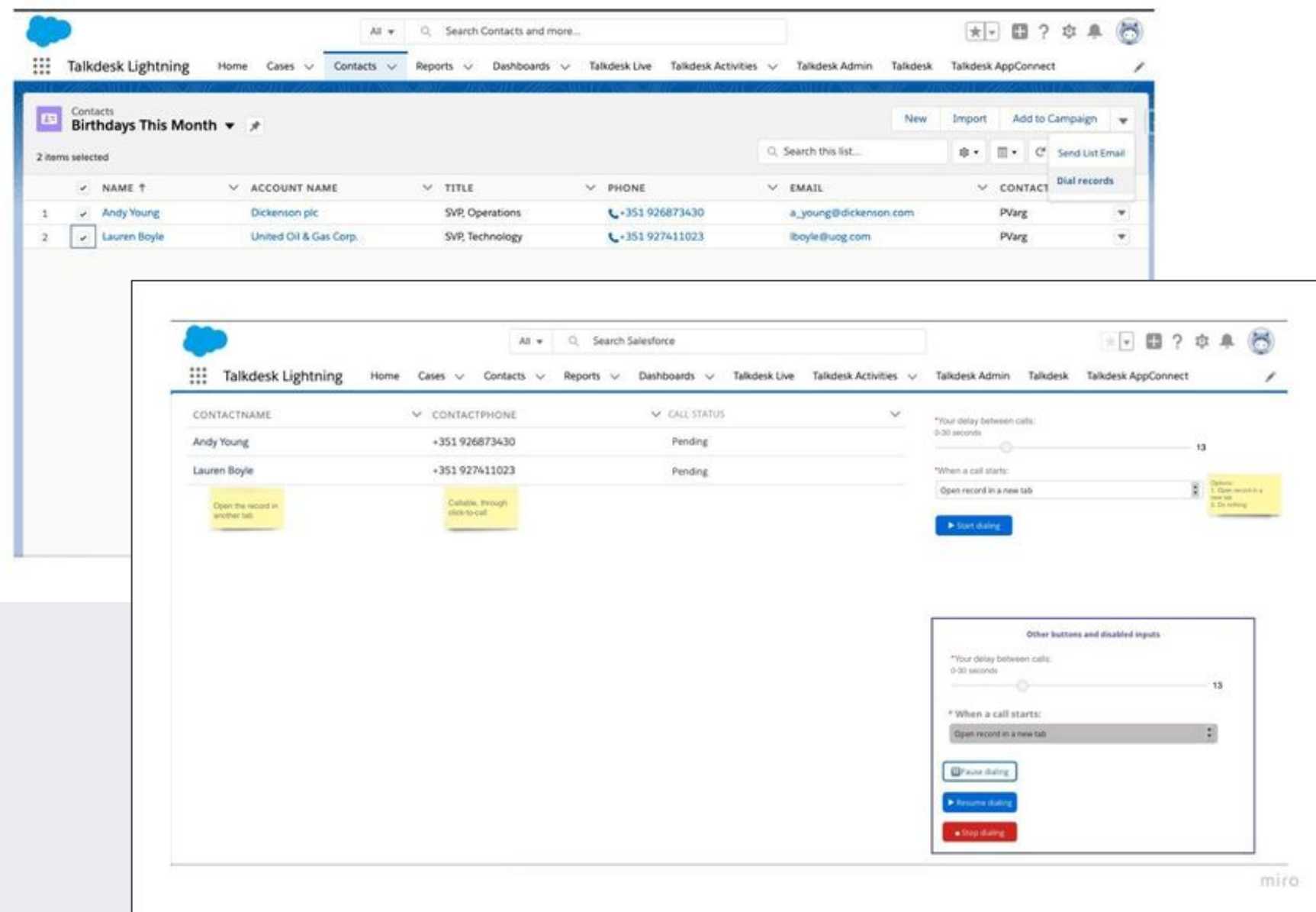
Dial records from List Objects to keep an efficient cadence of outbound interactions and avoid the inefficiency of manual dialing

POWER DIALING

- Dialer automatically launches a call from list when agent becomes available.
- User definable delay between calls (0-30 secs)
- Ideal for B2B campaigns such as to current customers to renew or up-sell a product or service

PREVIEW DIALING

- Agent can preview records in Salesforce before a call is launched.
- User definable preview time (00:05-5:00 mins)
- Agent can call the record or skip to the next record in the list.
- Ideal for cases when record information can enhance the interaction quality and outcome



Proactive Notifications

Agentless dialing for personalized outreach

The image shows two screenshots of the Agentless Campaigns interface. The top screenshot is the 'Campaign Manager' dashboard, which includes a search bar, a dropdown menu for filters, and a table of campaigns. The bottom screenshot is the 'Template Manager' dashboard, which displays a grid of campaign templates with their respective messages and channel types.

Name	Start Date	End Date	Talkdesk Number	Type	Status	Actions
December Campaign	12/16/2019	12/26/2019	+16508607046	Voice	Complete	👁️ ⋮
SMSMS	10/22/2019	10/31/2019	+19253363220	SMS	Complete	👁️ ⋮
Send it	10/21/2019	10/24/2019	+19253363220	SMS	Cancelled	👁️ ⋮
numero uno	10/21/2019	10/25/2019	+16508607046	Voice	Cancelled	👁️ ⋮

Template Manager

- Pedro's Outbound Campaign**: Welcome to Pedro's magical world. (Active, Voice)
- Voice Demo Template**: Hi, welcome to Talkdesk. Please press one to route to an agent. (Active, Voice)
- SMSMS**: Hi, please rate your last transaction with the Talkdesk Dialer. (Active, SMS)
- Nicks SMS test**: Hi, this is a test campaign. (Active, SMS)
- Outbound ENG EmployBridge Campaign**: Hello and welcome to EmployBridge. If you are interested in a new weldi... (Active, Voice)
- Outbound FR Calls**: Welcome to eDreams, press 1 to speak with an agent. (Active, Voice)

PERSONALIZED, TIMELY OUTREACH

- Deliver higher CSAT (proactive outreach, personalization)
- Reduce service costs (call deflection, issue avoidance)
- Reduce operational costs - reduce costs around appointment no-shows and rescheduling activities, improve on-time payments, etc

MULTI-CHANNEL

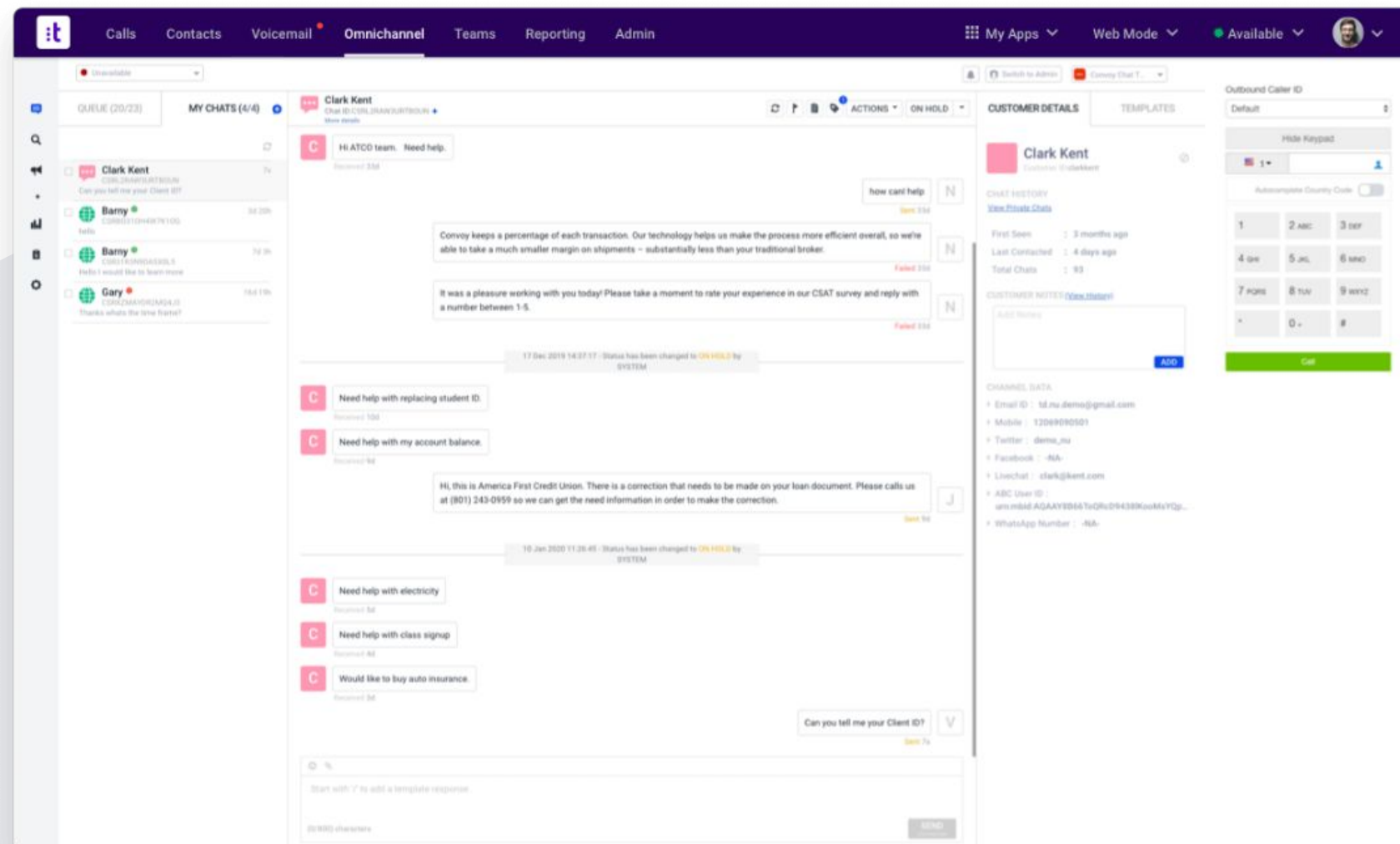
- Send notifications using either phone or SMS channels in a completely agentless mode
- Upon hearing the message, customers can be prompted with an IVR option to connect to an agent if they want to learn more, or hang up.

COMMON USE CASES

- Fraud alerts
- Appointment reminders
- Bill pay reminders
- Shipping status updates
- Delivery confirmations
- Claim status updates

Omnichannel.

Meet your customers where they are.



One platform across channels

Unify your digital channels into one platform with complete customer context and easy elevations between channels

10+ channels

Engage with customers on their channel of choice, driving higher CSAT and CX.

- | | | |
|--------|---------------------|--------------|
| Phone | Twitter | SMS/RCS |
| Email | Facebook Messenger | WeChat |
| Chat | WhatsApp | |
| Social | Apple Business Chat | ... and more |

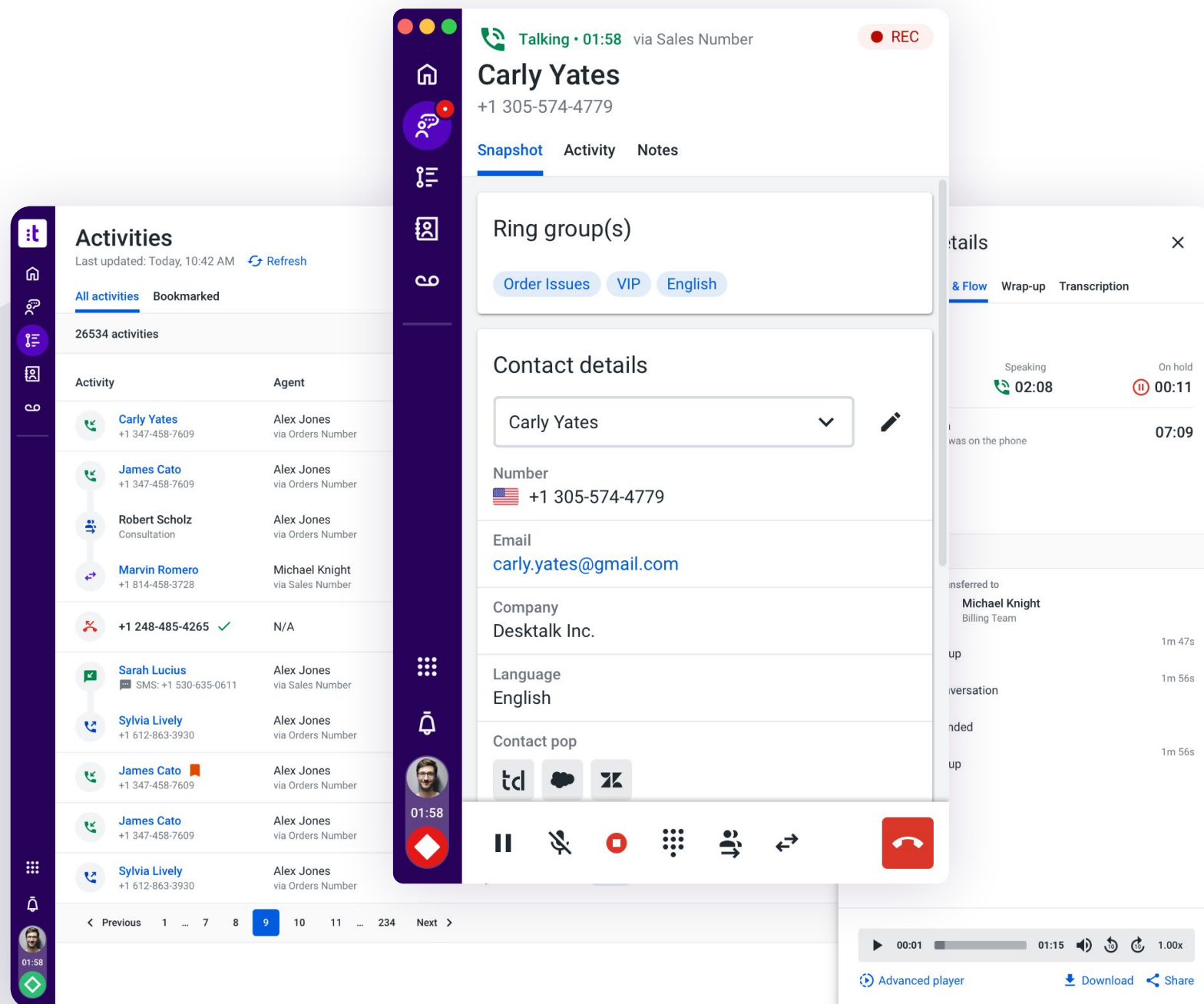
Powerful insights

Uncover conversations about your products and feed information back to internal teams to help drive product enhancements

[WATCH VIDEO](#)

Agent Workspace.

All the tools and data your service and support staff need at their fingertips.



One-stop-shop for customer conversations

Manage all voice and digital customer conversations with a single, unified interface wherever customers are located. Critical information and customer context are directly accessible every step of the way.

Unparalleled agent productivity

Provide direct access to all vital customer experience applications and data on a single screen, eliminating context-switching between browser tabs.

Intuitive, personalized interfaces

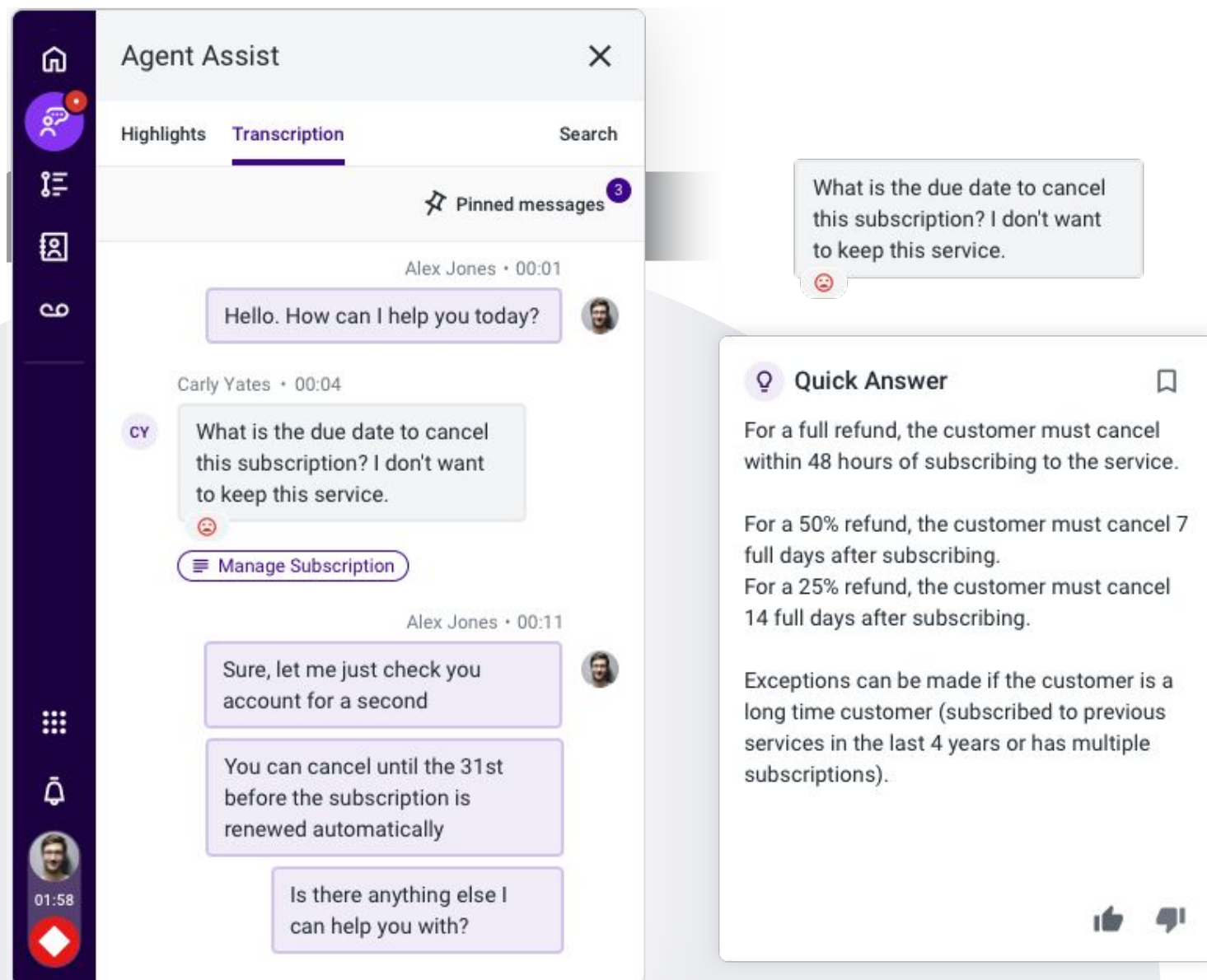
Reduce onboarding time and quickly develop power agents with a consistent, intuitive user experience across every Talkdesk application. Organize and customize your Agent Workspace by easily adding new cards and tabs to prioritize the applications, information, and integrations your agents need most.

Integrate and automate your CX workflows

Enable greater efficiency with our AppConnect marketplace and our more than 60 out-of-the-box integrations, including with leading enterprise systems such as Salesforce, Microsoft Dynamics 365, Zendesk, and ServiceNow.

Agent Assist.

Make every agent your best agent.



Improve agent proficiency and accuracy

Provide real-time call transcriptions and dynamically suggest relevant articles and direct answers from the knowledge base, to help resolve complex customer issues correctly and boost first contact resolution.

Eliminate window switching

Proactively deliver content and next best actions recommendations inside the agent interface to avoid switching between multiple windows and solve customer issues faster.

Simplify agent effort on admin tasks

Automate repetitive tasks to help agents resolve issues faster and focus on more complex tasks. Intelligently deliver real-time next best actions and use integrated automations to ease back-office tasks and after-call work.

Reduce the need for supervisor assistance

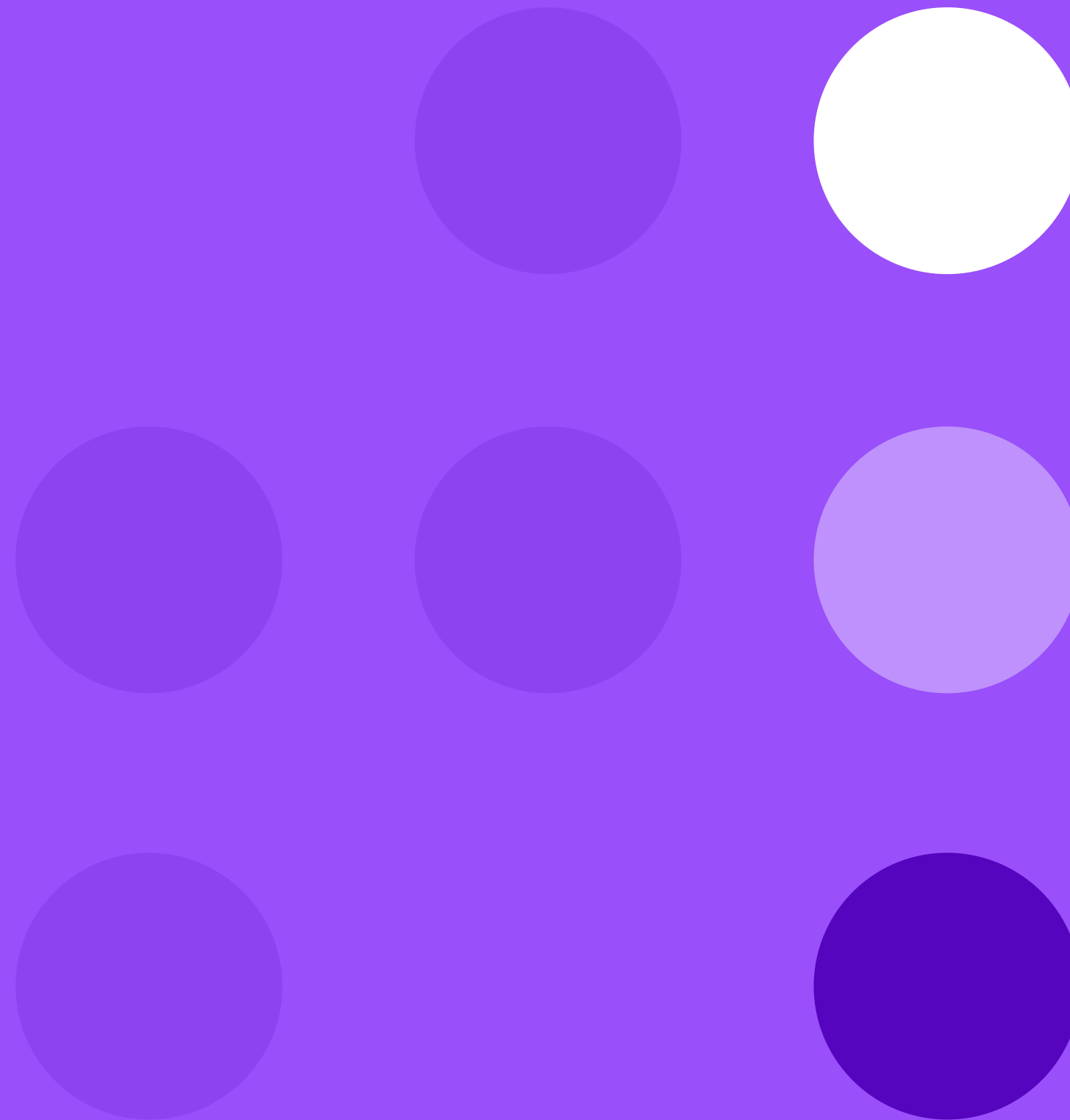
Enable agents to be more self-sufficient in solving customer issues, giving supervisors more time to focus on priority tasks.

[WATCH DEMO](#)

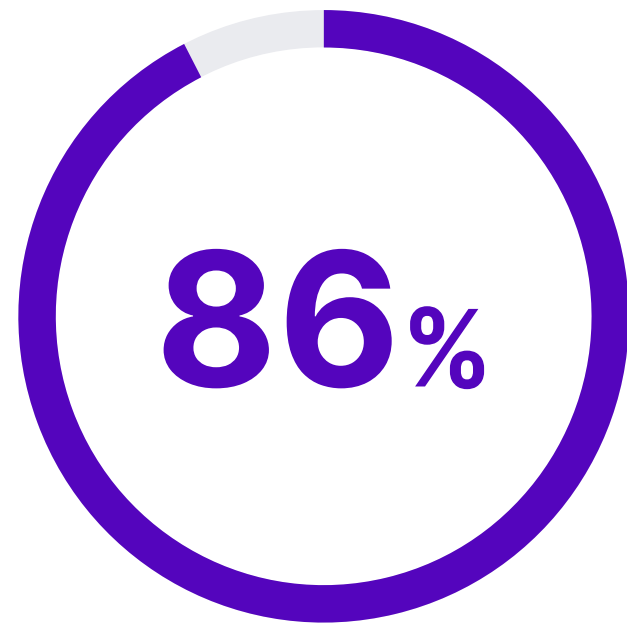
[WATCH VIDEO](#)

CX Cloud Workforce engagement.

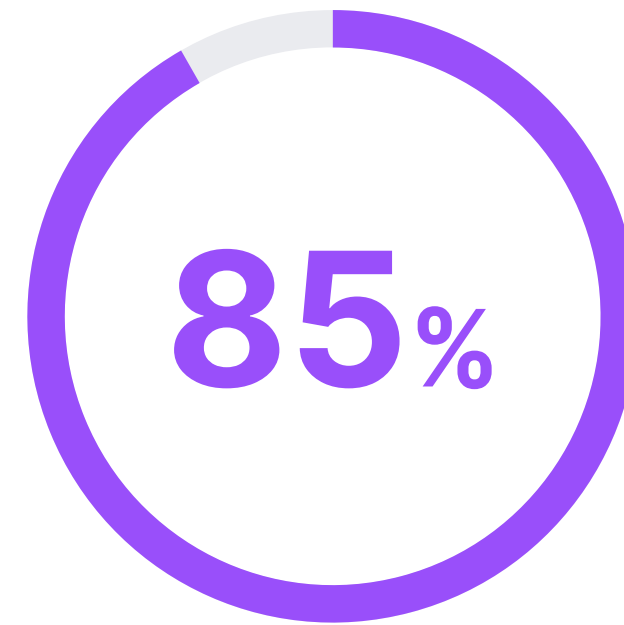
Drive engagement throughout the employee lifecycle and turn every agent into a top performer.



The cost of a disengaged workforce.



Contact Center leaders that consider employee engagement equally or more important to CX than other factors.



Employees worldwide who aren't engaged in the workplace.

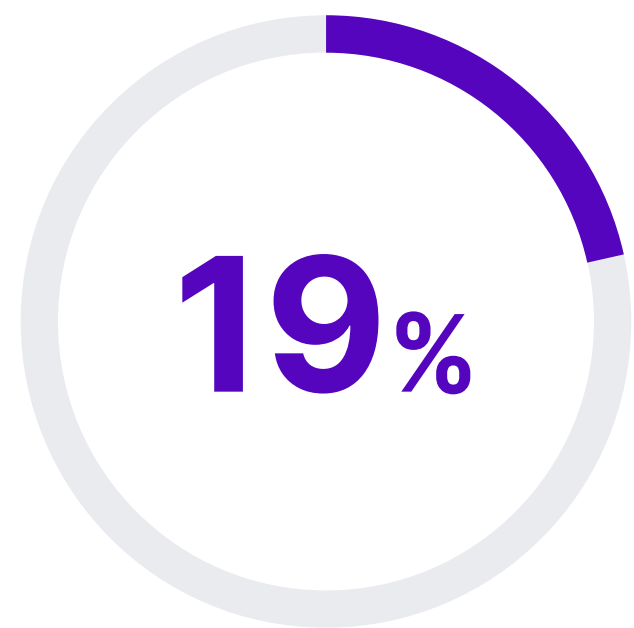
Disengagement



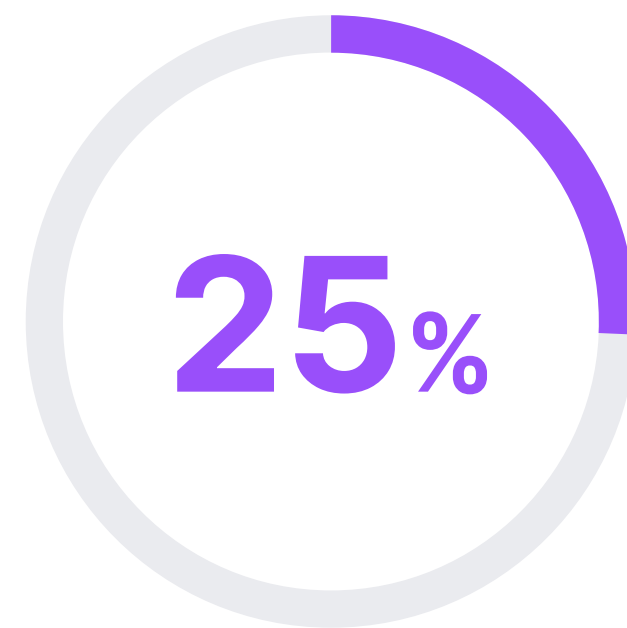
Agent Churn

- Increasing staffing costs
- Lower employee morale
- Poor customer experience

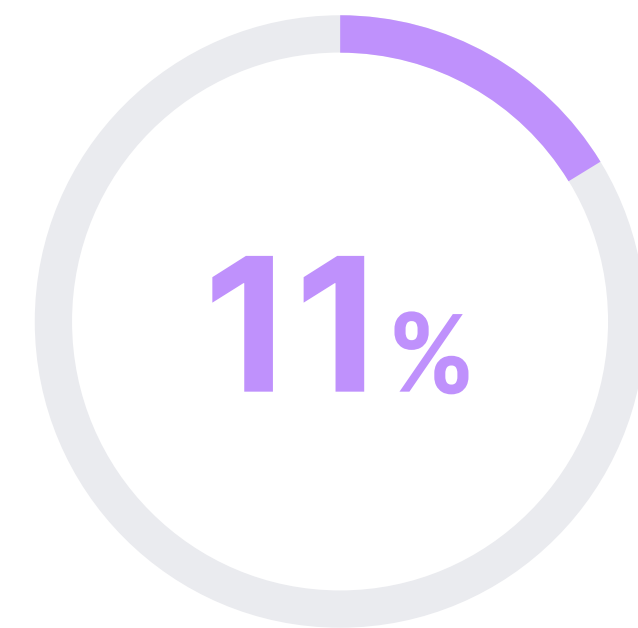
The impact of engagement in the contact center.



Greater productivity.



Lower attrition.



Greater CSAT.

Empowering employees to deliver an exceptional CX.

Talkdesk WEM Suite

Agent-centric

Intelligent

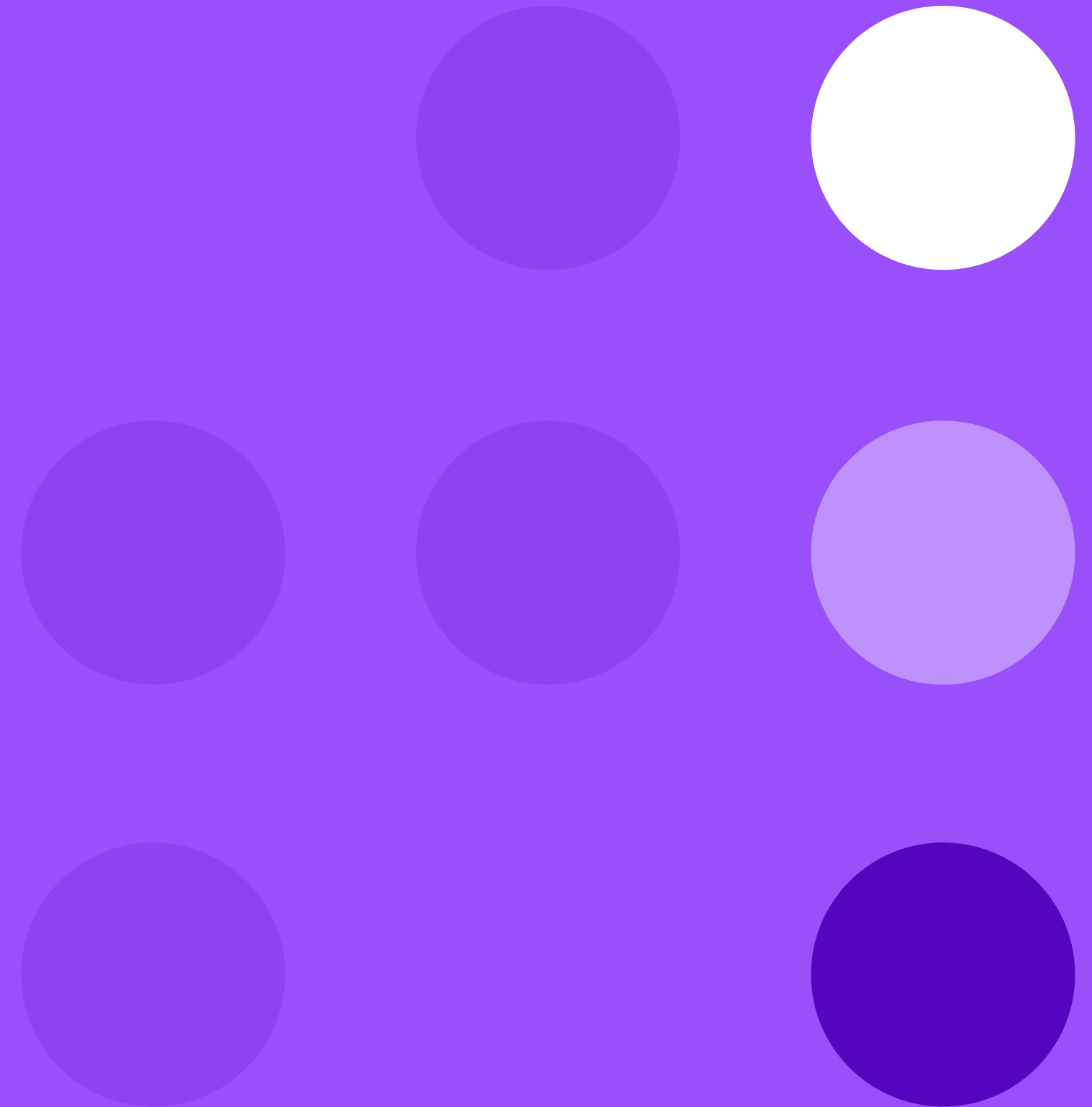
Intuitive

Seamlessly connected



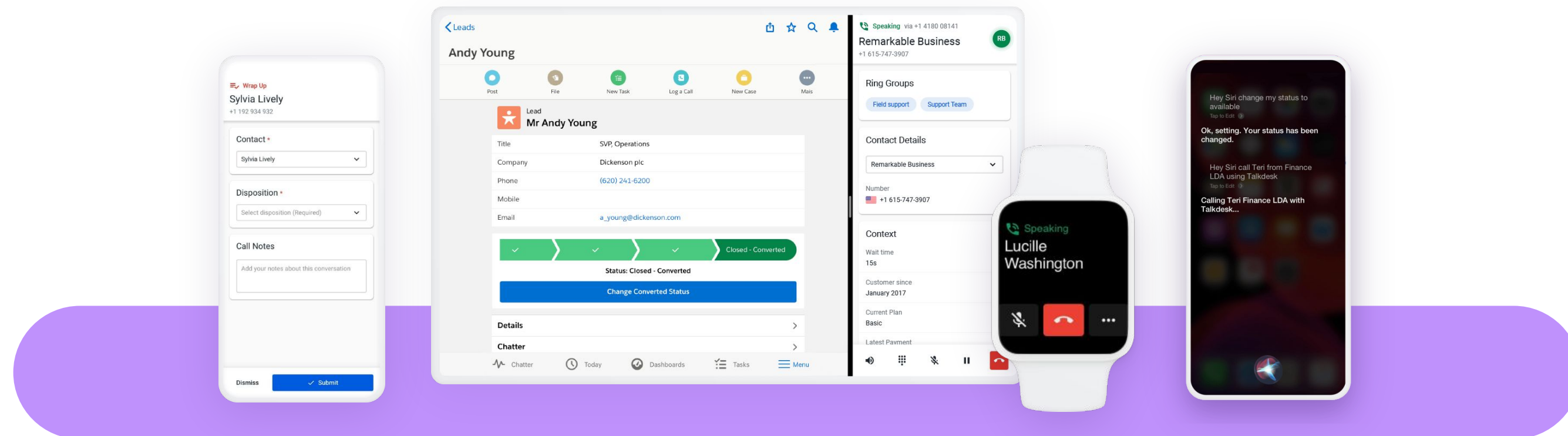
CX Cloud
**Workforce
engagement.**

Capabilities



Enabling successful on the go customer service & sales.

Mobile solutions that are intelligent, intuitive & seamlessly connected.



Real-time communication.

Stay engaged with customers when “on the go” with inbound and outbound calling, recording and reporting.

Unified device experience.

Move seamlessly between a traditional desktop, mobile phone, tablet and even a smart watch, staying in sync on any device.

Data accessibility.

Access essential contact center and CRM information — in one mobile application — to have the context and tools you need to provide great service.

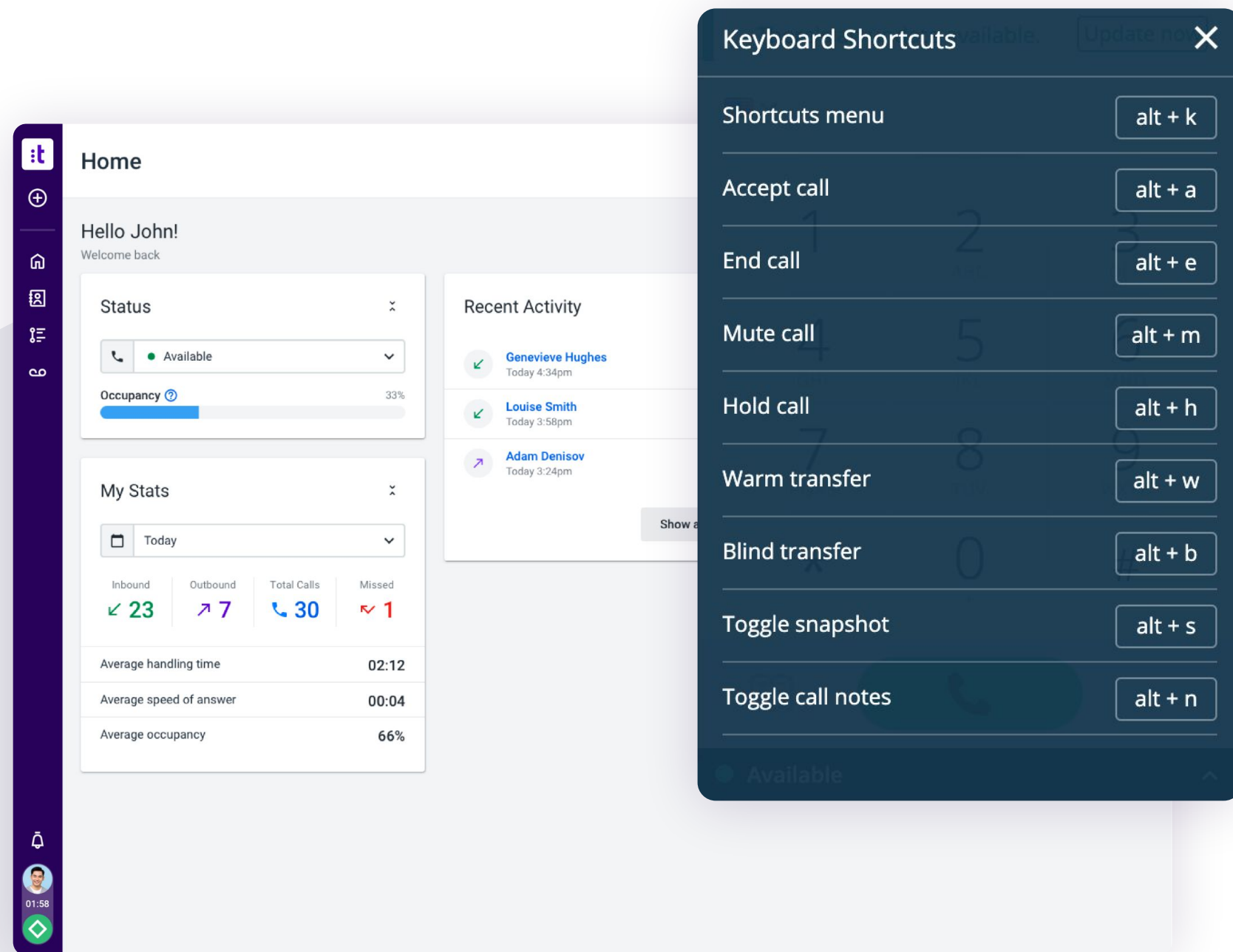
Enhanced productivity.

Tap into your mobile device’s automation applications and voice-activated personal assistant to enable extra efficiency.

Easy to adopt and use.

Quick to implement and adopt — simply download and start using on the device of your choosing.

Accessibility standards.



Out-of-the-box accessibility

Talkdesk supports screen readers — including JAWS, NVDA and VoiceOver — and offers keyboard-only navigation for agents, equipping your employees with everything they need from the start.

Guided by accessibility best practices

We follow the internationally recognized Web Content Accessibility Guidelines (WCAG) to ensure the Talkdesk experience is intuitive and effective for any individual.

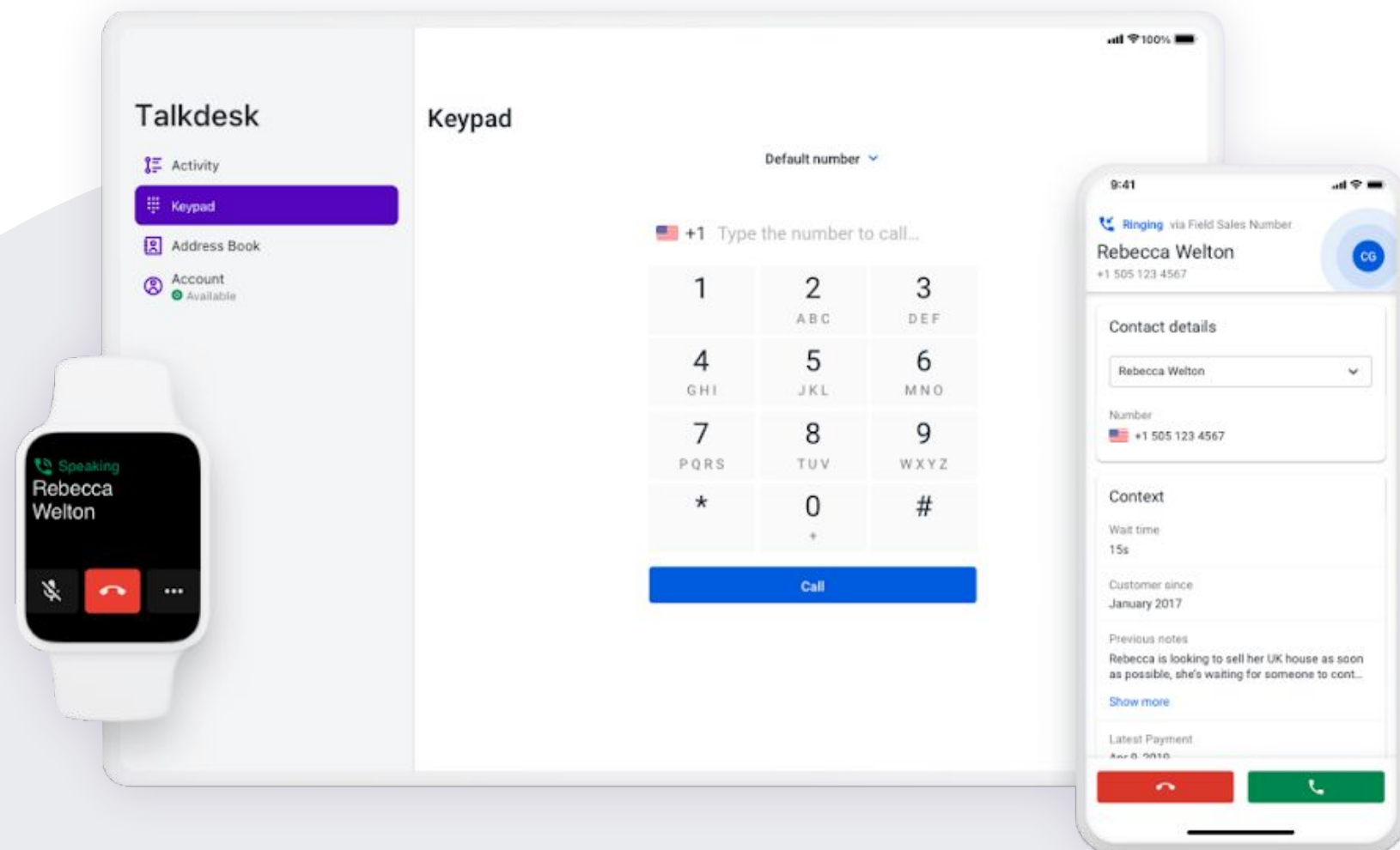
Designed for your workforce

We are committed to working with you to accommodate the needs of your workforce and equip every employee with tools they can use.

NOTE: Talkdesk accessibility Voluntary Product Accessibility Template (VPATs) are expected by June 2021.

Conversations Mobile App.

Empower agents to engage with customers any time, anywhere, from any device.



Superior call handling on the go

Empower agents to professionally handle customer calls on any iOS or Android device. Conversations Mobile App has all the functionality agents expect, including call controls, status settings, dispositions.

Customer service beyond the contact center

Give every frontline employee the power to deliver exceptional customer experiences by extending Talkdesk beyond the call center to field technicians, outside sales, or location-based workers.

Connect to critical information

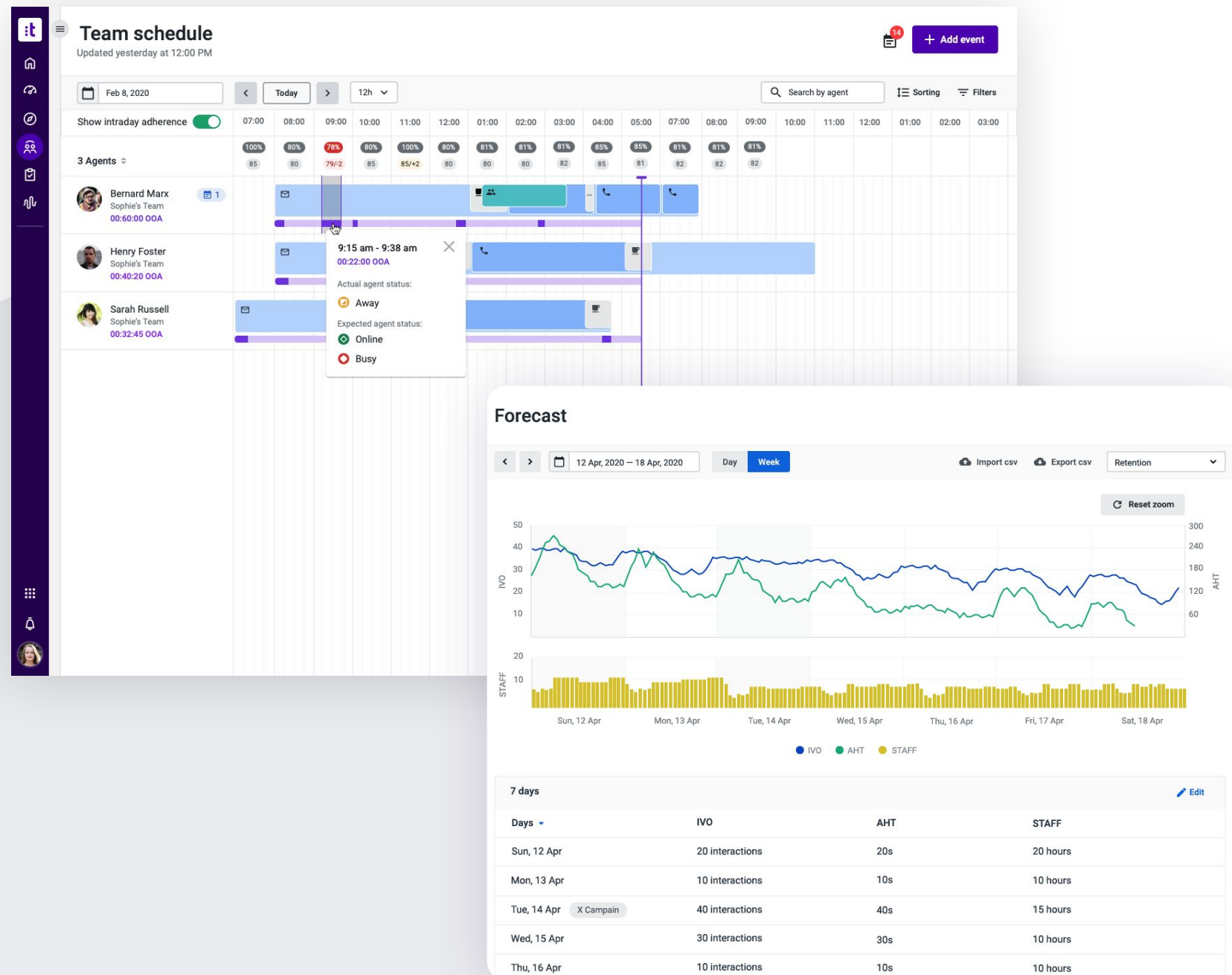
Integrate with your favorite CRM or Helpdesk systems, providing agents with quick access to customer context, and time-saving automations.

Stay in the know

Conversations Mobile App keeps track of every conversation, so you can stay on top of key performance metrics. Reporting options are designed to help you better manage remote teams and optimize your customer experience.

Workforce Management.

Optimize resources to meet customer demand with intelligent automation.



AI-driven forecasting and scheduling

AI-powered omnichannel forecasting you can trust from day one coupled with an end-to-end automated skills-based scheduling experience.

Efficient, intuitive administration

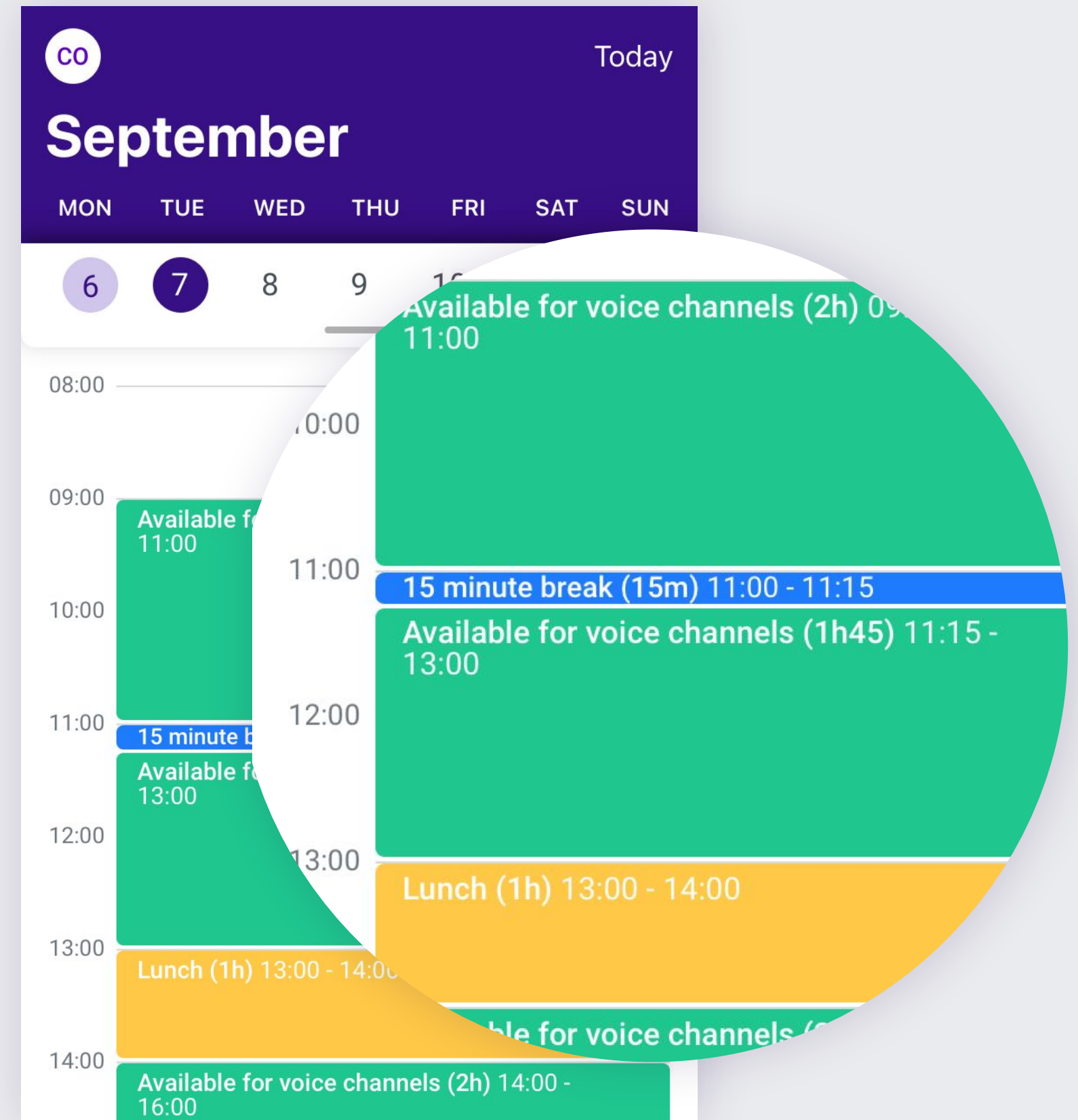
Seamless integration with the Talkdesk platform, and an intuitive user experience that makes every process more efficient.

Designed for the modern workforce

Support for omnichannel workflows, agent training and development, remote work, and greater scheduling flexibility.

A modern, on-the-go scheduling experience for agents.

Talkdesk Schedule is a native mobile app for iOS and Android that provides agents with 24/7 on-the-go access to their scheduled shifts directly at their fingertips.



Quality Management.

Improve agent performance and elevate your customer experience.

The screenshot displays the Talkdesk Quality Management interface. The top section shows overall team performance metrics: Average Team Score (61%), Top skill (Problem Solving Abilities at 91%), and Bottom skill (Customer Experience at 47%). Below this is a table of agent performance:

Agent	Team	Status	Score
Alex Jones	Customer Support	Completed	92,00%
Trevor Gardner	Customer Support	Draft	N/D
Danielle Banks	Sales	Completed	95,50%
Joaquin Phoenix	Sales	Completed	89,30%
Tom Chapman	Sales	Completed	97,15%
Robbie Margot	Customer Support	Draft	N/D
Ellen Webster	Sales	Draft	N/D
Christopher Nolan	Sales	Completed	90,25%
Cameron Bates	Sales	Completed	98,50%
Jim Oliver	Sales	Completed	91,45%

The bottom section shows a detailed view of Sarah Kelly's activity, recorded on May 27, 2020, from 2:00 PM to 2:07 PM. It includes a timeline of the interaction with a volume bar and a QM Scorecard with the following questions:

- 1 - Was the contact opened and closed correctly? *
 No
 Yes
- 2 - Did the agent display that they have listened to the contact? *
 No
 Yes
- 3 - Did the agent understand the root cause? *
 No
 Yes
- 4 - Did the agent understand the contact's journey? *
 No
 Yes

Effortless evaluations, actionable feedback

Evaluate customer interactions, fill out scorecards, and add time-stamped annotations for agents to review, all from a single, intuitive user interface.

Get a complete picture of every interaction

A combination of voice recording, agent screen recording, and omnichannel transcripts provides the context you need to holistically evaluate agents and identify areas of improvement.

Track team performance, recognize results

Track team performance trends with accessible metrics that help identify top and bottom skills. Reinforce positive behavior and reward progress.

QM Assist.

Turn every interaction into an opportunity to improve with AI-assisted QM.

The screenshot displays the QM Assist interface. The top section, titled 'Evaluations', shows an 'Average Team Score' of 61% based on 232 evaluations, a 'Top skill' of 'Problem Solving Abilities' at 91%, and a 'Bottom skill' of 'Customer Experience' at 47%. Below this, a list of agents is shown, including Alex Jones, Trevor Gardner, Danielle Banks, Joaquin Phoenix, Tom Chapman, Robbie Margot, Ellen Webster, Christopher Nolan, Cameron Bates, and Jim Oliver. The main view is 'Sarah Kelly's activity', recorded on May 27, 2020, from 2:00 PM to 2:07 PM. It features a waveform and a 'Qm Scorecard' with four evaluation questions, all of which have 'Yes' selected. The 'Transcription' panel on the right shows a chat conversation with a customer named John Doe, where the agent, Sarah Kelly, provides assistance regarding a bill payment issue.

AI-enabled efficiency

Leverage the power of artificial intelligence and speech analytics to streamline the quality management process for supervisors and analysts, so they can spend more time coaching agents.

Never miss an opportunity to improve

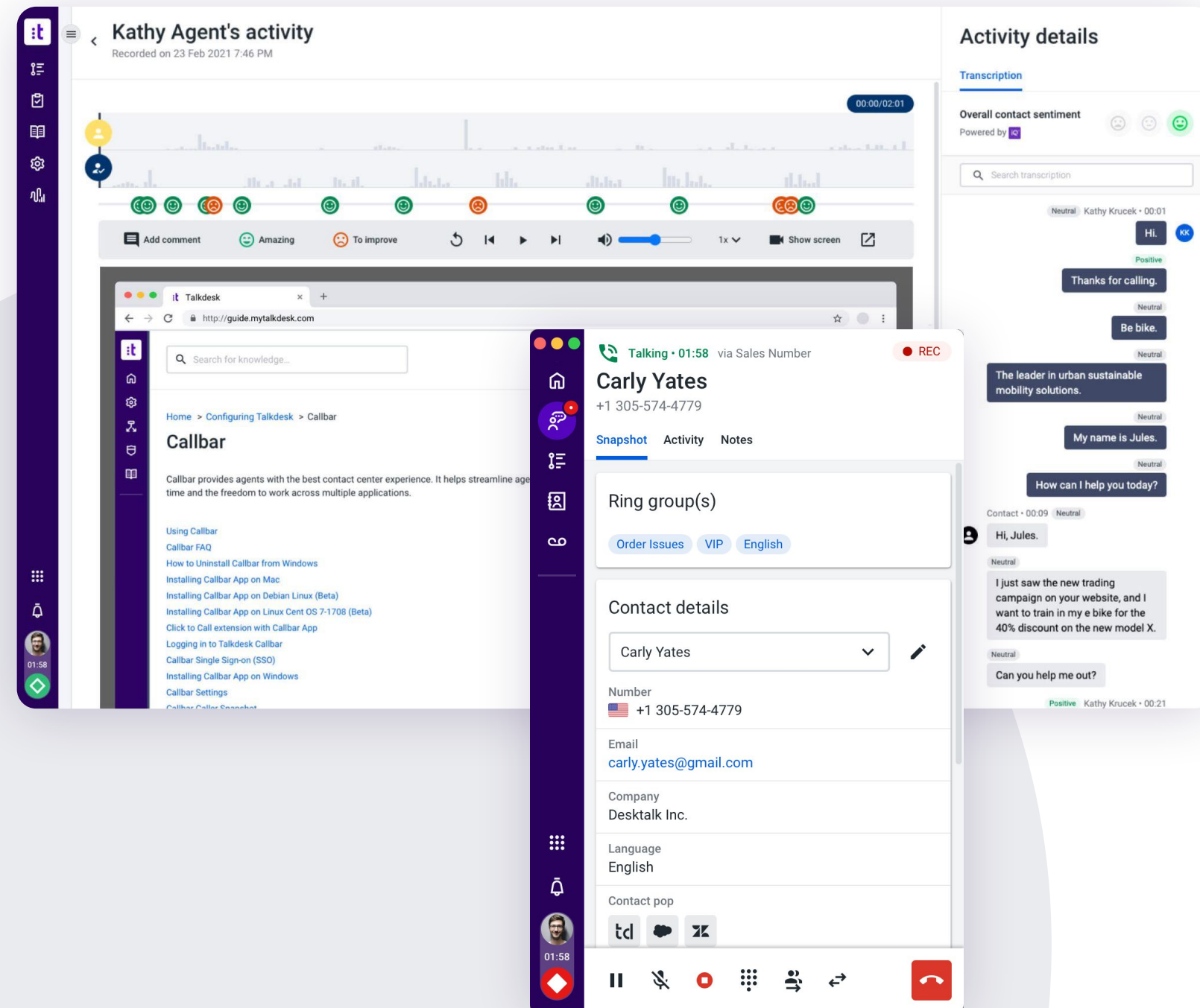
QM Assist uses speech analytics to provide searchable call transcripts and analyze customer sentiment, making it easier than ever to identify areas of improvement.

End-to-end QM automation

Augment or completely replace your manual quality management process with fully automated, AI-driven interaction scoring that's custom tailored to your unique evaluation criteria.

Voice & Screen Recording.

A complete picture of every customer interaction.



Voice and screen recording, better together

Synchronized playback of voice and screen recordings provides the context you need to holistically evaluate customer interactions, ensure compliance, and provide detailed feedback to improve agent performance.

Powerful tools for analysis and feedback

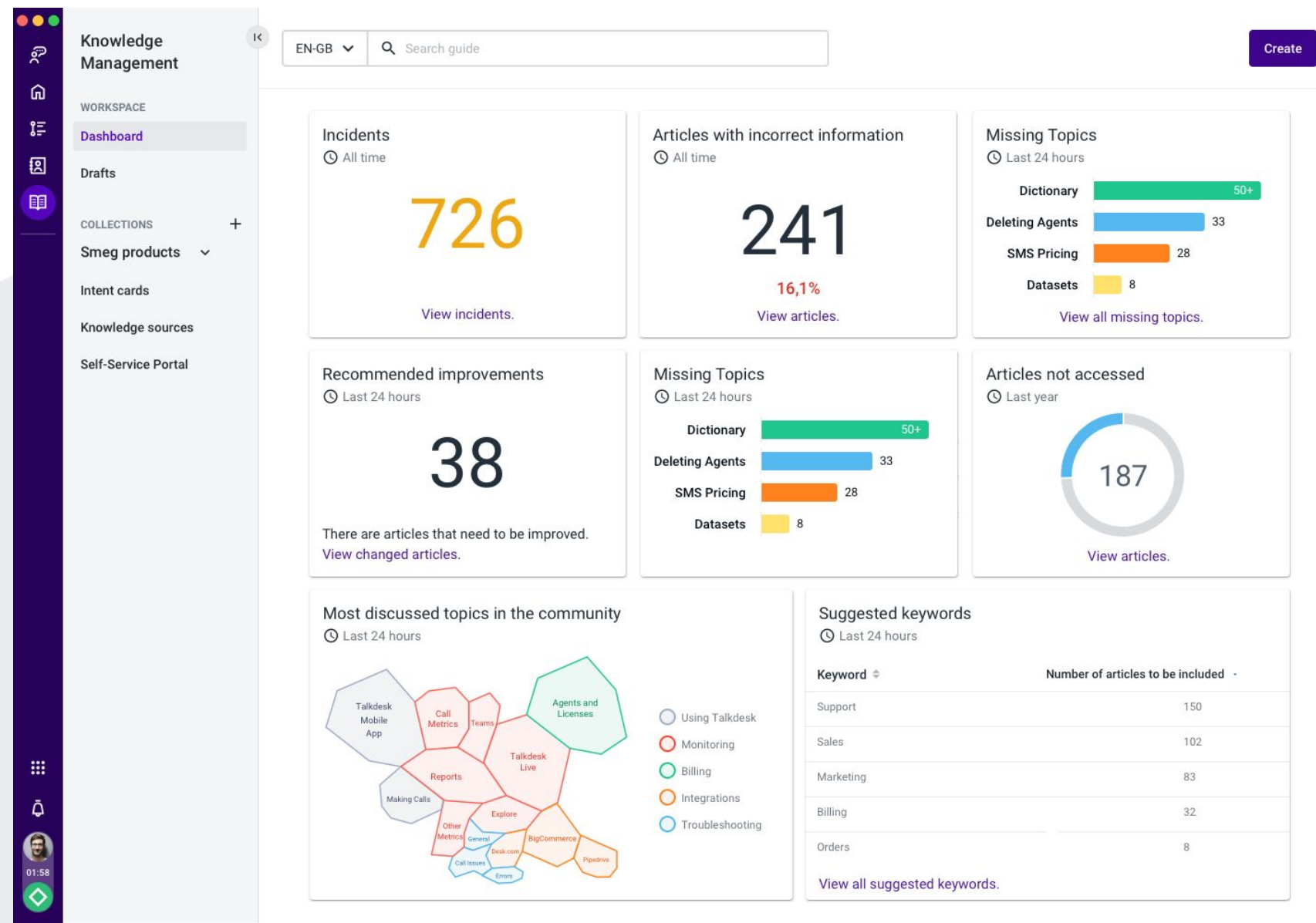
Identify key conversational moments with a visual, waveform-based player and easily share recordings with others in the organization.

Sensitive customer data, secured

Ensure regulatory compliance by storing your recordings fully encrypted and according to your industry compliance needs.

Knowledge Management.

Turn organizational knowledge into exceptional customer experience.



Provide consistent quality support.

Make complex agent tasks simple by easily building standardized workflows and create custom scripts to ensure every agent provides a consistent and speedy resolution.

Optimize effectiveness with AI and analytics.

Improve knowledge quality with AI-powered recommendations and knowledge performance dashboards, so that managers can pinpoint areas of opportunity.

Scale knowledge faster and create a unified knowledge ecosystem.

Reduce the time spent manually creating new knowledge articles with pre-built templates and seamless content import. Combine knowledge spread across disparate systems, to ensure information is readily available to the right audiences.

Power better customer and agent outcomes.

Deliver contextual knowledge to agents through Agent Assist, to solve customer issues correctly and quickly, and feed Self-Service Portal and Virtual Agent with accurate and up-to-date information.

Talkdesk Performance Management.

Engage and develop teams that deliver exceptional CX.

Performance insights that work for you.

Get the insights you need to evaluate agent performance against goals and peer benchmarks across metrics like CSAT, AHT, Quality Scores, and more.

Targeted coaching that moves the needle.

Leverage leaderboards and automated goal setting to clearly identify top and bottom performers, while driving continuous improvement with contextually relevant coaching.

Engage teams with gamification and recognition.

Leverage peer recognition, achievement badges, challenges and more to keep agents engaged, reduce turnover, and improve productivity in the contact center. [COMING SOON]

The screenshot displays the Talkdesk Performance Management interface. On the left is a navigation sidebar with icons for Home, Results, Challenges, Development, and Configurations. The main content area is divided into two sections: 'Results' and 'Development'.

Results Section: Shows a 'Leaderboards' tab with a date filter for 'Apr 26, 2021' and a 'This week' selection. It displays 234 results for 'Average Handle Time' with a goal of 06:00. A table lists agents ranked by performance:

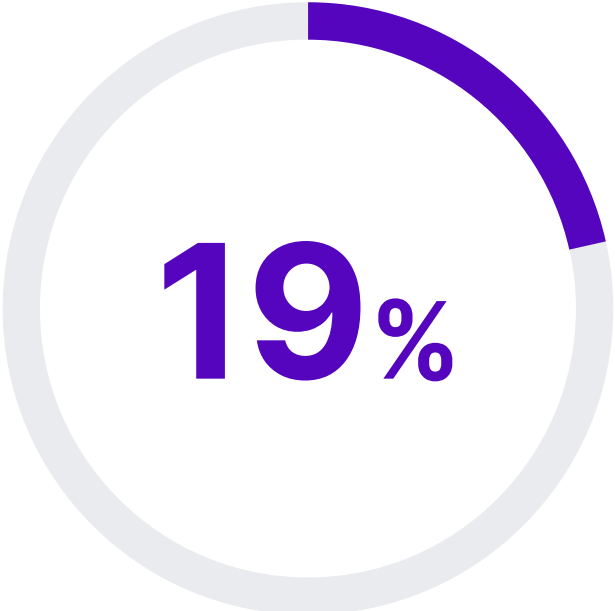
Rank	Agent	Result	Volume
1	Nick Evans	05:14	34
2	Chinelo Chyke	05:55	45
3	Sammy Lawson	06:01	52
3	Jacqueline Likoki	06:01	3

Development Section: Shows 'Suggestions' for three metrics: Average Handle time (4 agents missing 6 min goal), Quality Score (12 agents missing 92% goal), and Customer Satisfaction (CSAT) (8 agents missing 4.5 goal). Below this is a table of coaching suggestions:

Agent	Queue	Suggestion Source	Actions
Arkell Charles	Agents CAN	Supervisor Recommendation, Performance Exception	Dismiss, Coach
Chioke Okonkwo	Agents UK	Agent Self Request	Dismiss, Coach
Fatima Delgadillo	Agents CAN	Supervisor Recommendation	Dismiss, Coach
Andries Grootoank	Agents US	Performance Exception	Dismiss, Coach

Employee engagement leads to better CX.

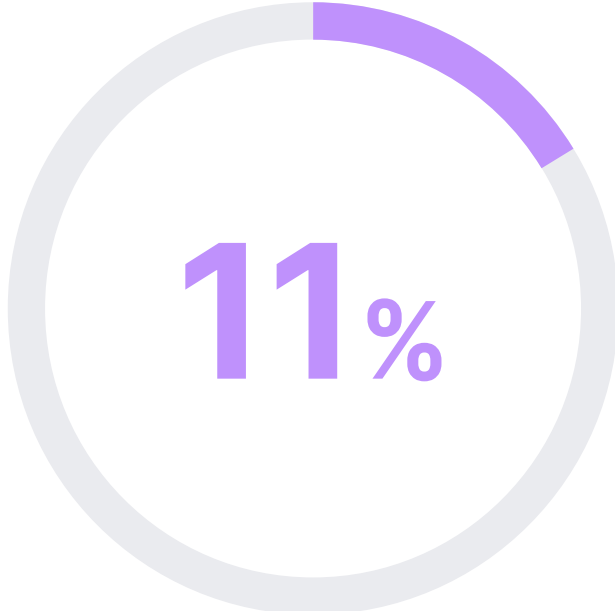
Making agents a priority can have a powerful impact on the customer service experience and your bottom line:



Greater productivity



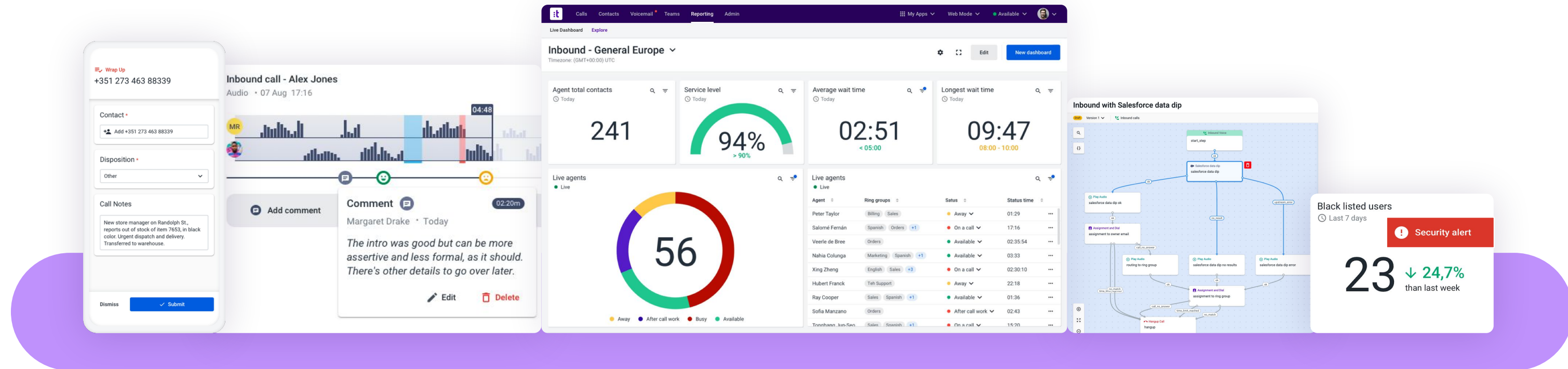
Lower attrition



Greater CSAT

Enabling successful work from home contact centers.

85% of Talkdesk customer agents work from home.



Intuitive experience

100% Cloud Native
Same intuitive agent experience office vs remote

Virtual coaching

Call & Screen Recording, WFM, Quality Management, Speech Analytics

Business agility

Flexible and customizable self administration, IVR Flows and Reporting

Added security

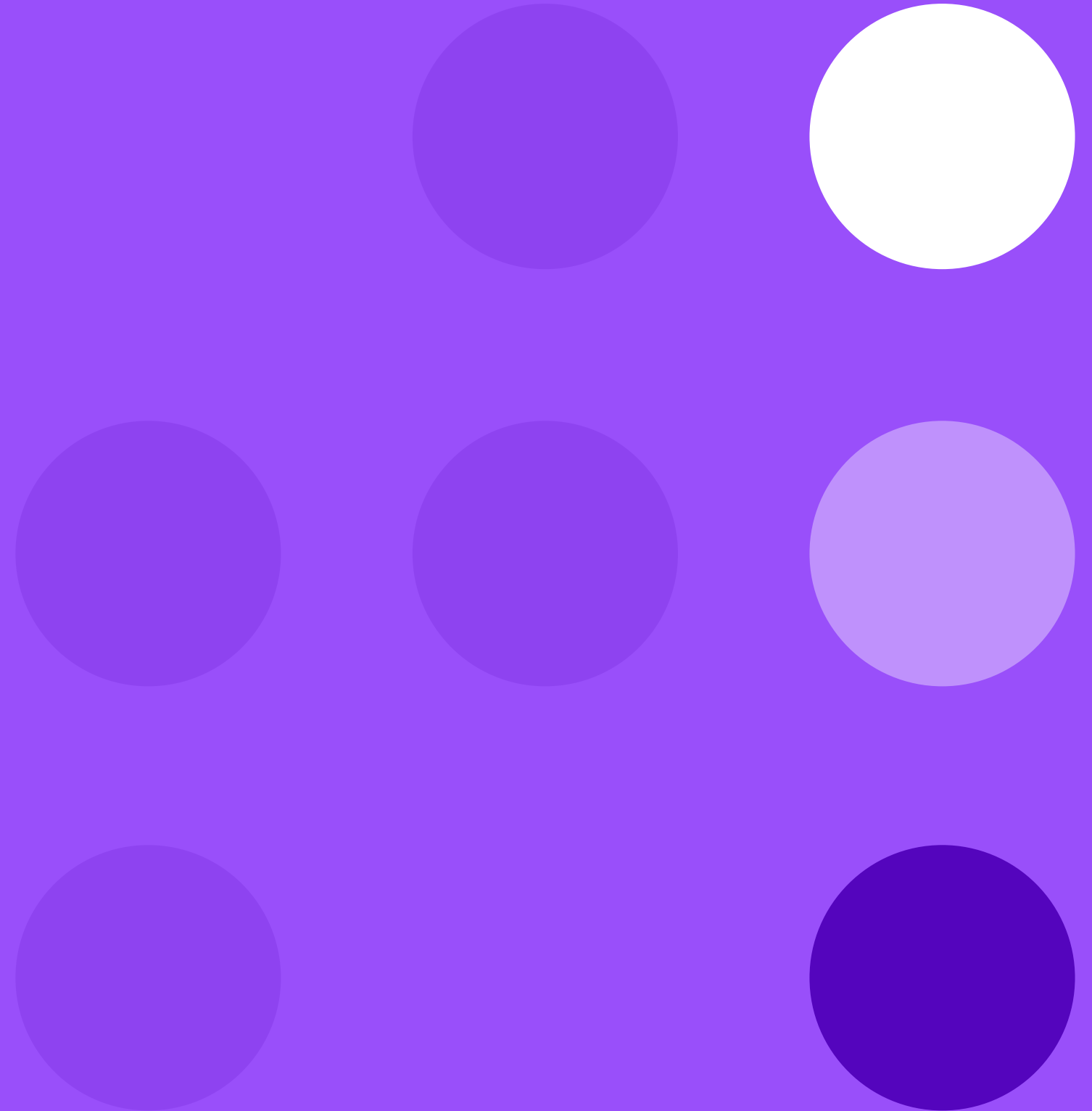
Guardian provides a birds-eye view to effectively mitigate the risk of a distributed workforce

Highest call quality

Best in industry 4.24 MOS far exceeds Voice over VPN 100% uptime SLA

CX Cloud Employee Collaboration.

Extend customer service beyond the contact center with employee collaboration.



Contact Center and Unified Communications **Better together.**

Improve Customer Experience

35%

of agents are bringing in non-agent SME resources to address customer issues

Lower Total Cost of Ownership

\$161,000

Businesses have reduced IT spending by \$161K/yr by eliminating redundant apps and switching to cloud UCaaS.

Share Voice of the Customer

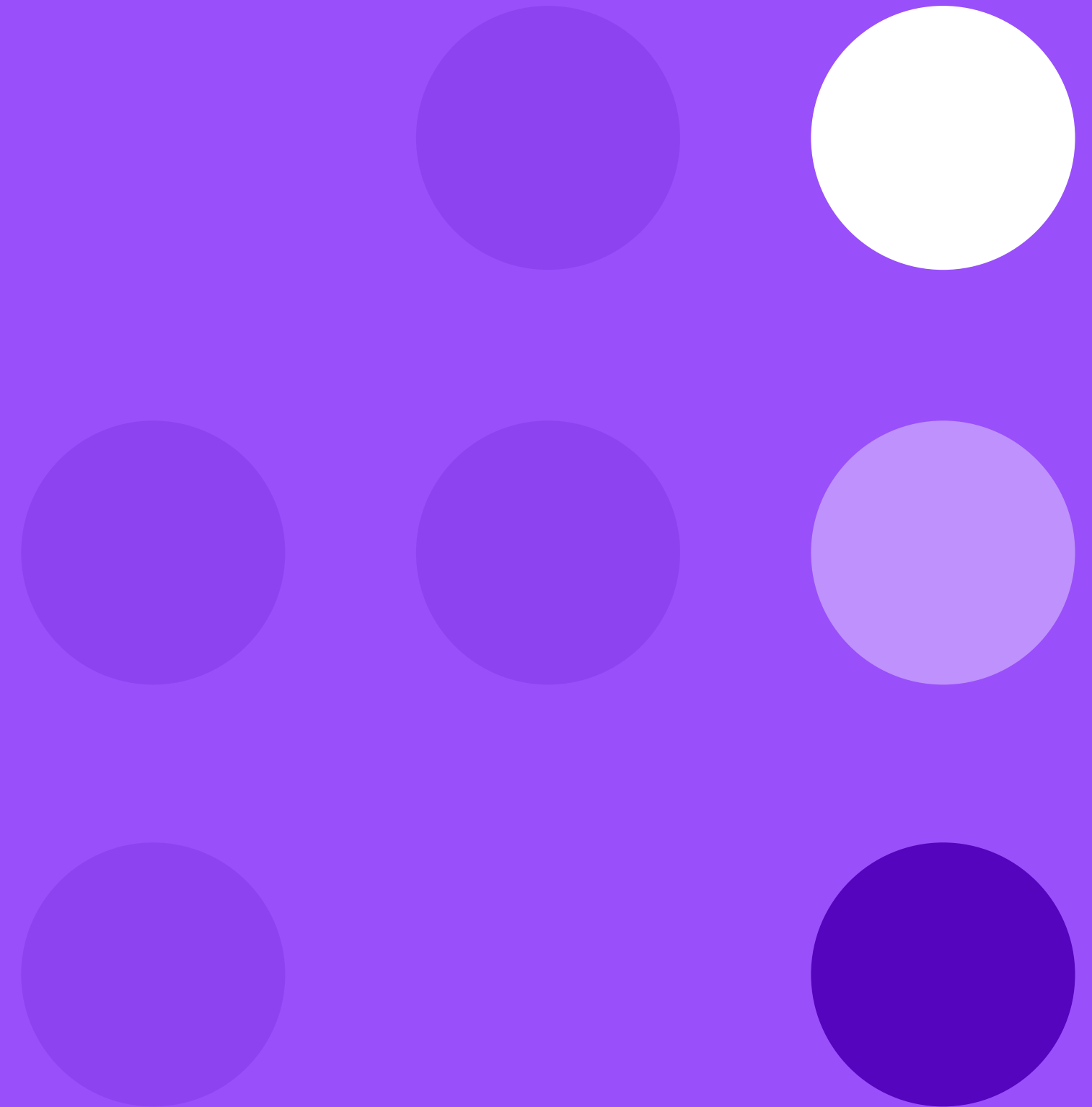
57%

of companies are integrating agents with other employees to collaborate on key customer projects

Building a better customer experience is not just the job of the contact center — it's the job of every employee in the organization.

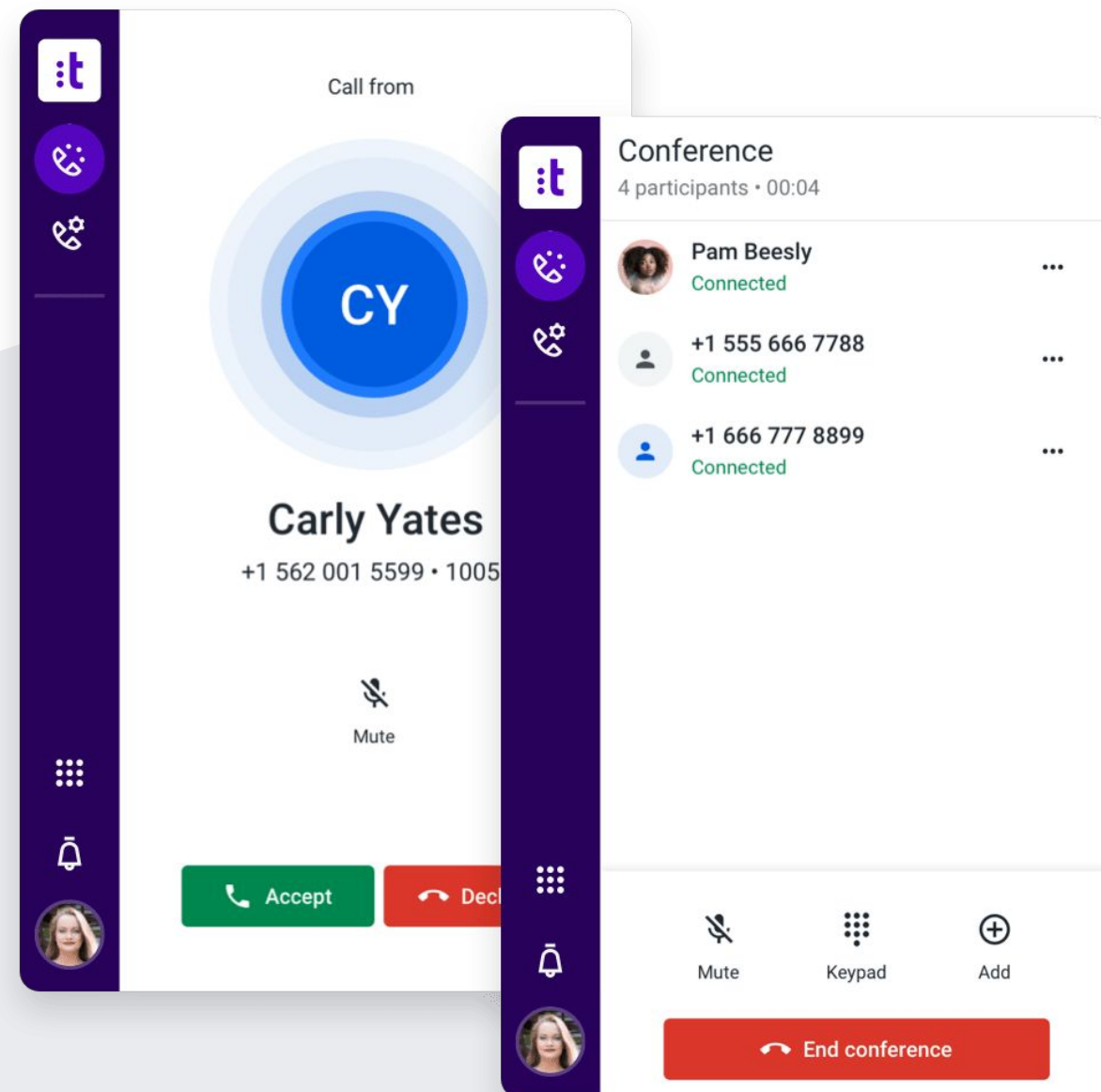


CX Cloud
**Employee
Collaboration.**
Capabilities.



Talkdesk Phone.

Get your teams talking with a cloud business phone system.



Communicate anywhere.

Connect from anywhere on any device using a modern cloud business phone system that empowers your teams to talk to each other and to receive and make calls to anywhere in the world you do business.

Simplify everything.

Gain a holistic view of all voice interactions across every department with unified reporting and effortlessly manage all users, numbers, and devices from a unified interface. Realize significant cost savings and benefit from the simplicity of managing everything on a single platform and a single user experience.

Increase business agility.

Leverage the benefits of a leading CX cloud platform to extend advanced contact center technology to business communications users and increase business agility across the entire organization.

Drive customer obsession.

We've taken the insights we learned from the contact center to deliver a cloud business phone system for better customer experiences. For you, this means faster help for complex customer interactions, increased workforce productivity, and better sharing of scattered insights to build a culture of customer obsession.

Talkdesk Zoom Connector.

Enable cross-team collaboration for the best customer experience.



Real time collaboration

When a complex customer question requires assistance, agents can quickly engage a subject matter expert to join the conversation and resolve the issue then and there.

Enhanced agent productivity

Eliminate application switching and boost agent productivity by allowing your agents to effortlessly find and collaborate with experts in your organization from a single interface.

Frictionless routing

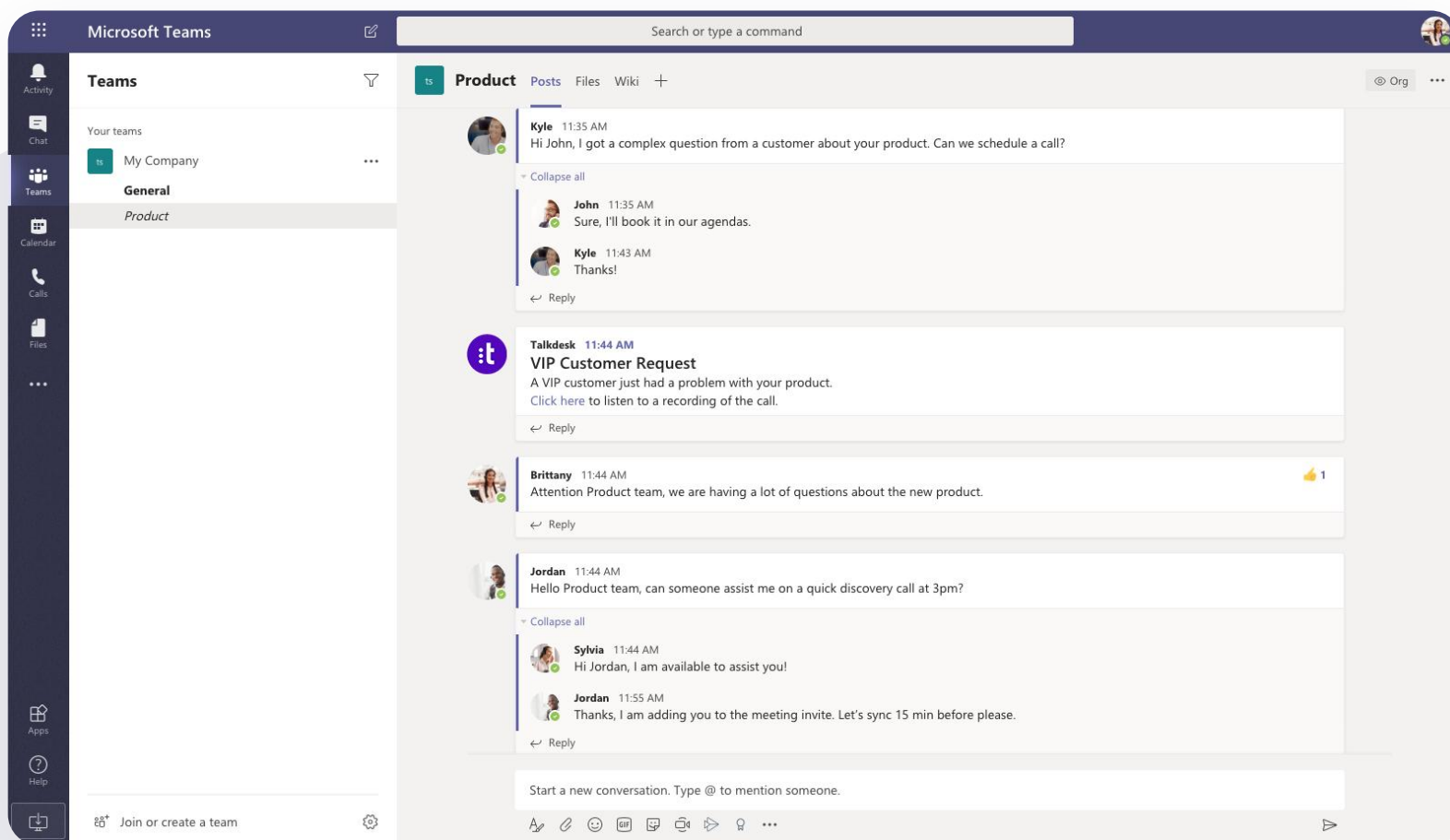
Provide friction-free routing between Zoom Phone and Talkdesk without disrupting the customer experience.

Maximize your cloud investments

Connect Zoom with Talkdesk and add the power of the fastest growing cloud phone solution in the industry to Talkdesk CX Cloud and drastically improve your total cost of ownership.

Talkdesk Microsoft Teams Connector.

Contact center meets collaboration for the ultimate customer experience.



Real-time alerts & notifications

Ensure critical business events and relevant contact center insights are delivered to the right employees at the right time, by automating alerts & notifications in Teams straight from Talkdesk.

Unified interface

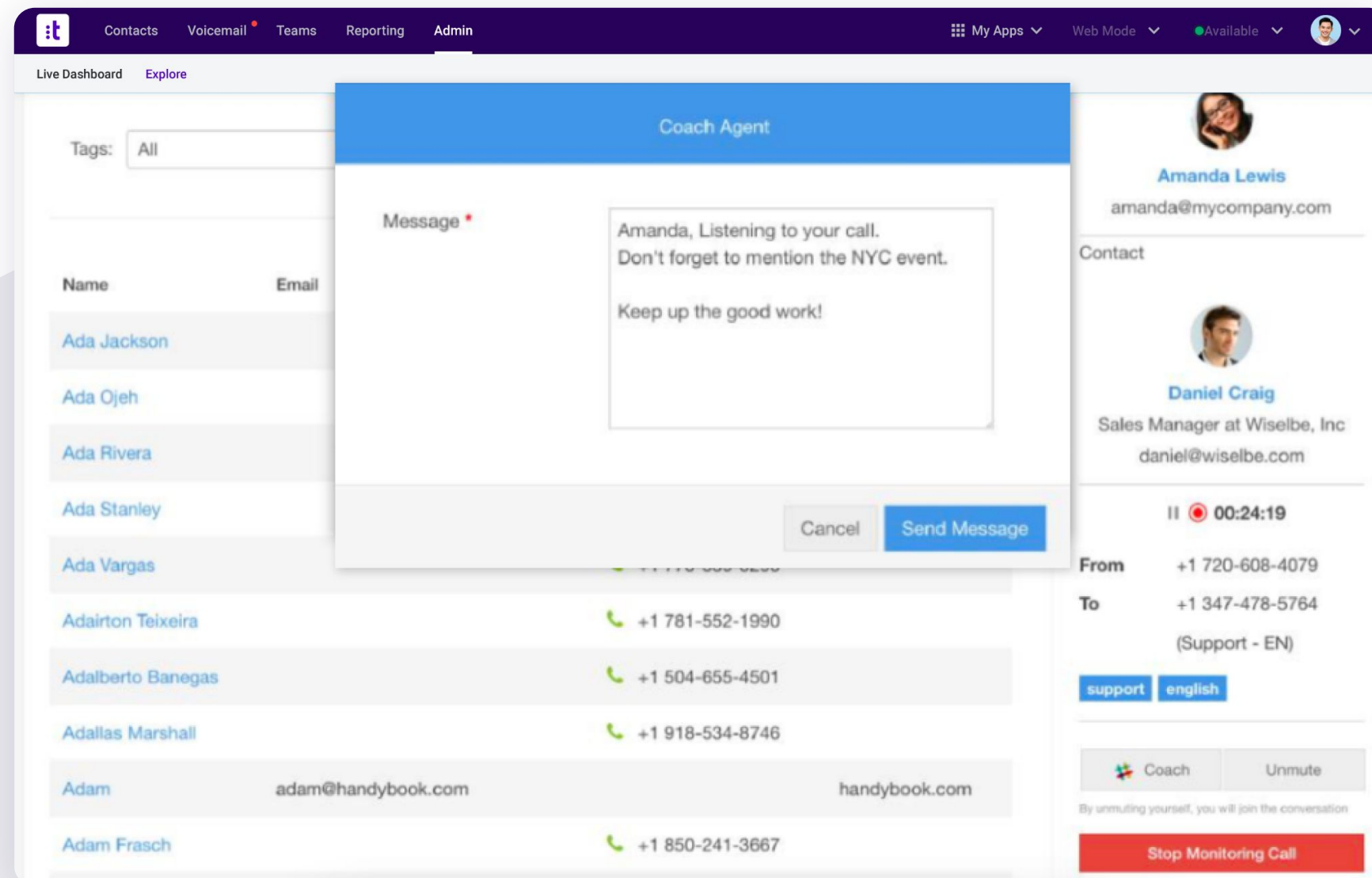
Provide faster answers to complex questions. Agents can seamlessly connect with other agents, supervisors, or subject matter experts — without disrupting the customer experience.

Accurate coaching

Actively coach agents with real customer cases and improve team performance by automatically delivering notifications in Teams of contact center calls that didn't meet your quality standards or weren't resolved.

Talkdesk Slack Connector

Contact center meets collaboration for the ultimate customer experience.



Real-time alerts & notifications

Ensure critical business events and relevant contact center insights are delivered to the right employees at the right time, by automating alerts & notifications in Slack straight from Talkdesk.

Unified interface

Provide faster answers to complex questions. Agents can seamlessly connect with other agents, supervisors, or subject matter experts — without disrupting the customer experience.

Simplified coaching

Improve team performance and efficacy by monitoring live calls and silently coaching agents with messages powered through Slack.

[WATCH DEMO](#)

Hear from your peers.



“Talkdesk’s integration with Slack is a game changer for our Client Services team. We’re able to notify our agents when there’s a backup in our queue, or when an agent leaves for lunch, so that our team is better prepared to make sure we’re handling call volume.”

— **Greg Zalecki**

Director of Sales Operations | [Sema4](#)



“With Talkdesk Analytics and Talkdesk for Slack, the data we’ve been able to gather has been so helpful that we’ve consistently hit over 90% service level and decreased our average hold time by 8x and our abandonment rate by 5x.”

— **Meagan Mckinnon**

Head of Customer Experience | [Parkwhiz](#)



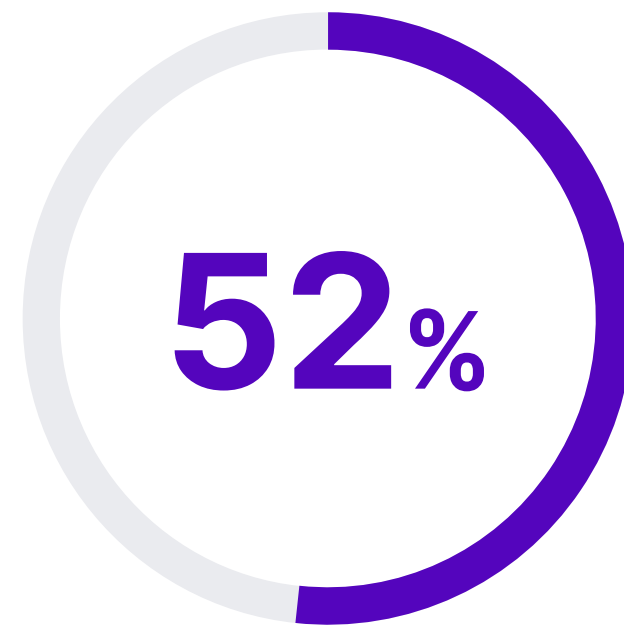
CX Cloud

Customer Experience Analytics.

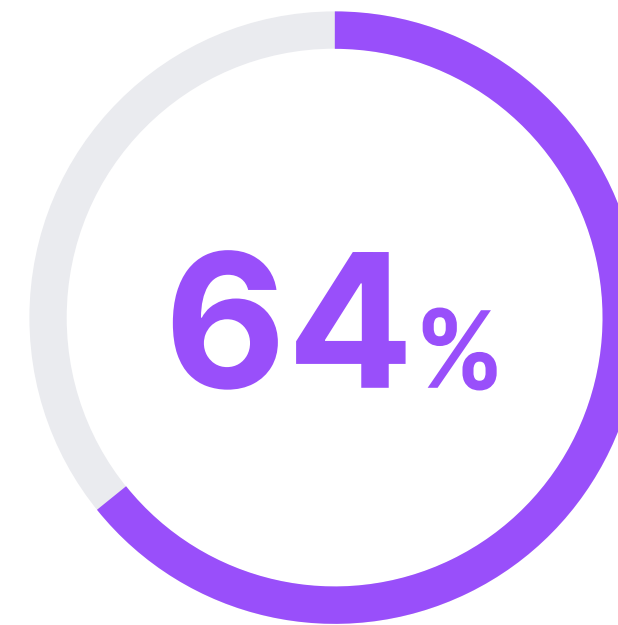
Analytics, automation and insights tools to know everything about the customer and interaction.

The power of CX analytics.

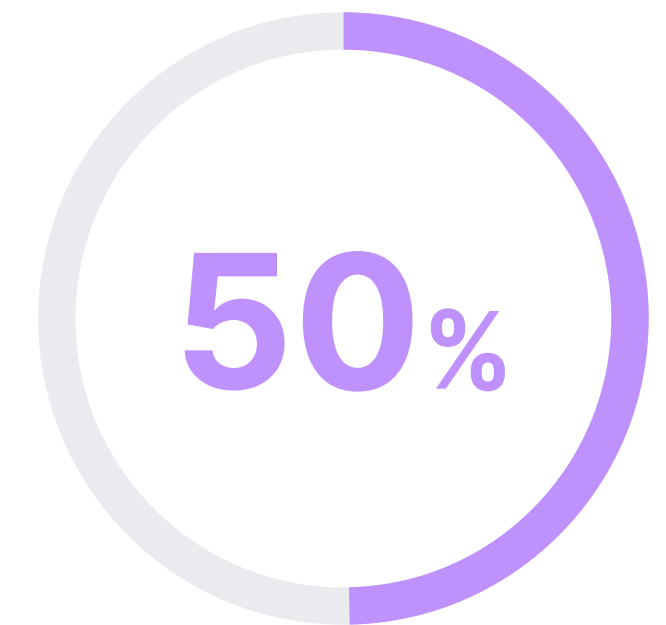
As technology advances, it's now possible to capture and store more information than ever before. Contact centers must invest in powerful customizable analytics tools that let them take full advantage of their data, so they can accurately track insights, measure success, make better decisions & achieve customer experience excellence.



of companies **identified customer analytics as one of the main areas to increase funding**



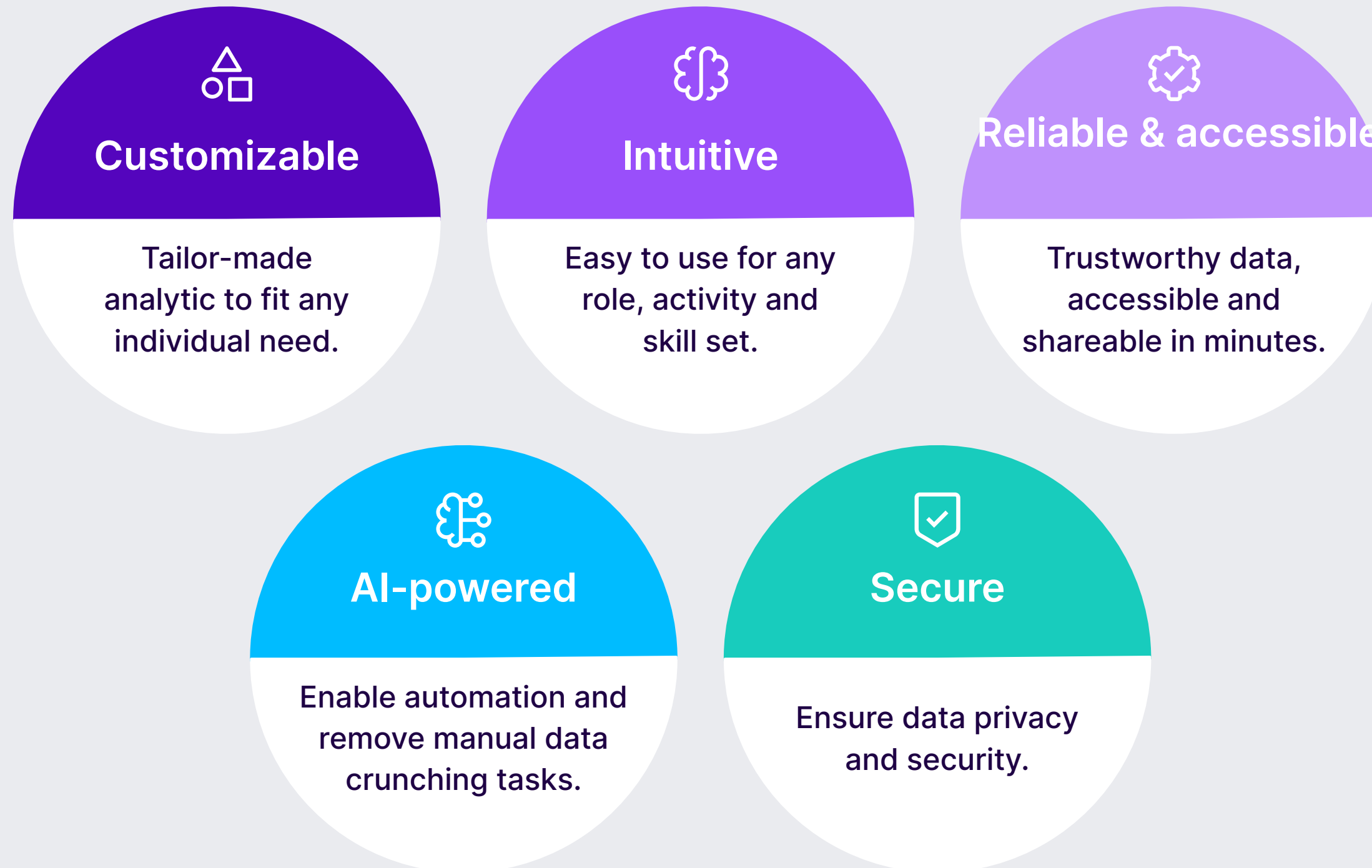
of companies **cited metrics as their top priority**



of companies **will adopt Analytics and BI by 2021 (up from 35% in 2019, due to the use of new technologies*)**

Sources; Gartner, "Gartner Top 10 Data and Analytics Trends" 2019
Gartner, "Gartner's 2019 Customer Experience Innovation Survey" 2019

Turn insights into action to drive better business decisions.



Unlock the power of data.



Interaction analytics, and sentiment

Surface key conversation moments, topics, sentiment, and discern customer intent to take the next best action towards a better customer experience.



Real-time sensors and automations

Proactively identify customer issues 24/7 and address negative situations before they escalate.



Survey and feedback analytics

Go from real-time customer feedback to resolution in no time with fast and simple surveys.



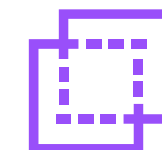
Real-time dashboards

Open a window into your contact center with real-time dashboards and reporting that drive better business outcomes.



Business intelligence

Make more effective data-driven decisions with powerful business intelligence.



Data APIs

Improve customer experience by integrating real-time and historical contact center metrics into your BI systems, CRM, case management, and more.



Benchmark data

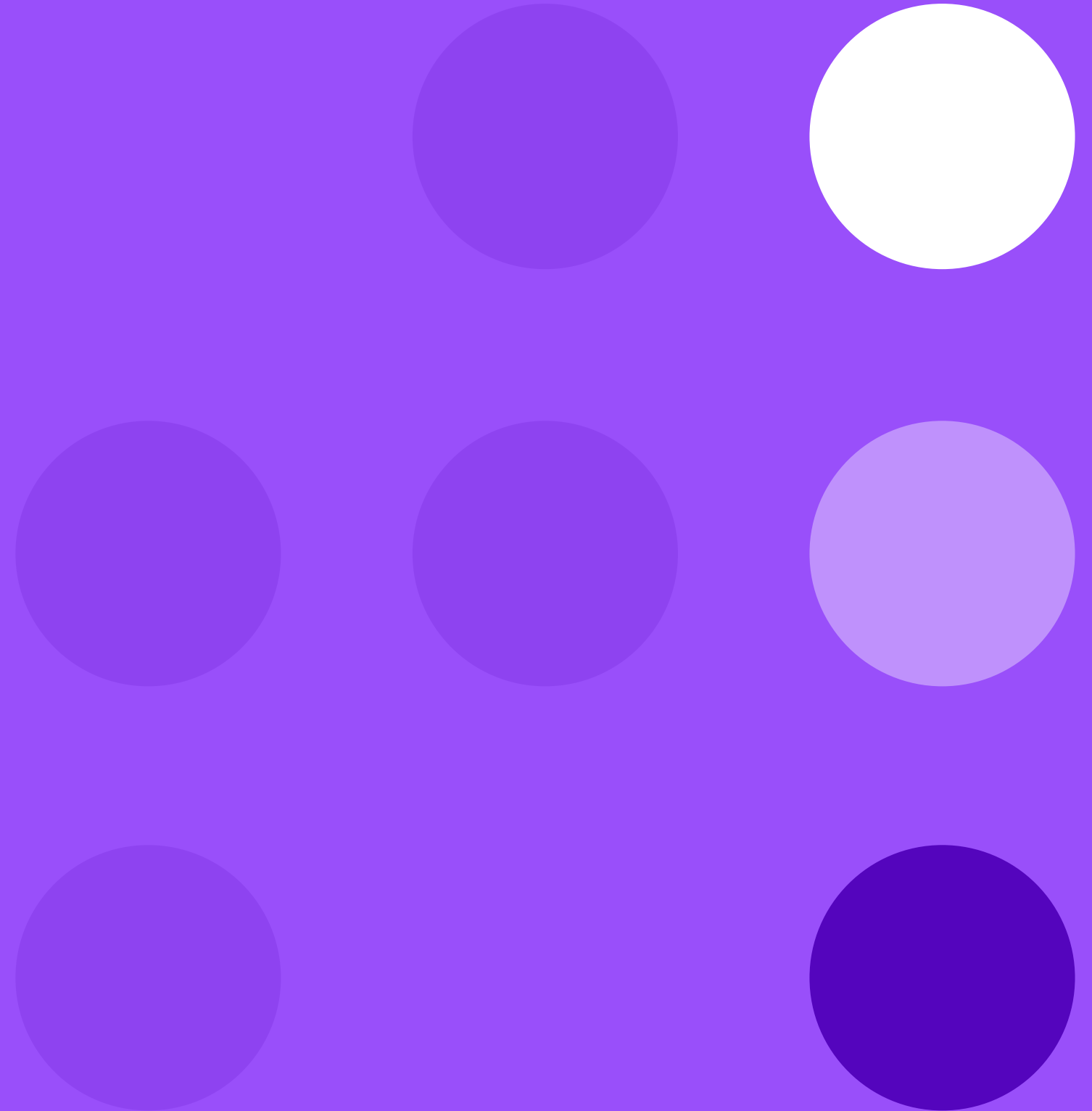
Benchmark your contact center against industry peers to help identify areas for savings and quality improvement.

CX Cloud

Customer Experience

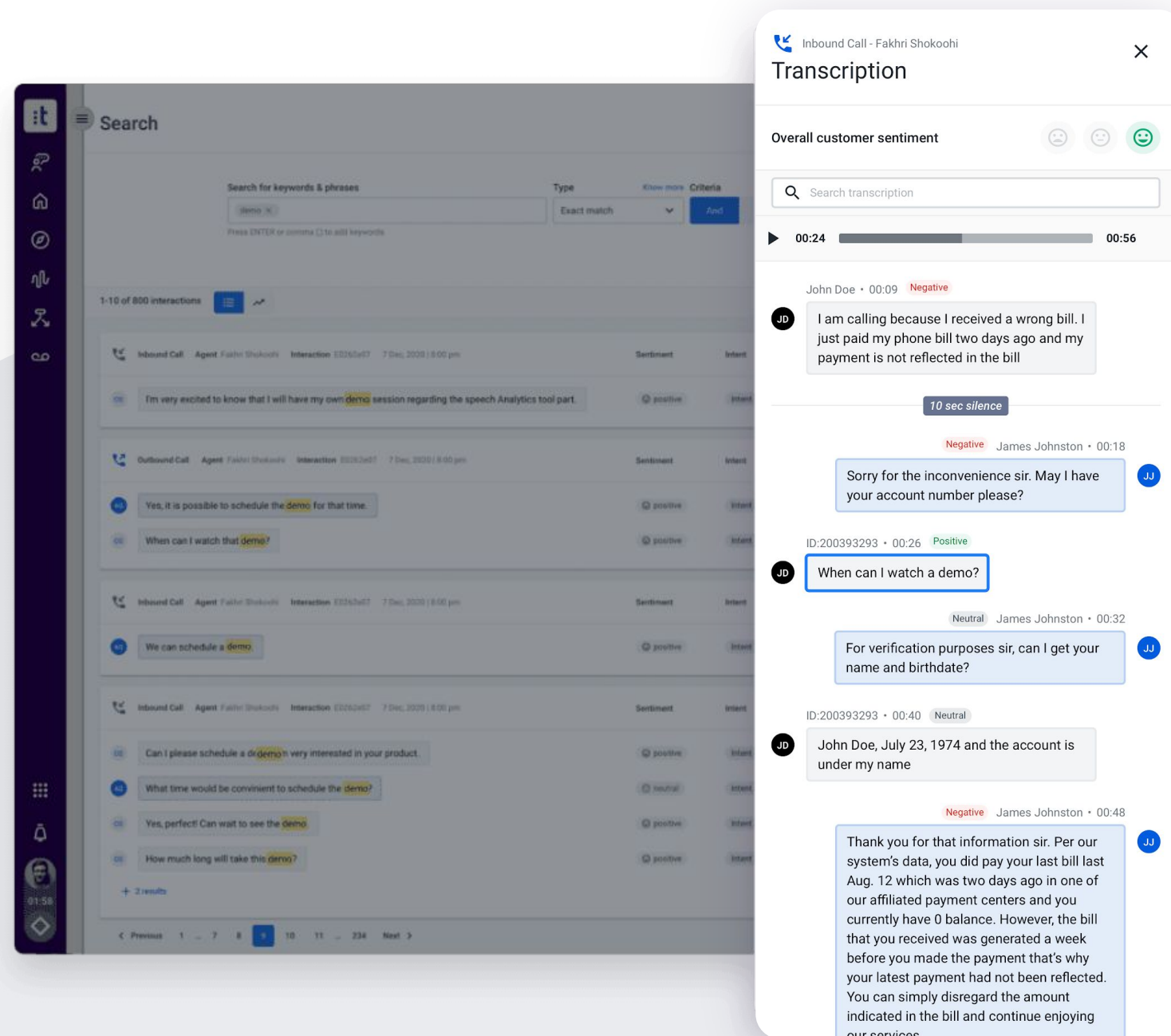
Analytics.

Capabilities



Interaction Analytics.

Turn every conversation into customer intelligence.



Discover the root causes of customer issues

Understand the issues causing contact across different channels. Easily visualize the trending topics and variations on customer intents and sentiments, with the power of speech and text analytics.

Augment agent coaching

Discover issues impacting agent performance faster with searchable transcripts, sentiment analysis, and automated interaction scoring, using Talkdesk QM Assist™.

Speed up response times to critical issues

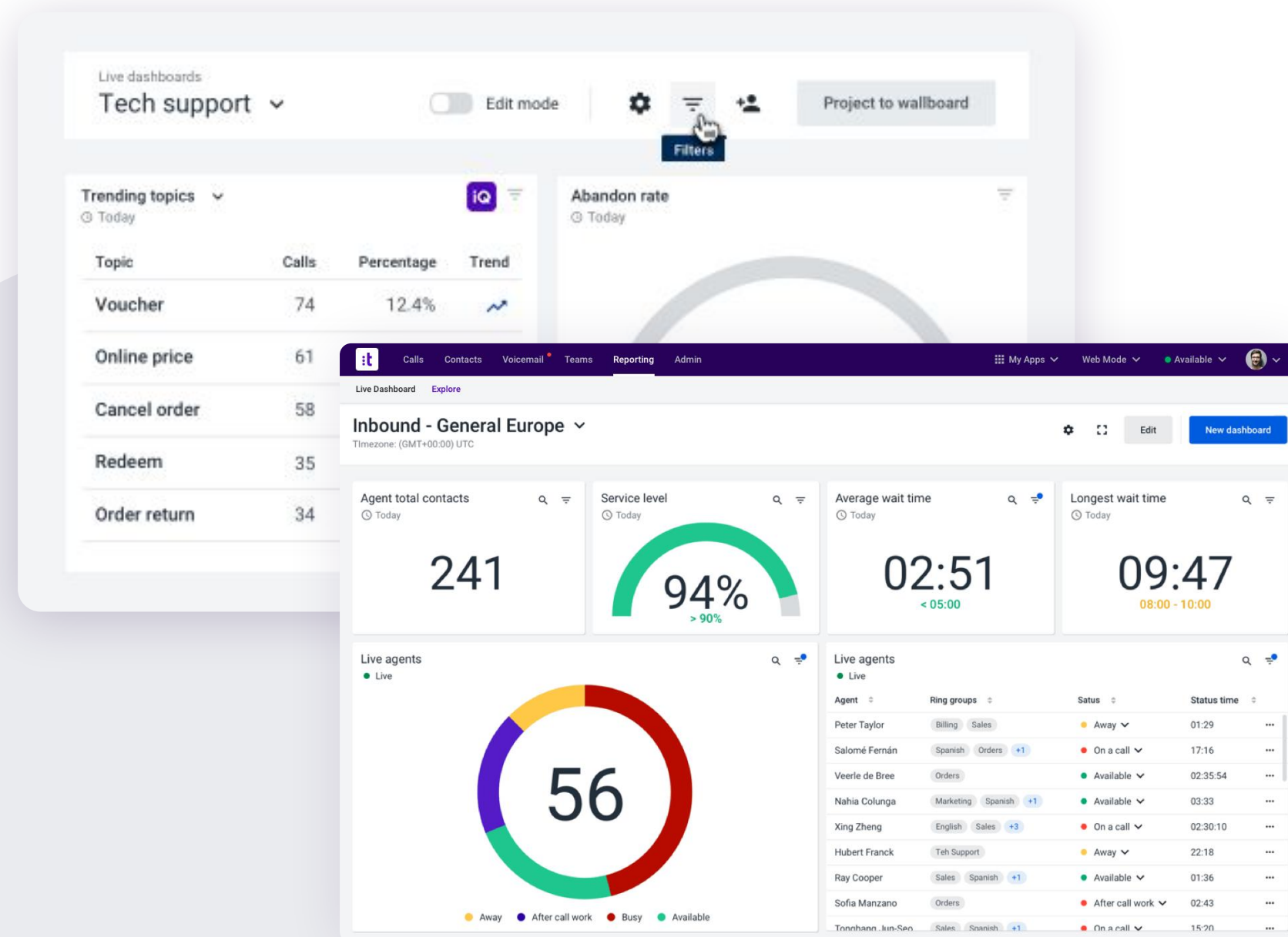
Use Talkdesk CX Sensors™ to trigger alerts when specific preset conditions occur to proactively address issues 24/7 and avoid escalations. Automate alerts on your preferred channel and take action on urgent issues in third-party systems.

Make customer and agent journeys more efficient

Use live agent resources more efficiently by identifying the ideal use cases to implement self-service automation, agent assistance and knowledge management tools.

Live.

Turn real-time analytics into great customer service performance.



Display what matters

Customize widgets and dashboards with the information and visuals that are important to your teams.

Respond in real-time

Instantly understand trends, identify inconsistencies and track metrics to make the right decisions and effectively take action.

Motivate your team

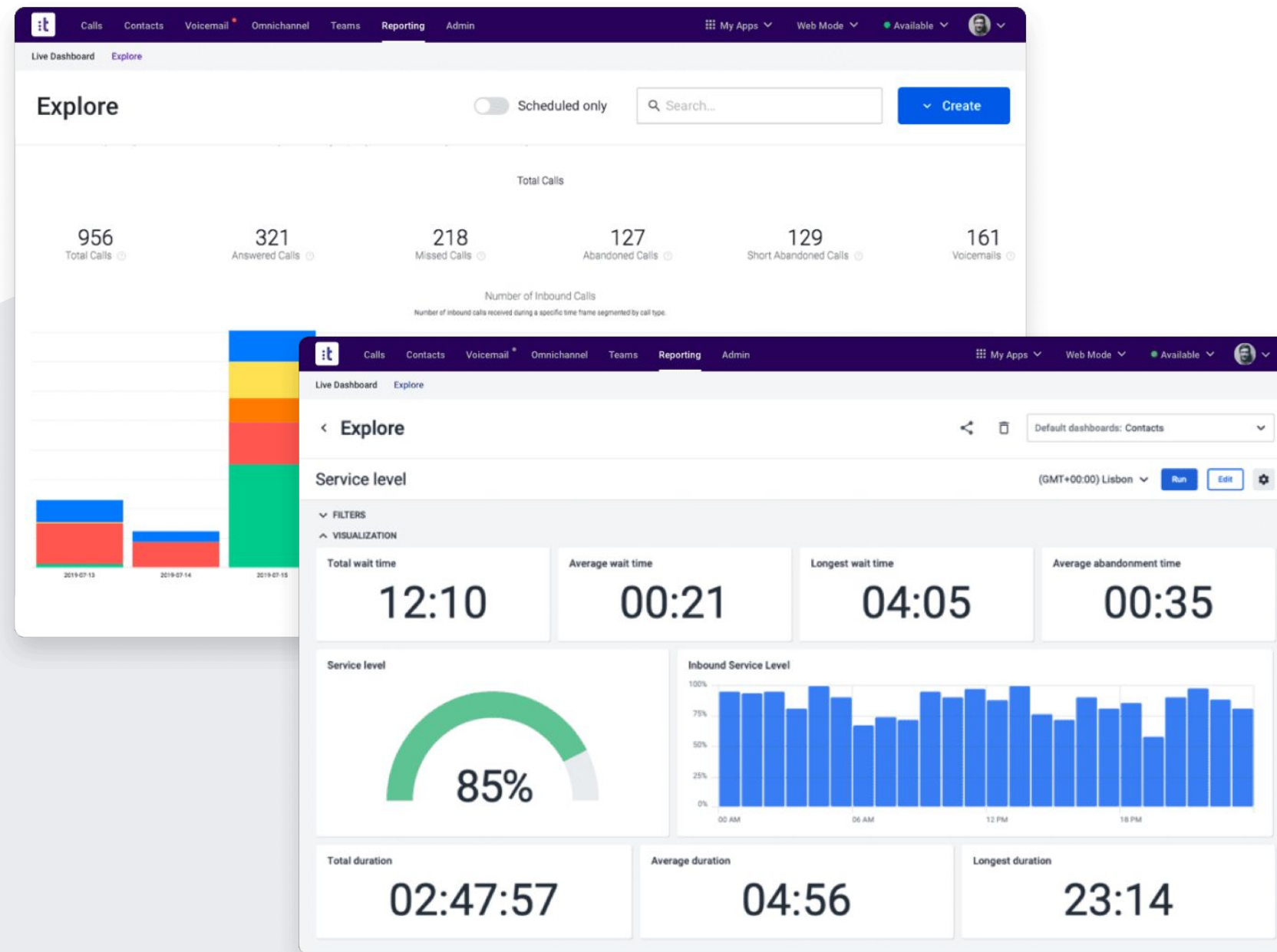
Provide a high degree of visibility at all times and make your entire team of agents performance-focused.

Automate alerts

Provide a high degree of visibility at all times and make your entire team of agents performance-focused.

Explore.

Turn insights into results.



Create tailor-made analytics

Create custom reports, dashboards and metrics to get the insights that matter the most to your organization.

Build custom metrics in seconds

Use custom calculations to mix and blend more than 900 metrics and dimensions to fine-tune your analytics.

Plug & play reports and dashboards

Adopt out-of-the-box reports and dashboards based on industry leading best practices to hit the ground running.

Schedule reports and dashboards

Automate distribution of reports/dashboards to individuals or teams to save time.

[WATCH DEMO](#)

[WATCH VIDEO](#)

Live and historical reporting APIs.



Live API

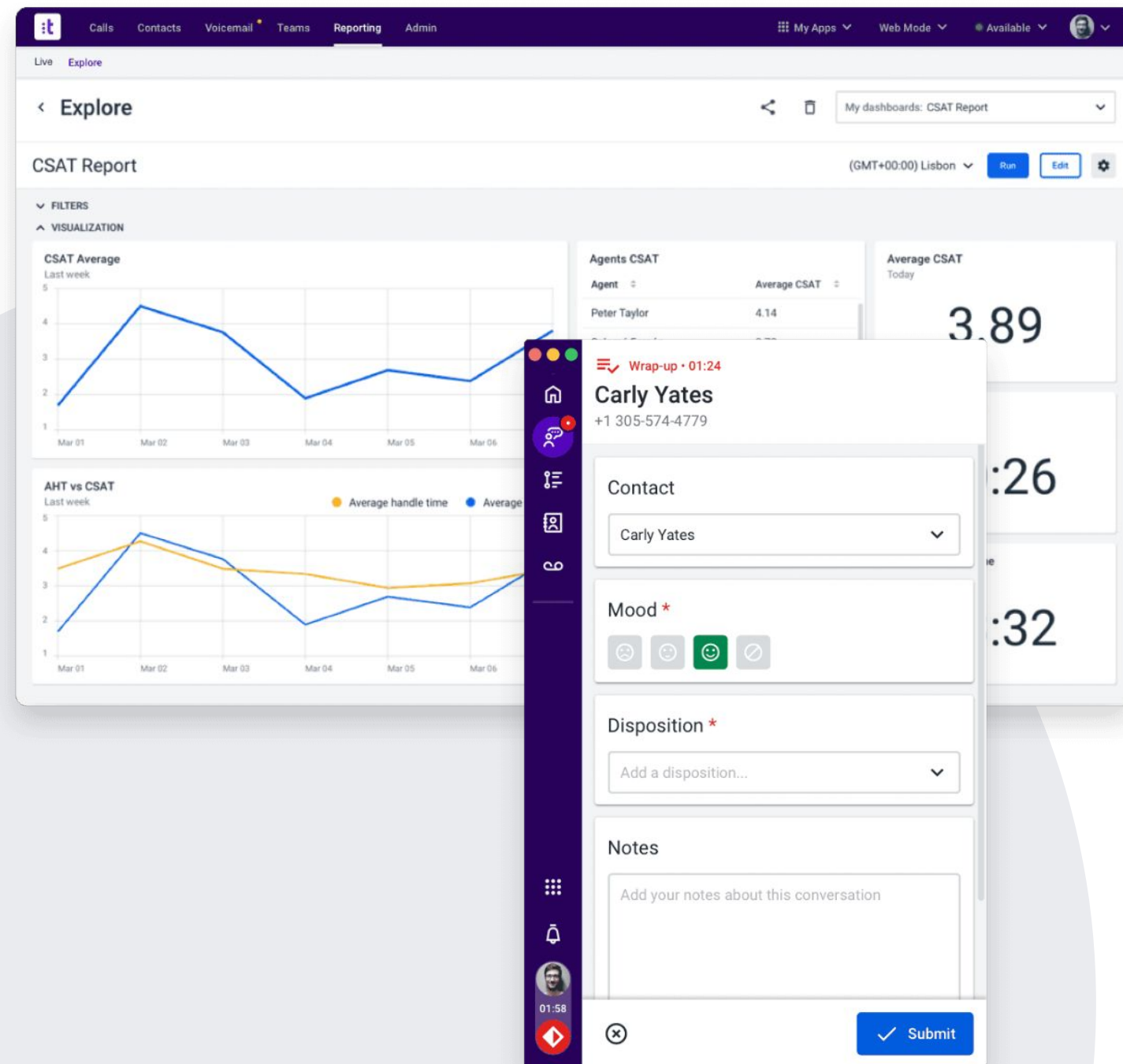
Use real-time data from Talkdesk Live in any platform of your choice to blend information and have a 360° view of your business.

Explore API

Incorporate the granular data surfaced in Talkdesk Explore into any reporting system. Reveal valuable trends and discover insights in your company's performance by correlating Talkdesk data with data from other systems.

Feedback.

Turn customer feedback into customer satisfaction.



Create and deploy surveys with ease

Your customer feedback program shouldn't require a team of consultants. A streamlined interface and user-friendly tools make it easy to create and deploy new surveys to ensure you're always tuned in to how your customers are feeling.

Improve engagement and response rates

Engage customers they spend their time and improve survey response rates. Share surveys and collect feedback on a variety of channels, from SMS to your IVR.

Analyze and act on areas of opportunity

Your customers respond to your surveys—now what? Use a real-time feedback stream to see what customers have to say and use filters to drill down into the data further.

Create happier, more loyal customers

Customers are happier and more loyal when they feel their voices are heard. Use the rich customer feedback you've collected paired with the customer interaction data in your contact center to make meaningful improvements to your CX programs.

Talkdesk Benchmark.

See how your stats stack up.

Metrics	2019	2020	% Var YoY
Average abandonment rate	4.21%	5.91%	+0.30 _{pp} ▲ 40.1%
Average talk time	3m 09 _s	3m 35 _s	+26 _s ▲ 13.5%
Average hold time	1.83 _s	3.13 _s	+1.3 _s ▲ 70.8%
Average speed of answer	8.6 _s	8.47 _s	-0.13 _s ▼ 1.6%
Service level	85.6%	82.5%	-3.1 _{pp} ▼ 2.5%

Recognize trends

Increase contextual knowledge using smart segmentation to compare key metrics against comparably sized contact centers, companies, or with others in your industry.

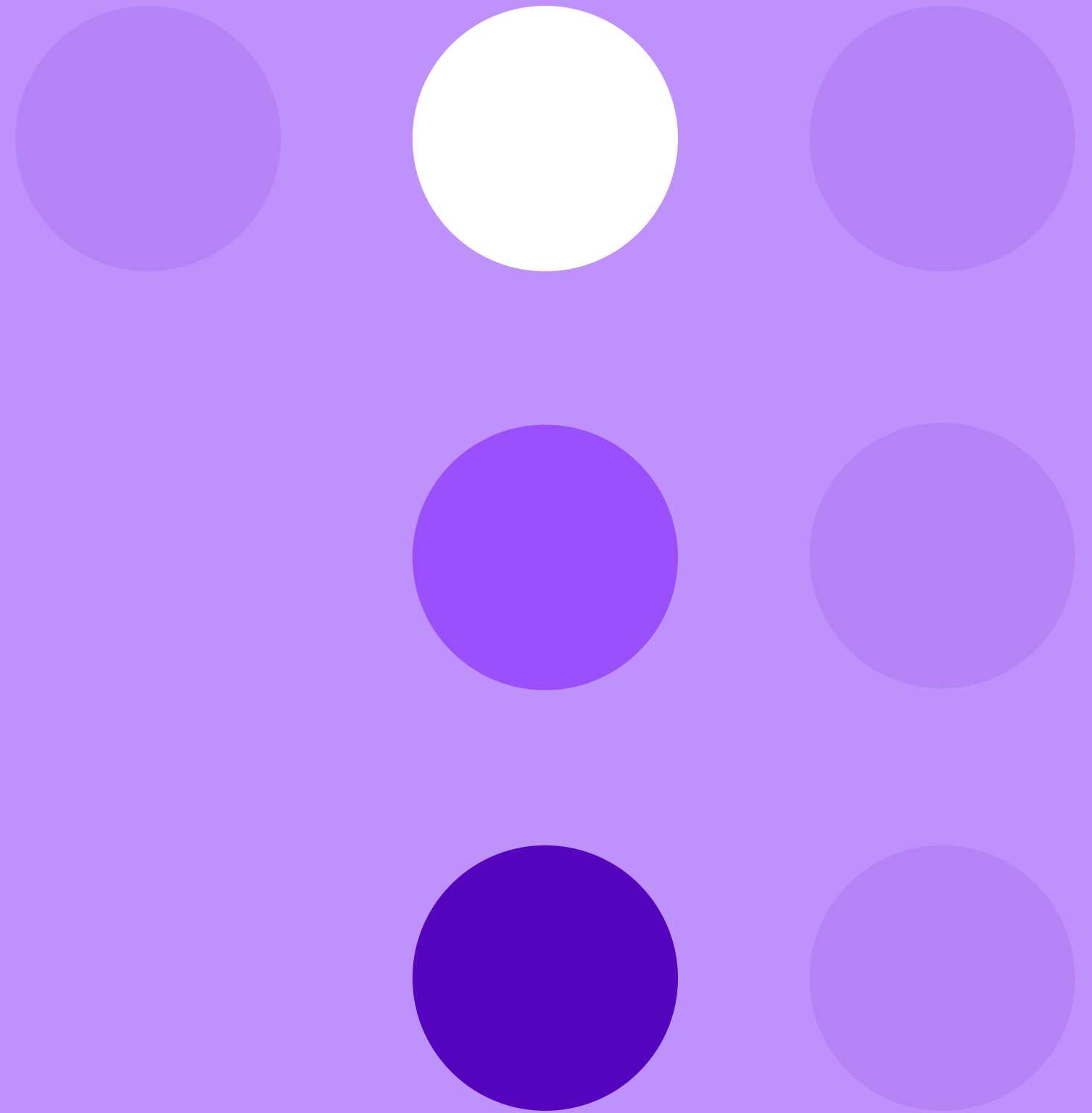
Uncover improvement opportunities

Use Talkdesk Benchmark insights and recommendations to improve operations, drive results and outperform the competition.

Leverage your results

Promote your performance results internally and externally to distinguish your contact center as a market leader.

Talkdesk AI for
every day.



Talkdesk AI for every day

Automating every step of the customer journey giving customers better answers, faster.

Customer Self-Service

AUTOMATION



Virtual Agent

Automated voice and digital self-service experiences



Self-Service Portal

Self-service KB and content for automations

Agent Empowerment

AUTOMATION



Agent Assist

Automated assistance for agents



Knowledge Management

KM for teams to orchestrate information to power automations



QM Assist

Automated quality assurance for agent coaching & improvement



Interaction Analytics

Automated issue discovery, speech search & real-time assistance



WFM

Automated staffing and scheduling decisions

Fraud & Authentication

AUTOMATION



Guardian

Automated authentication and fraud detection for a secure contact center



Guardian Guardrails

Automated and on demand issue mitigation; API integration to 3rd party systems



Guardian Identity

Automated voice biometrics and phone validation of callers

Operationalizing

AUTOMATION

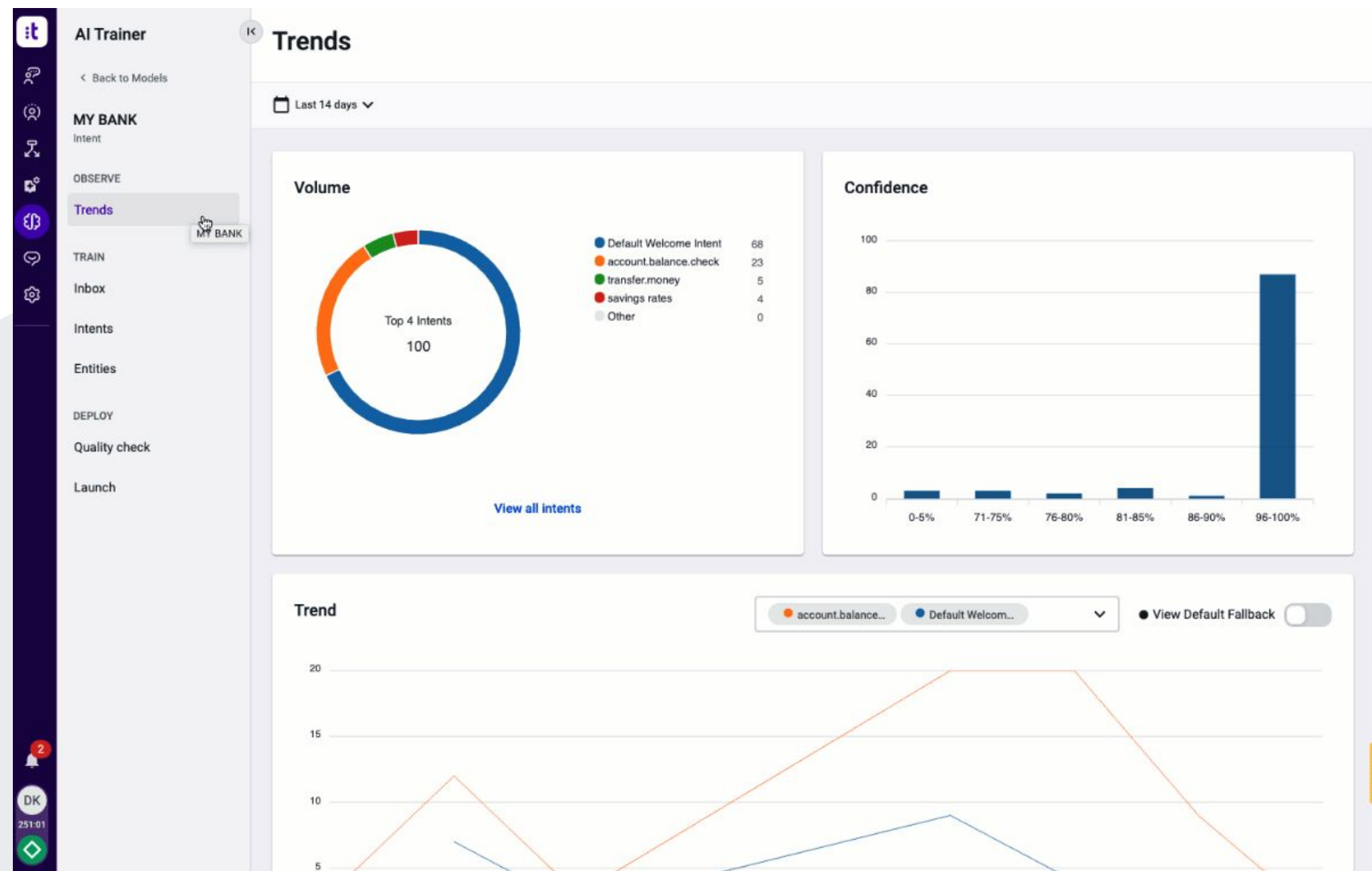


AI Trainer

A no-code AI model training tool for better automation using human-in-the-loop technology

AI Trainer.

Automation made better with human-in-the-loop technology.



Resolve more cases through automation

Improve the level of accuracy and trust in automations to decrease the cost per case and increase CSAT and NPS scores by fine-tuning and maintaining the predictive power of AI models.

Improve AI and machine learning models without data scientists.

Talkdesk AI Trainer is a human-in-the-loop tool operationalizing AI in contact centers. It lowers the barrier to AI adoption by reducing dependency on specialized data scientists, with a no-code interface for agents to update AI training data.

Leverage in-house domain expertise

Agents are the frontline experts of contact centers. With human-in-the-loop technology, they can apply their domain expertise to improve the accuracy of automations enabling good customer service.

Hear from your peers.



“Agent Assist is a game-changer for achieving our goals of reducing agent and customer effort while driving customer satisfaction.”

— Dave Sturgill

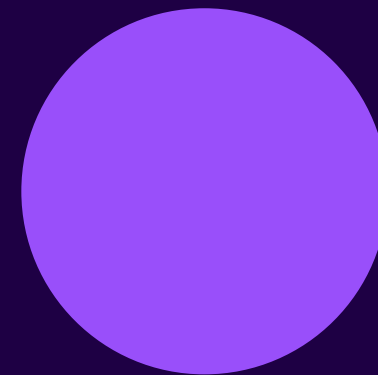
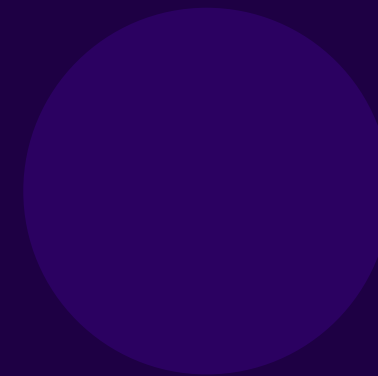
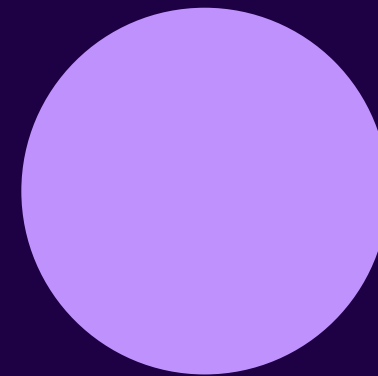
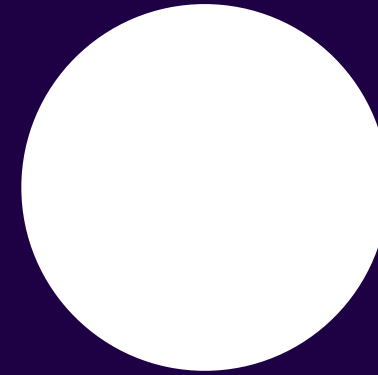
VP Contact Center Operations | [Employbridge](#)

EMPLOYBRIDGE®



Trust & security.

Capabilities



Talkdesk CX Platform Advantage

Enterprise-grade with consumer simplicity.

End-to-end

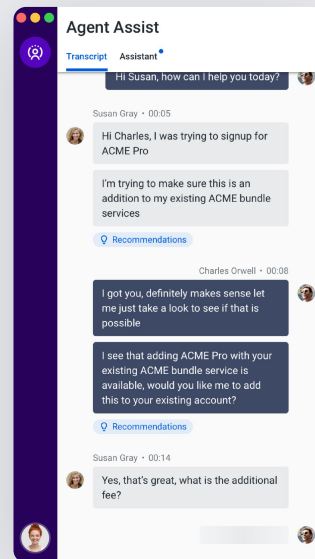


- Broadest suite of native apps
- One unified platform
- One user experience, device agnostic

AI-Infused



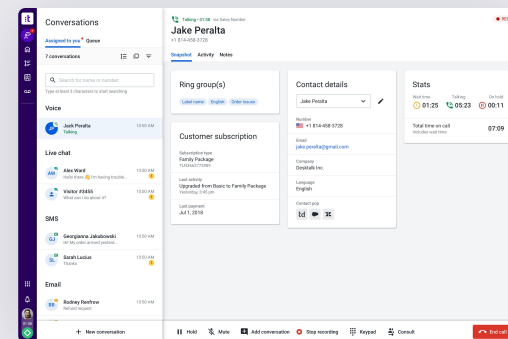
- Intelligent engagements
- Human-in-Loop AI Trainer
- Real-time & batch transcription 30+ languages



Adaptable



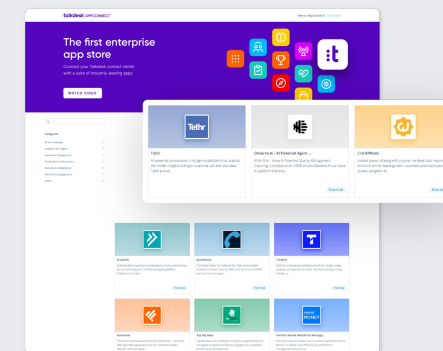
- Flexible to change with your business
- Customizable Workspace
- “Clicks not Code” administration



Integrated



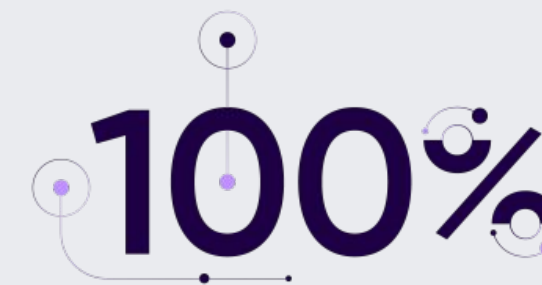
- 60+ pre-built integrations
- Easy custom integrations
- AppConnect app marketplace



Trusted



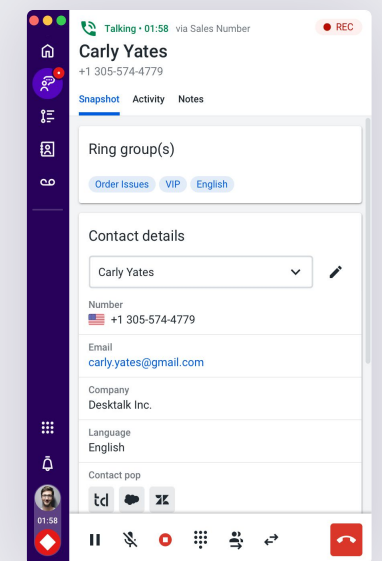
- 30+ security certifications
- 100% uptime SLA, global call quality
- Predictive fraud protection



Intuitive



- Fast deployment
- Fast onboarding
- Fast time to value



The trusted choice for enterprises.

30+ certifications & standards and growing.

Security Certifications & Standards

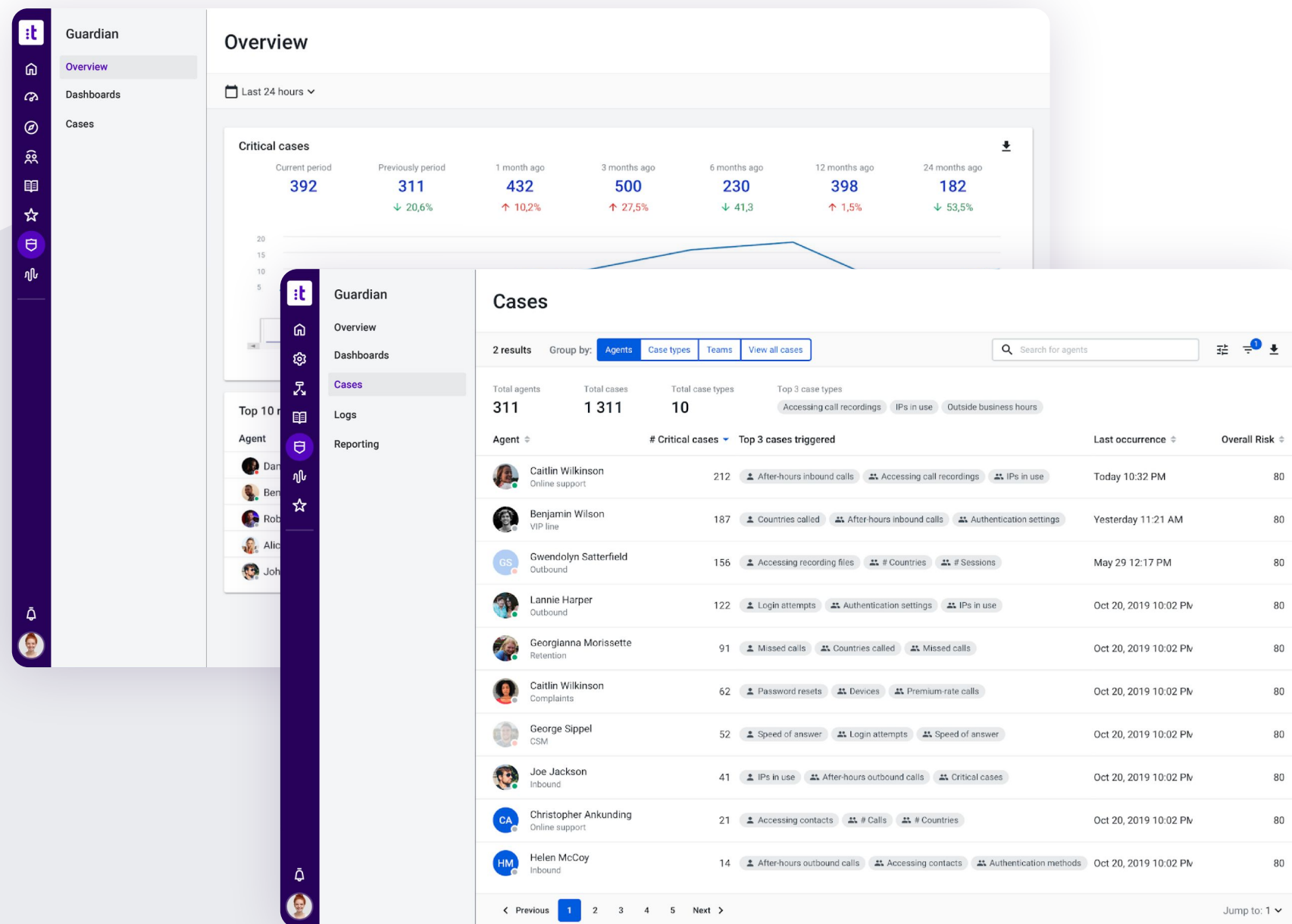


Multi-Factor Authentication & Integrations



Guardian.

Keep your contact center safe from threats.



Full visibility into user activities

Get a comprehensive view of the security landscape in your contact center. Gain full access to detailed reports and dashboards to easily visualize information and spot potential security issues in a single tool.

Continuous enterprise monitoring

Immediately know when something doesn't add up with your users' behaviors. Infused Artificial Intelligence identifies suspicious activity outside of established data patterns, flagging unexpected events, triggering alerts and tracking risks.

Act upon insider threats faster and more effectively

Spot key security insights such as compromised user credentials and access to sensitive information to detect threats as they happen and act before the damage is done.

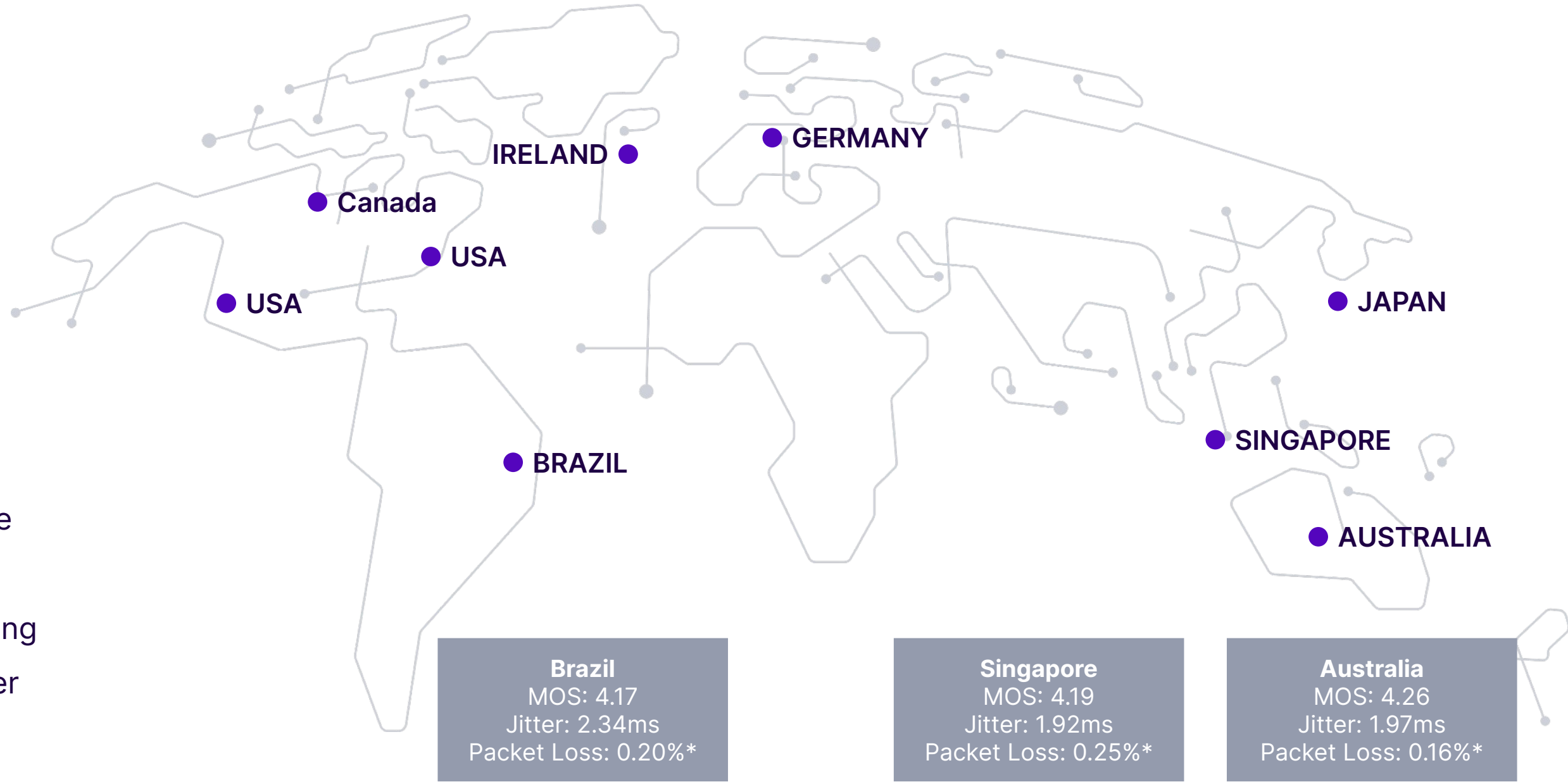
The industry's first.

100%
Uptime SLA.

A decorative graphic consisting of several purple and black dots connected by thin lines. One line starts from a purple dot on the left, curves around the '1' of '100%', and then extends horizontally to the right, ending at a black dot. Another line goes vertically from a black dot at the top to a purple dot in the center of the first '0'. A third line goes from a purple dot in the center of the second '0' to a black dot at the top. There are also two circular motifs on the right side, each with a purple dot and a black dot connected by a curved line.

Our commitment to global call quality.

USA MOS: 4.28 Jitter: 1.78ms Packet Loss: 0.15%*	Ireland MOS: 4.37 Jitter: 1.93ms Packet Loss: 0.13%*	Germany MOS: 4.31 Jitter: 1.83ms Packet Loss: 0.15%*	Japan MOS: 4.34 Jitter: 1.92ms Packet Loss: 0.20%*
--	--	--	--



Voice quality (in MOS)

USA = 4.28 out of 4.4
Globally = 4.25 out of 4.4

- Global low latency (GLL) architecture
- Priority voice package routing
- Network connection quality monitoring
- Automatic telephony provider failover

Proxy.

Your business, always on.



Always on for your customers

Make outage worries a thing of the past with a reliable backup system that supports your key contact center capabilities.

Secure redundant connections

All connections, even the ones provided as redundancy, are secure. Whatever the system supporting them, interactions are handled by Talkdesk with the same security standards.

Total availability

With Talkdesk's 100% uptime SLA, your calls will always be delivered. In the event of a communications layer outage, Talkdesk will automatically failback to our geographically redundant, secure communications network.

PCI Payment.

Accept payments in a PCI-compliant environment.

The screenshot displays the Talkdesk PCI Payment interface. On the left is a vertical keypad with a numeric keypad (0-9, *, #) and a 'Call' button. The main area shows a form titled 'Technical Payment' with the instruction 'Please enter the callers details and the amount to be paid...'. The form fields are: First Name (Barry), Last Name (Allen), Amount (\$ 419.56), Email (barry.allen@email.com), Street (123 Main Street), City/Town (Charlotte), Post Code (28202), and State (North Carolina). A 'Next' button is at the bottom left of the form. At the top of the form area, there are icons for a monitor with '#1087', a refresh icon, and a phone icon.

Improve security & compliance

Easily and securely manage credit card transactions over the phone. No caller credit card data is sent to or stored in the contact center environment.

Increase customer satisfaction

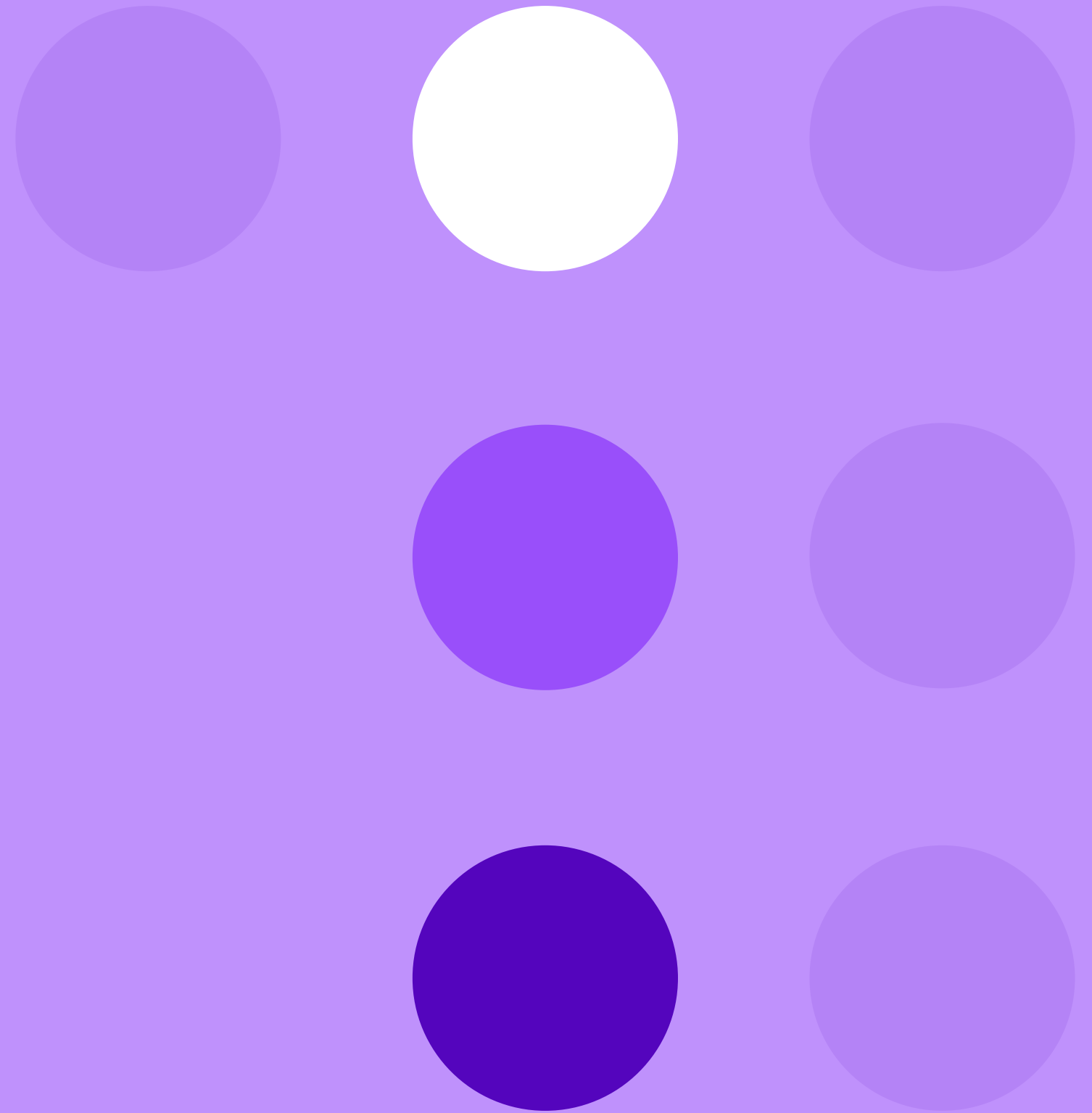
Let agents guide customers as they enter their data using the keypad, continuously providing assistance while keeping all information safe from record.

Universal integration

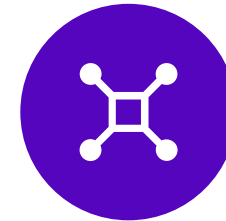
Consistently protect your customers regardless of their payment provider since it integrates with all major players.

Flexible deployment.

Options

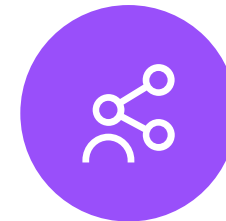


Talkdesk flexible deployment options for your digital transformation journey.



xConnect

Connect to any carrier



Boost

Connect to any ACD



Hybrid cloud

Choose your storage deployment model

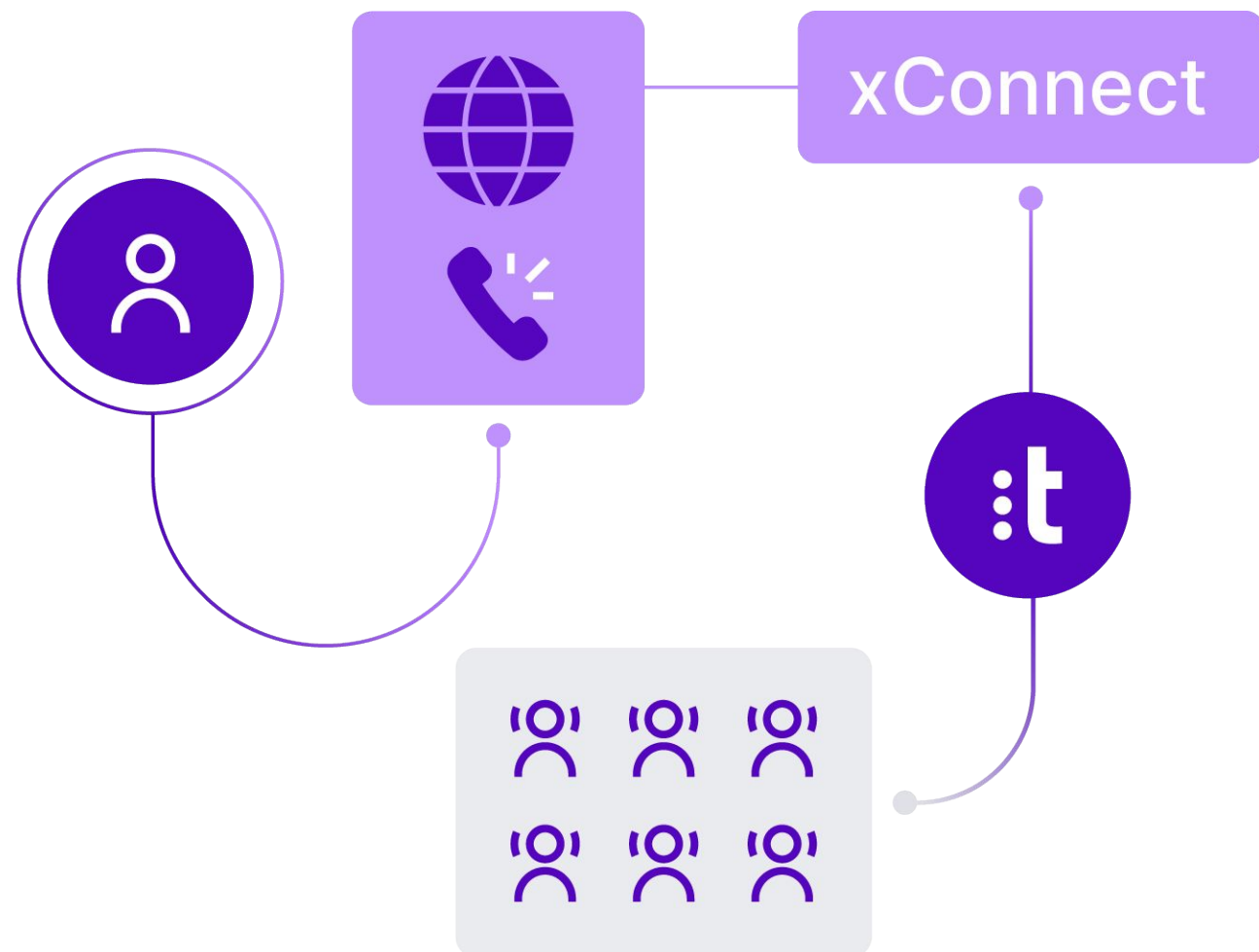


Regional cloud

Select your cloud location

xConnect.

Keep your carrier, reap all the benefits of the leading cloud contact center.



Work with your preferred carrier

Talkdesk is constantly growing its carrier partnerships. Ask how we can add your provider to the Talkdesk xConnect ecosystem.

Secure, reliable connections

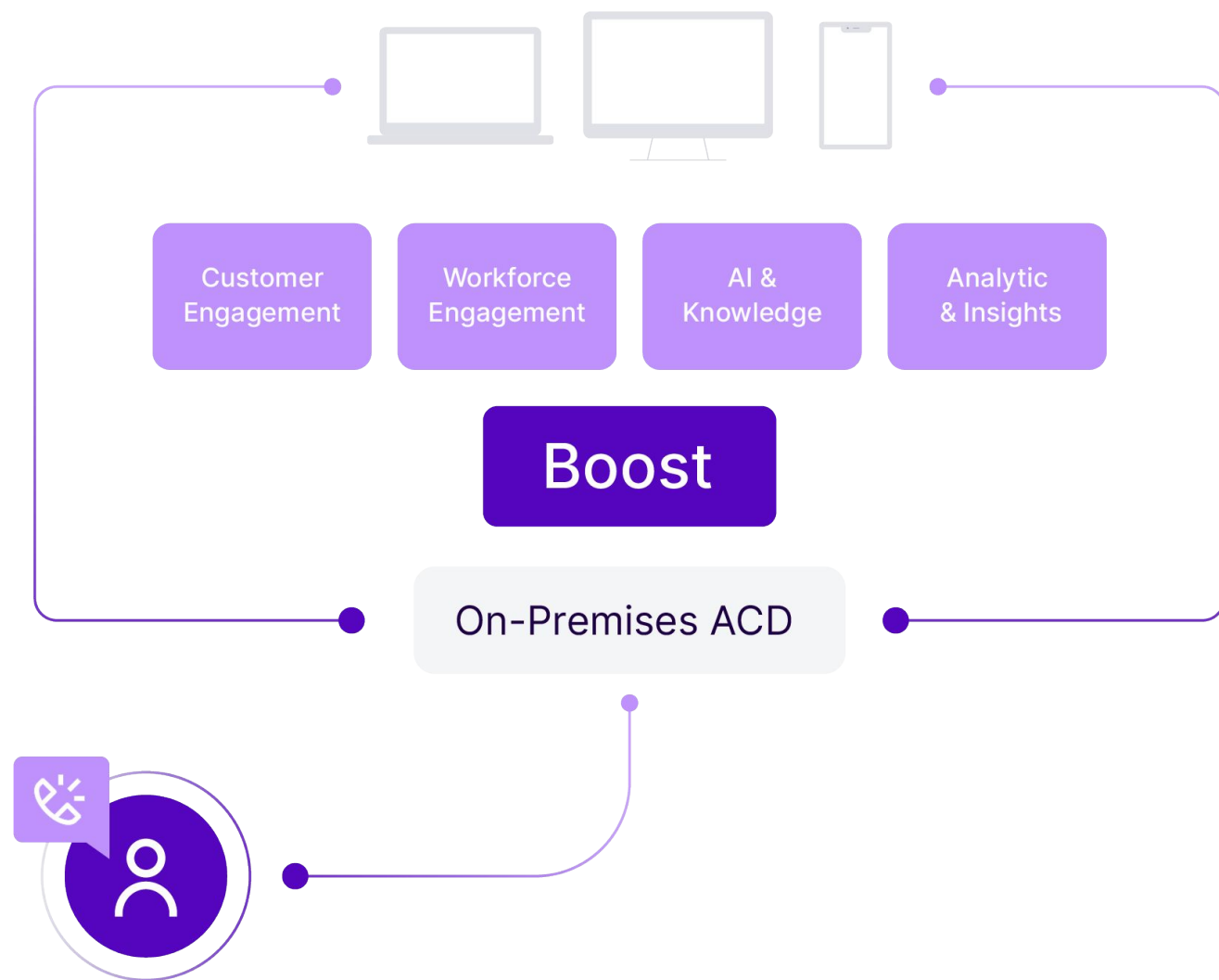
All connections between Talkdesk and telecoms/PBXs are encrypted: both voice and signaling have securitization using SRTP and TLS.

High availability

Our geographically redundant points of presence (PoP) ensure that when one is not available, the calls can be redirected to a different one to always be on.

Boost.

Give your digital transformation a boost.



Future-proof your investment

Keep your ACD while enjoying all cloud capabilities and access to a constant stream of new features. Also, since the cloud has no barriers, you can expand internationally at your pace.

Take your customer experience to the next level

Equip your agents, supervisors, and customers with intelligent tools to advance customer support and make every contact valuable.

Embrace all digital opportunities

Empower your agents with mobile access and real-time knowledge to deliver consistent business excellence over multiple touchpoints.

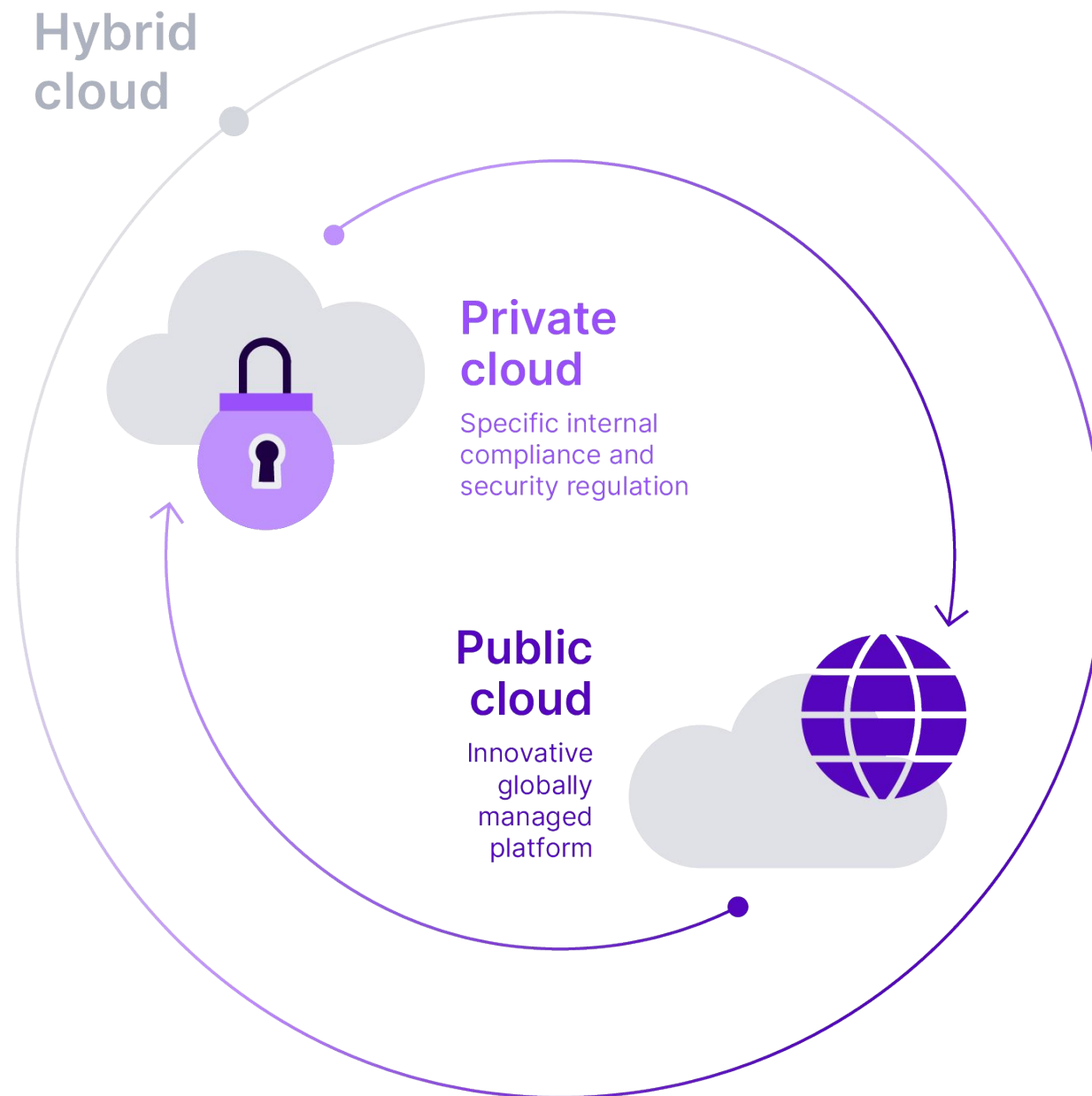
Ensure business continuity in uncertain times

Enable your agents to work remotely from their homes as protection against natural disasters, viruses and other threats.

[WATCH VIDEO](#)

Hybrid cloud.

The best of both clouds.



Experience the advantage of both clouds

Enjoy the full public cloud's advantages, such as agility, scalability, uptime guarantee, and cost-efficiency and the private cloud's customization, security, and ability.

Customize to enterprise-grade policies

Create a competitive edge in our hybrid cloud completely tailored to your specific enterprise-grade policies and needs.

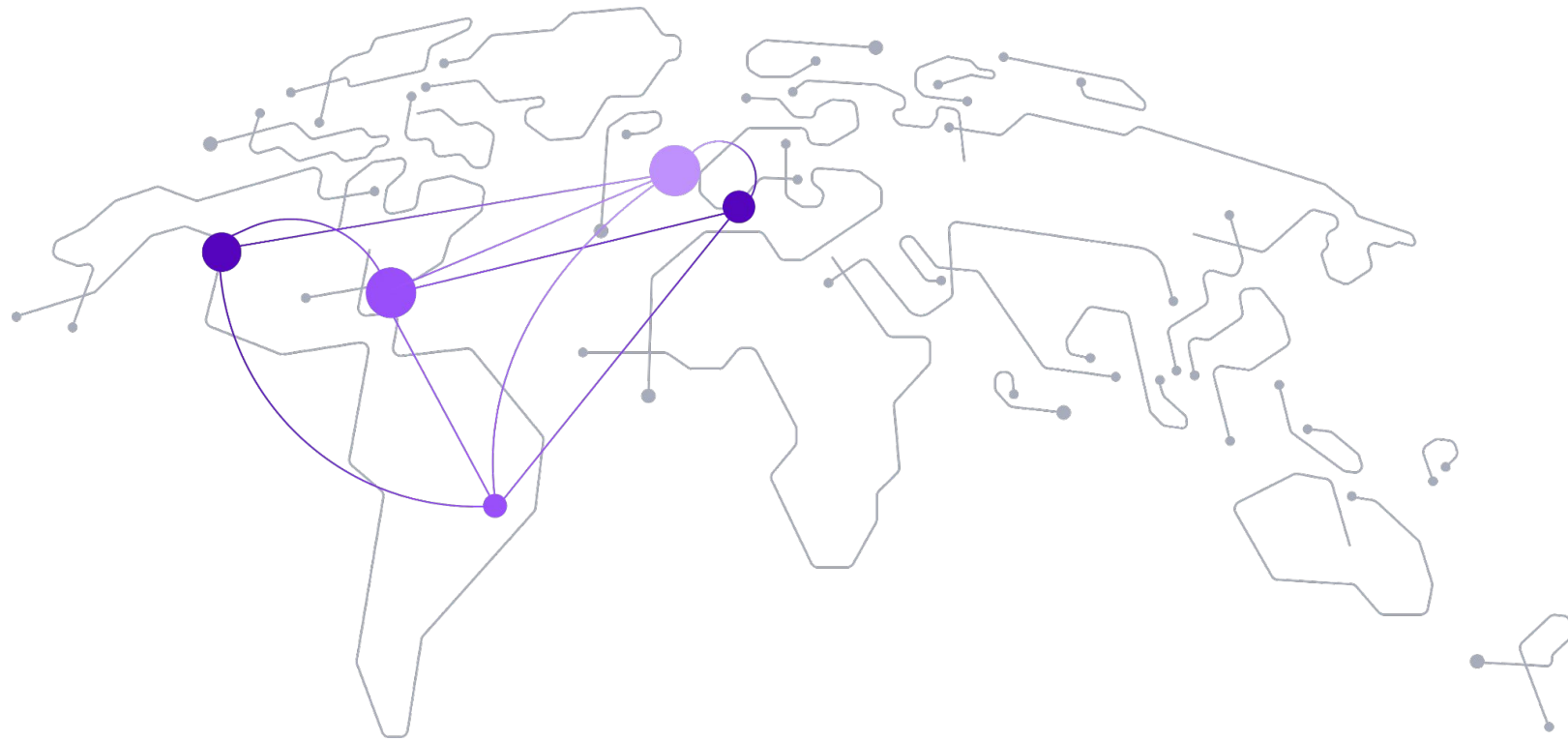
Private storage

An isolated cloud instance where you prefer, guaranteeing full adaptability to IT specifications.

[WATCH VIDEO](#)

Regional cloud.

Your flexible storage to meet your geographic compliance requirements.



Choose your region

Take advantage of a global cloud infrastructure with the flexibility to choose the geographic region where Talkdesk and your data is securely stored.

Regulatory compliance

Ensure compliance with data privacy regulations (GDPR and CCPA), industry regulations (Financial Services and Healthcare) and data sovereignty laws by country.

Fully regional

All Talkdesk services are available in each deployment location, so all Talkdesk-generated information is stored and processed in the desired region.

Hear from your peers



“We see great benefit for some enterprise clients of having data safely stored in a private cloud to comply with their specific internal security and IT requirements, and combine it all with the amazing benefits of having a cutting-edge cloud-native contact center platform, a key success factor in the Intelligent Experience Center.”

— **Pedro Pombo**

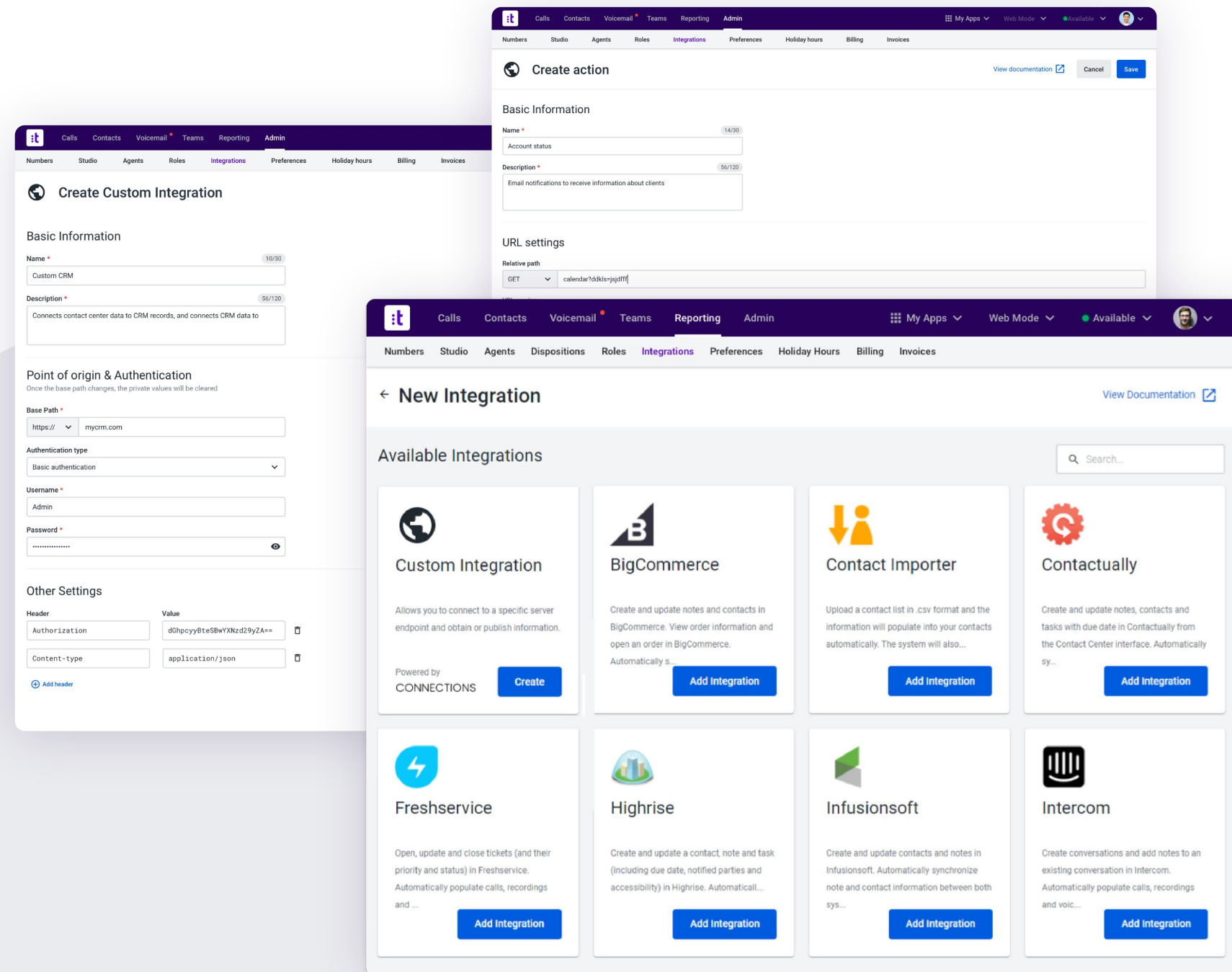
Managing Director | Accenture Interactive

Accenture Interactive



Connections

Build any integrations in minutes



Quickly integrate any system

Create custom integrations using low-capabilities (such as dropdown menus or checkboxes), dramatically reducing the time it takes to develop, test, deploy, and innovate..

Gain business agility

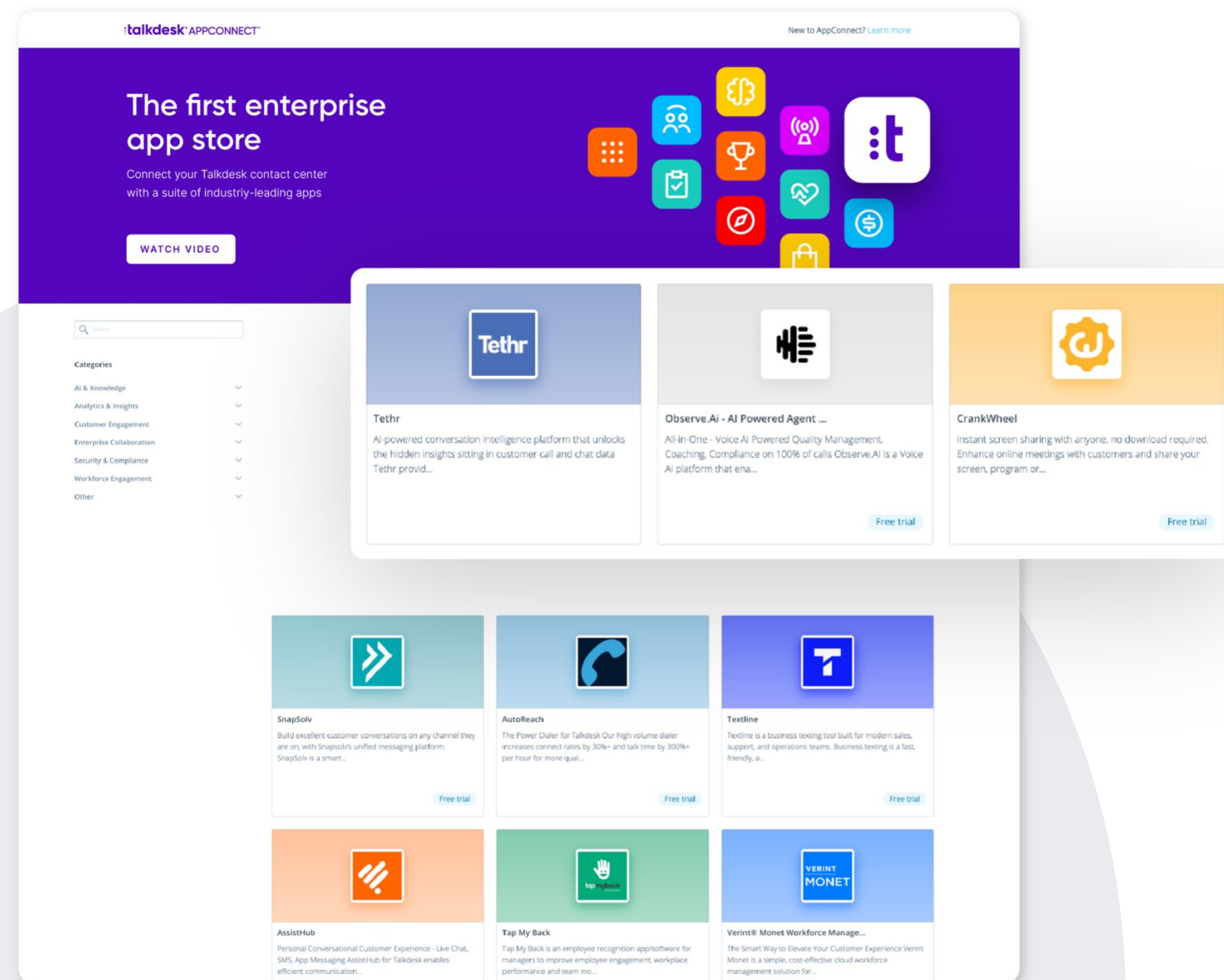
Nimble integration to third-party systems allows you to quickly add capabilities and adapt to market changes.

Connected contact center

Digitally transform your contact center by equipping teams with all the necessary tools, apps and data, to deliver seamless, added-value customer experiences.

AppConnect™

Instantly connect Talkdesk CX Cloud™ with a wide variety of contact center solutions



Click-to-install

Eliminate tedious deployments with a self-service, click-to-install process allowing you to rapidly expand your contact center capabilities.

Free trials

With a 30-day free trial, you can avoid lengthy vendor approval process and contracts risks when the solution doesn't fit your needs.

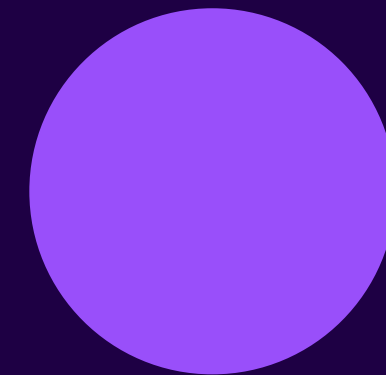
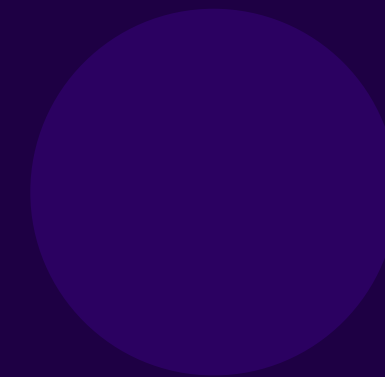
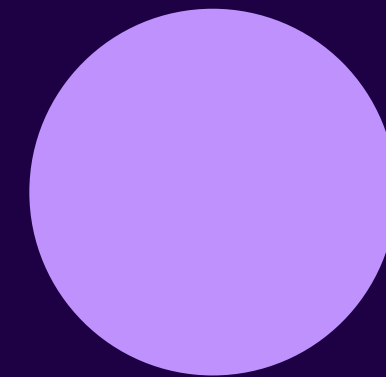
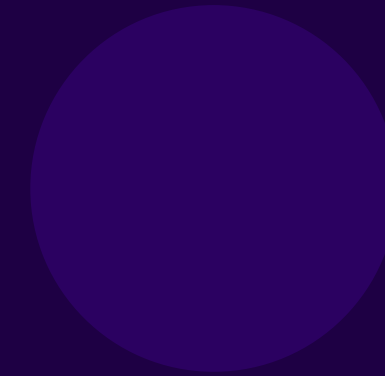
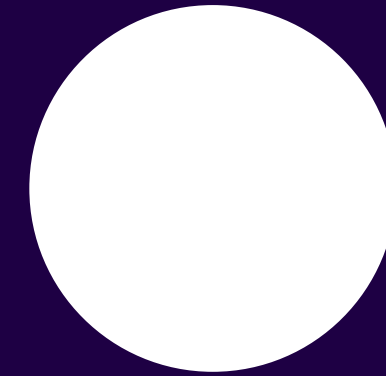
Simple billing

Get full control over how you manage your contact center costs with a pay-as-you-go billing model and a single invoice from Talkdesk.

WATCH VIDEO

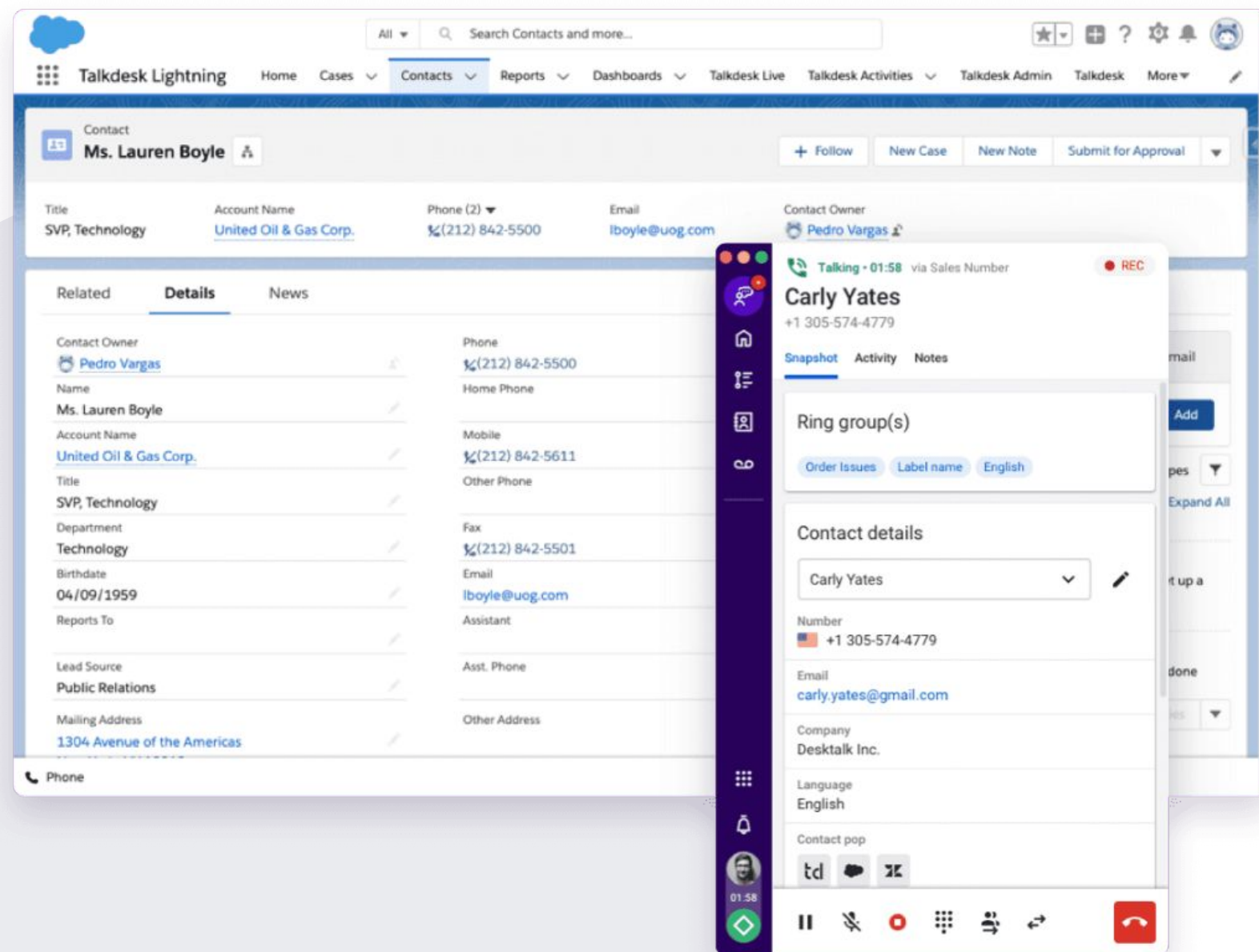
Talkdesk for Salesforce

Options



Talkdesk for Salesforce

Improve agent productivity and contact center performance with the leading Salesforce integration



Industry-leading automations framework

Dozens of pre-built and fully customizable automations free up agent time by eliminating manual, redundant tasks.

Full integration with salesforce omni-channel

Provide both phone and SMS support and easily manage work items across multiple channels directly within Salesforce.

Comprehensive reporting built into salesforce

Optimize your contact center by accessing dozens of pre-built reports and live dashboards without ever leaving Salesforce

Intelligent routing

Get callers to the right agent by easily setting up routing by case, lead, contact and account owner

WATCH VIDEO

Deepest Salesforce integration

CRM INTEGRATION

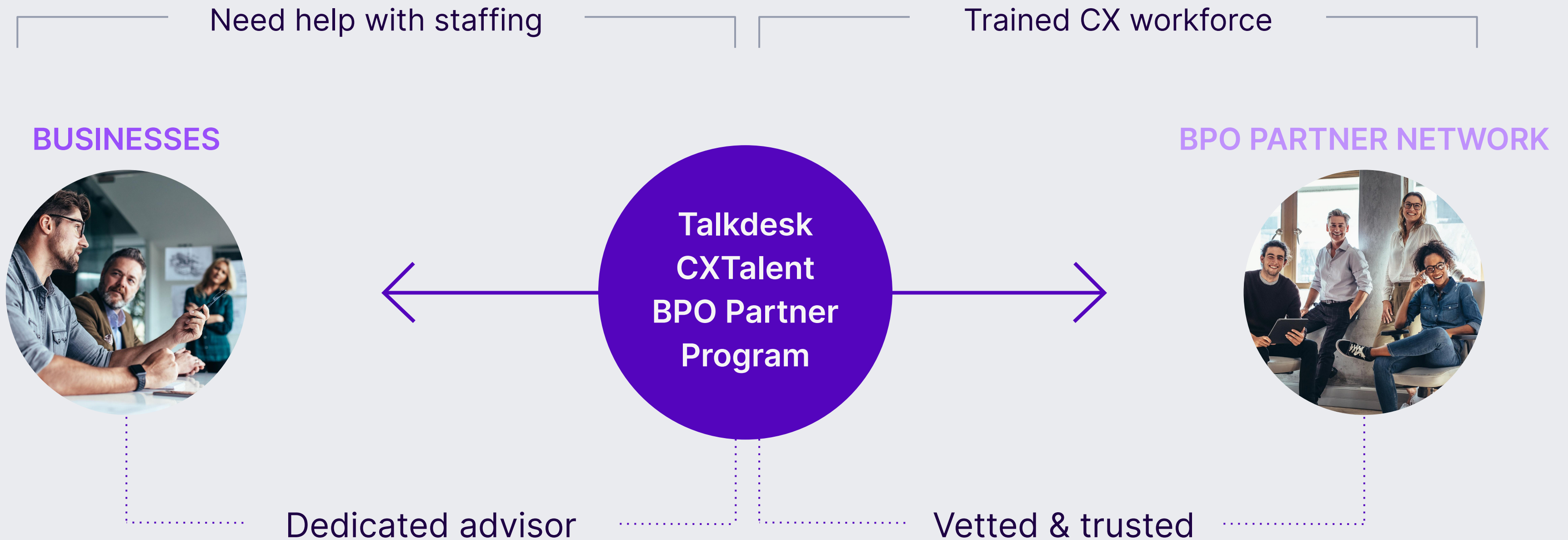
	INTEGRATED WITH
Phone Numbers	
IVR	
Data Dips	Salesforce Data
Agent Presence System	Omnichannel Sync
Screen Pop	Contact, Lead, Case, Opp
Click-to-Call	Phone Fields, SSO
Automations	Create, Update, Close
Live Reporting	Reports & Dashboards
Call Logging and Transcriptions	Call Stats & Recordings
Skills and Routing	Data Dips Smart routing
External flow triggering	Salesforce Lightning Flows
Next-Gen CSAT	



Talkdesk CXTalent™

Utilize our global network to find contact center professionals that are ready to deliver an exceptional customer experience.

Talkdesk CXTalent BPO partner program



Talkdesk CXTalent BPO partner program

Contact center meets collaboration
for the ultimate customer experience



Consult with our cx staffing professionals

Our dedicated CXTalent team will meet with you, for free, to help build a staffing strategy plan perfectly suited to deliver for your customer's needs.

Pick the right partner

Access our global network of vetted and trusted partners to find the right business process outsourcer (BPO) to deliver on your staffing strategy, all with white-glove service and at a preferred price.

Extend your service, reduce your spend

Utilize outsourcers for some or all of the functions in your contact center to increase your service footprint while reducing your spend. Our global network can expand your service hours while reducing the overhead of full-time employment for your business.

Talkdesk CXTalent platform — Gig economy for contact center talent

Need work-from-home jobs

Need help handling demand

JOB SEEKERS



Talkdesk Academy



FARFETCH glintt

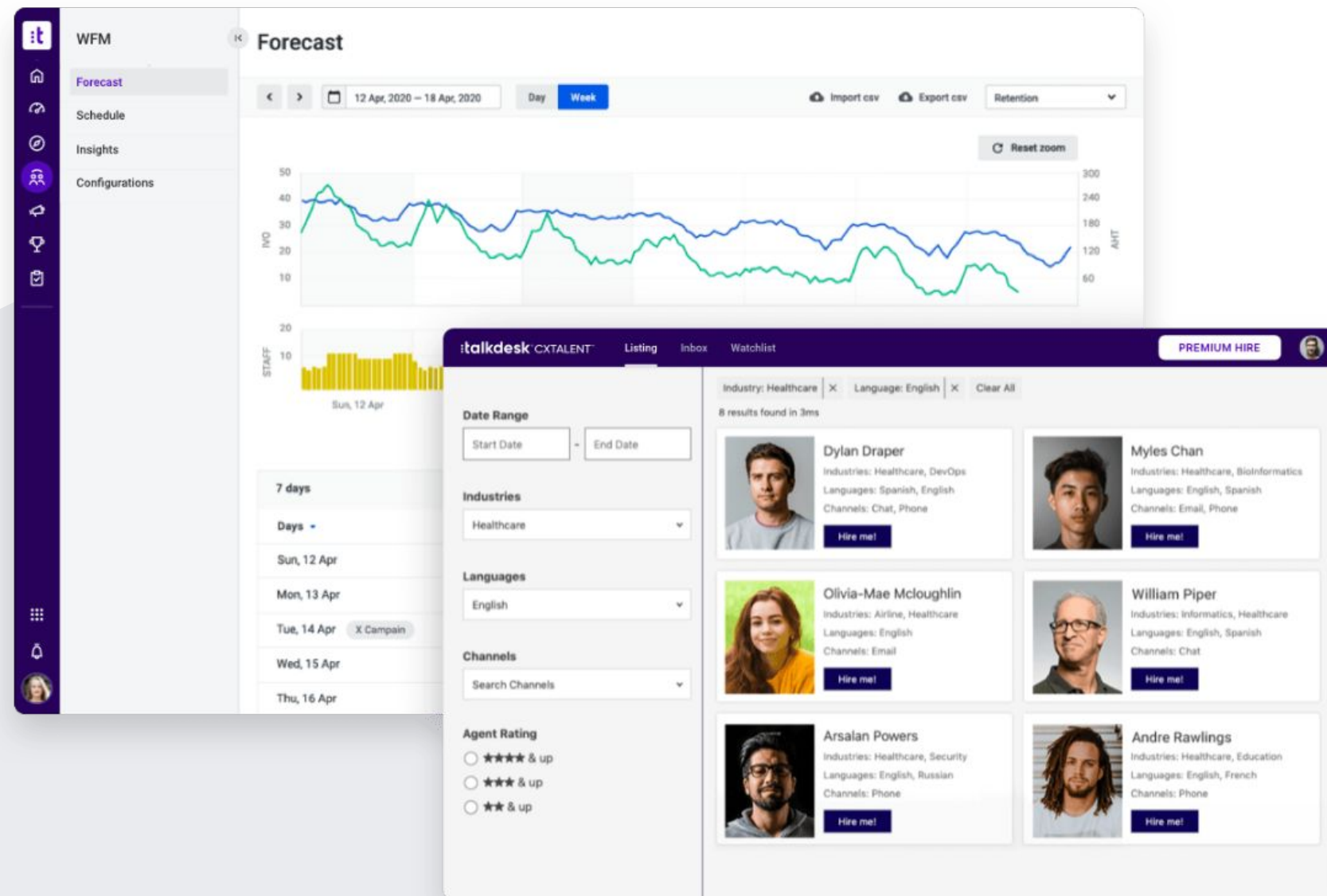


TaskUs :: Humach

randstad

Talkdesk CXTalent™

Helping people hire and get hired — right now



For job seekers

- Personalized profiles
- Flexible availability settings
- Free online training
- 4 levels of CX certifications
- AI suggests profile optimizations

For hiring companies

- Access to a global talent pool
- Browse by experience, skills, languages & more
- AI recommends best candidates for role
- Trend reporting with talent network insights

WATCH VIDEO

Customer validation on Talkdesk CXTalent™



“Talkdesk CXTalent could transform contact center staffing. The option to add trained and certified agents, who have been grouped in terms of performance, anywhere in the world, will help companies scale customer service teams faster and in places where currently they have no local offices or support.”

— **Patricia Loureiro**

Global Director of Customer Service | Farfetch

FARFETCH



“The launch of Talkdesk CXTalent is a game-changer for contact center staffing. The ability to find agents and supervisors that are already trained and certified on Talkdesk Academy will help us hire and onboard fast, enabling us to scale our customer service teams with skilled CX job seekers.”

— **Sérgio Cruz**

Support Services Director | Glintt

glintt

BPO Partner Validation on Talkdesk CXTalent™



“With the world rapidly changing, Talkdesk is showing their innovation at a perfect time by releasing CXTalent. We're hoping this will help us weather the ups and downs during COVID-19 and open us up to taking new types of clients that we couldn't take on before because our region lacked the experience. Knowing that they will already have passed standardized training with Talkdesk Academy will help Pac Biz move even faster to help support businesses.”

— **Eric Mulvin**
CEO | Pac Biz



“Recent shifts in the marketplace have shown how remote work can be equally successful. I believe the CXTalent platform has arrived at the right time and will allow companies to up their CX game by harnessing the power of this open talent marketplace. We are really excited to partner with Talkdesk on this initiative.”

— **Tabish Khan**
Vice President, Sales & Operations | Regalix



Talkdesk Academy

Advance your career and increase your earning potential with hands-on experience and training

Certifications

talkdesk ACADEMY™

Search Q Sign In | Sign Up

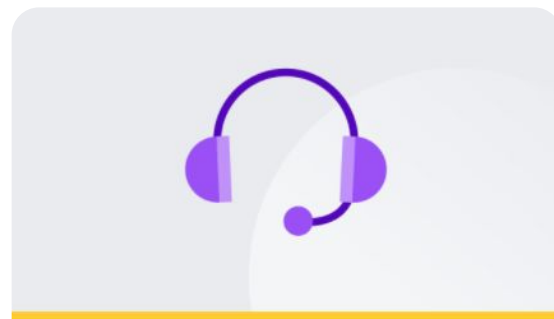
Welcome to Talkdesk Academy

Embark on a series of free training courses that can help expand opportunities and grow your career. Whether you're new to the industry or a seasoned professional looking to deepen your knowledge, the Talkdesk Academy™ is designed to develop your skills through tips, techniques and prescriptive training with the Talkdesk® CX Cloud™ contact center platform.

[BEGIN YOUR TRAINING](#)

- Agent**
Become your best agent.
- Supervisor**
Engage, motivate, and retain agents.
- Admin**
Orchestrate a better experience for your teams and customers.
- Advanced Admin**
Become a CX admin expert and make your career soar.

Online courses and certifications give job seekers new skills



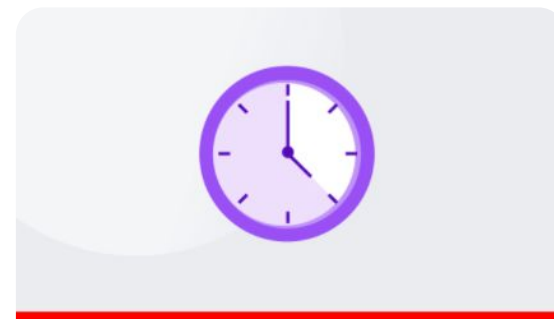
Agent

Become your best agent.

Agent

Agent Certification

Contact Center Soft Skills
Certification



Supervisor

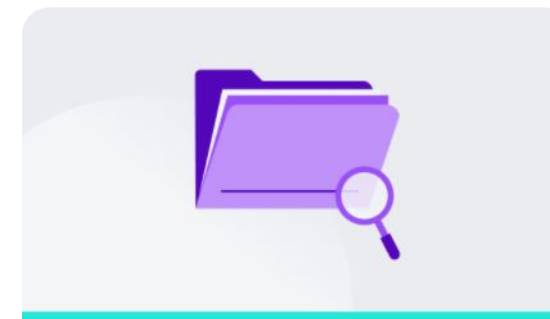
Engage, motivate, and retain agents.

Supervisor

Supervisor Certification

Talkdesk Explore
Certification

AppConnect Certification



Admin

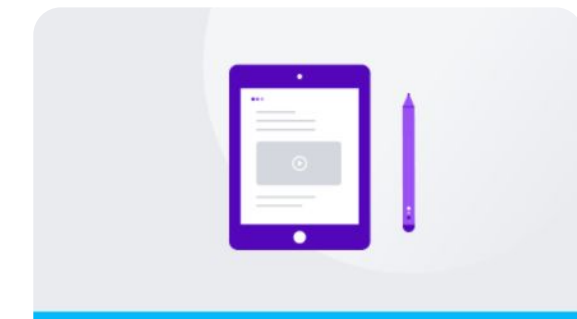
Orchestrate a better experience for your teams and customers.

Admin

Administrator Certification

Basic Networking
Certification

Studio Certification



Advanced Admin

Become a CX admin expert and make your career soar.

Advanced Admin

Advanced Studio Certification

Advanced Network
Testing Certification

Talkdesk APIs Certification

Custom Component Certification

Customer validation on Talkdesk Academy™



“The Talkdesk Academy was a wonderful addition for newer admins such as myself. Having come from a hardware based VoIP system I had my initial questions on configs and troubleshooting.”

— **Joey Marquez**
Manager Desktop Support | Broadly



“Talkdesk. It's a fine piece of software, easy to use, simple, the tutorials and free courses of Talkdesk Academy are really useful.”

— **Daniel Pereira**
Pakket Mail



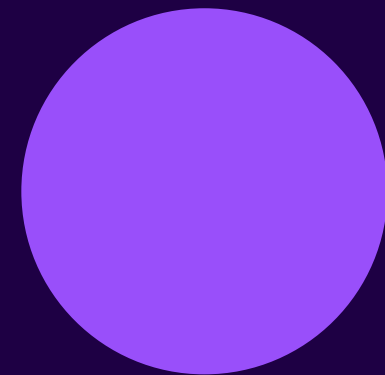
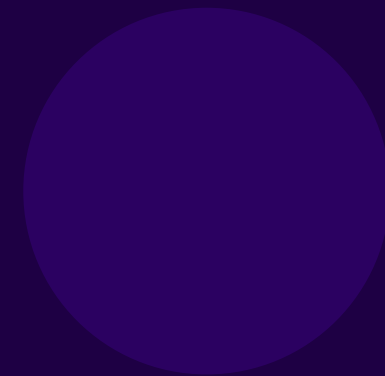
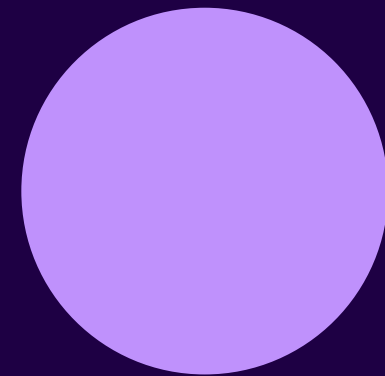
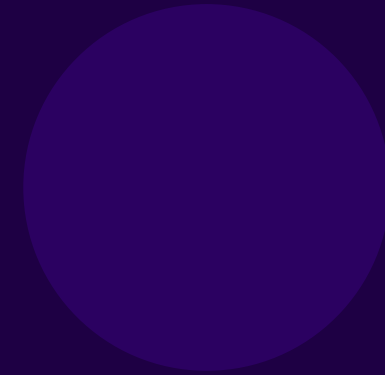
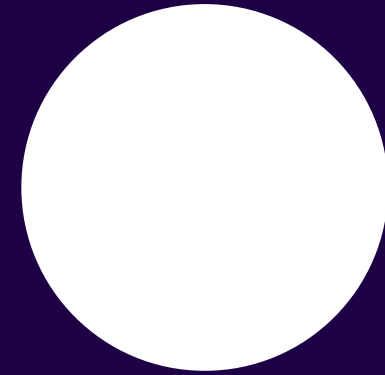
“Talkdesk has provided us a great level of support when it comes to migration and setup from our previous vendor. Not to mention they have Talkdesk Academy which also helps you learn the platform before switching over.”

— **Prabh Heer**
Sales Manager | You Move Me



Talkdesk industry solutions

Talkdesk solves problems and delivers better outcomes for all types of industries. Our solutions are used by leading brands who depend on Talkdesk for simplicity, security, reliability and rapid innovation.



Talkdesk for Financial Services

Invest in the client experience.
Invest in the lifelong loyalty.



Deliver digital experiences

Connect with clients at every stage of their financial journey, in the places they prefer. Talkdesk packages voice and digital channels in one simple solution — so you can offer convenience without sacrificing security.

Know your clients

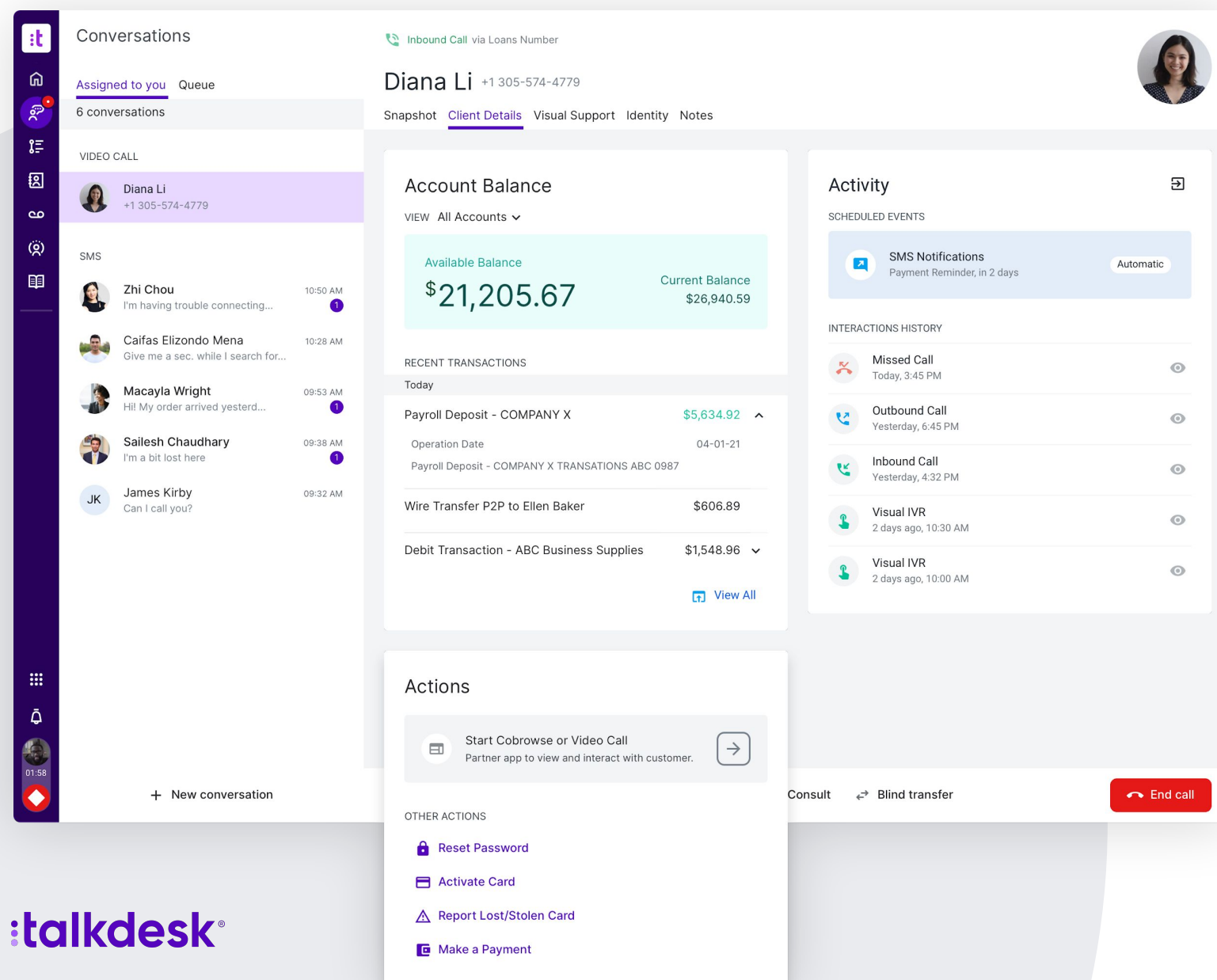
Use the wealth of data you have on each individual to provide better service. Contextually route inquiries to the banker, advisor, or specialist that's best skilled to handle them and arm agents with a 360° view of client context by unifying data from your CRM and other systems.

Protect your assets

Talkdesk takes security seriously. That's why we have more than 30 certifications, including PCI, and a dedicated team that keeps on the cusp of regulatory compliance.

Talkdesk Financial Services Experience Cloud™ for Banking

The first contact center solution built for firms to deliver a client experience that's seamless, personalized, and trusted.



Connected

Built with out-of-the-box integrations to leading core banking systems, and customizable banking specific workflows, for seamless interactions that bring value on day one.

Intelligent

Built with artificial intelligence to drive more personalized engagements across live, automated, voice and digital touchpoints.

Secure

Built on an enterprise-grade platform with state-of-the-art encryption and core KYC technologies that protect client data and develop trust.

Talkdesk Insurance Smart Service solution

Simplifies policyholder interactions with intelligent self-service and AI-assisted interactions.

The screenshot displays the Talkdesk Insurance Smart Service interface. At the top, a chat window titled "Agent Assist" shows a customer's question: "I don't know which life insurance policy is the best. What do you recommend when it comes to Term or Whole Life?". Below the chat, a knowledge base article titled "Choosing a life insurance policy" provides guidance on selecting between Term and Whole Life policies based on age, needs, and budget. At the bottom, an analytics dashboard titled "Volume" shows the number of phrases with matched intents, detected intents, and a list of intent categories with their respective counts.

Intent Category	Count
auto.coverage	189
claims.status	23
policy.update	64
deductible	60
premium	52
liability.coverage	48
faq.policy.docs	46
whole.life	48



Drive policyholder loyalty

Deliver a digital-first experience, enhance self-service, and enable the policyholder to interact when and how they want.



Capitalize on every opportunity

Insurers can easily adjust to fluctuating call volumes, adapt IVR menus, self-service portals, and inbound flows in real time to proactively engage to keep policyholders informed on evolving situations.



Empower agents to do more

Equipped with Talkdesk AI that can autonomously solve policyholder issues and provide real-time agent guidance during live calls, agents are more prepared and able to focus on the most important tasks.

Talkdesk for Healthcare

Reimagine the patient and member experience.



Deliver real-time clinical and care communications

Talkdesk enables secure HIPAA-compliant communications — whether by phone, email, or messaging — so you can make timely, patient-centered care a reality.

Personalize the patient experience

Use patient context to improve healthcare engagement and patient outcomes. Leverage data from your CRM or EHR to route incoming calls to the best agent or automate post-discharge follow-ups.

Build patient trust

We take patient privacy as seriously as you do. That's why Talkdesk maintains a regulatory-secure platform with HIPAA attestation and more than 30 security certifications, including PCI-DSS.

Talkdesk Healthcare Experience Cloud™ for Providers

The first contact center solution built to deliver a synchronized, personalized, and convenient patient journey.

Omnichannel engagement

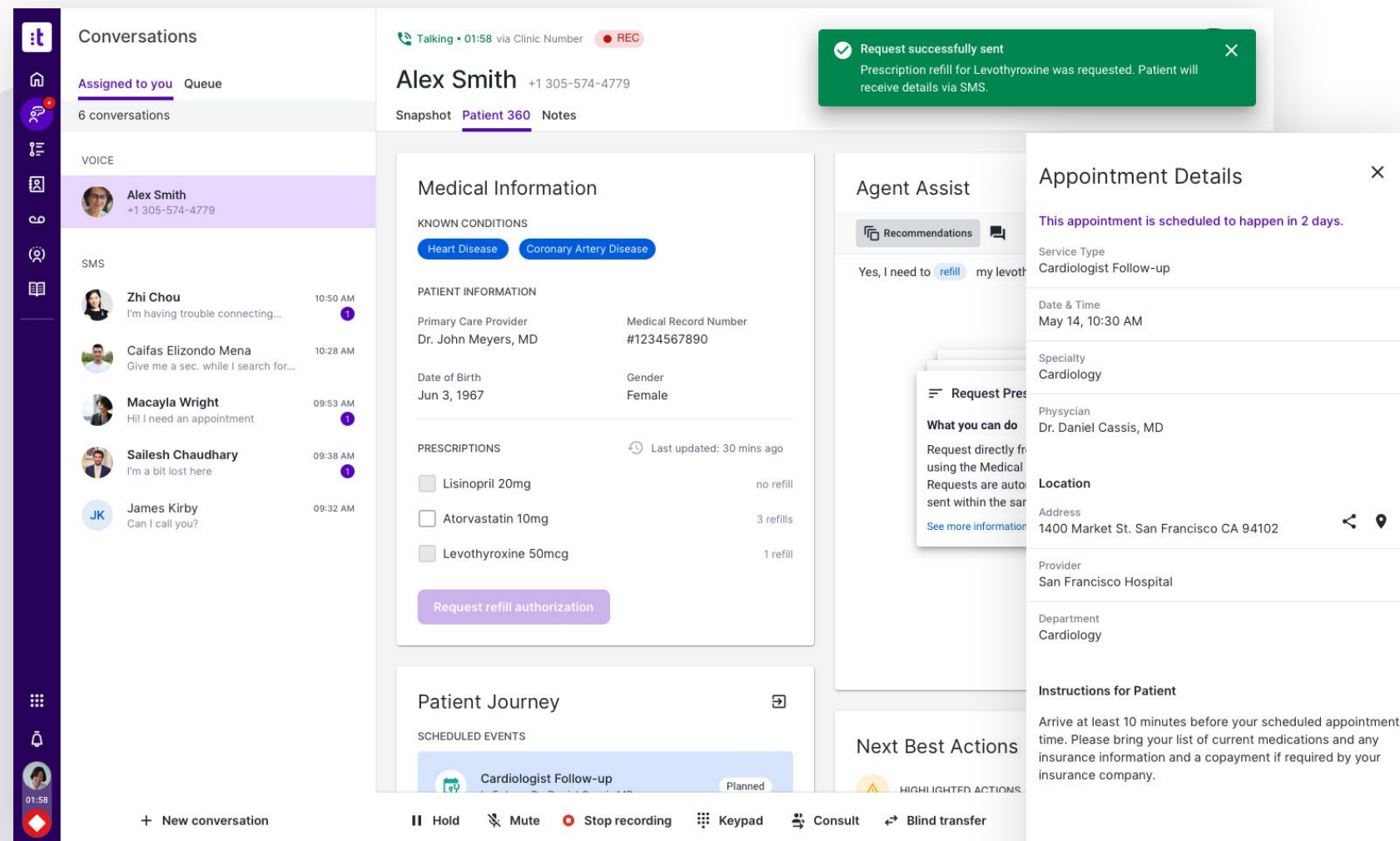
Reach patients on their preferred channel, avoiding friction, and creating a synchronized experience that exceeds patients' expectations.

Smart automation

Deliver convenient self-service without sacrificing personalization by leveraging AI and out-of-the-box automation for smarter, easier patient touchpoints.

Empowered staff

Streamline the agent experience with intuitive tools and a complete view of patient context, helping them offer personalized and proactive service to patients.



Talkdesk for Retail & E-Commerce

Deliver a seamless shopper experience.

Reach your customers everywhere

Shoppers interact with your brand on multiple devices and channels. Seamlessly connect with those customers at every step of their journey using one simple solution to connect by phone, chat, email or messaging apps.

Let's get personal

Whether you're checking an order status, issuing a return, or identifying your biggest spenders, you need all your data in one place. Talkdesk connects the data in your CRM, website, sales and service systems and puts it at your agents' fingertips making personalized service easy.

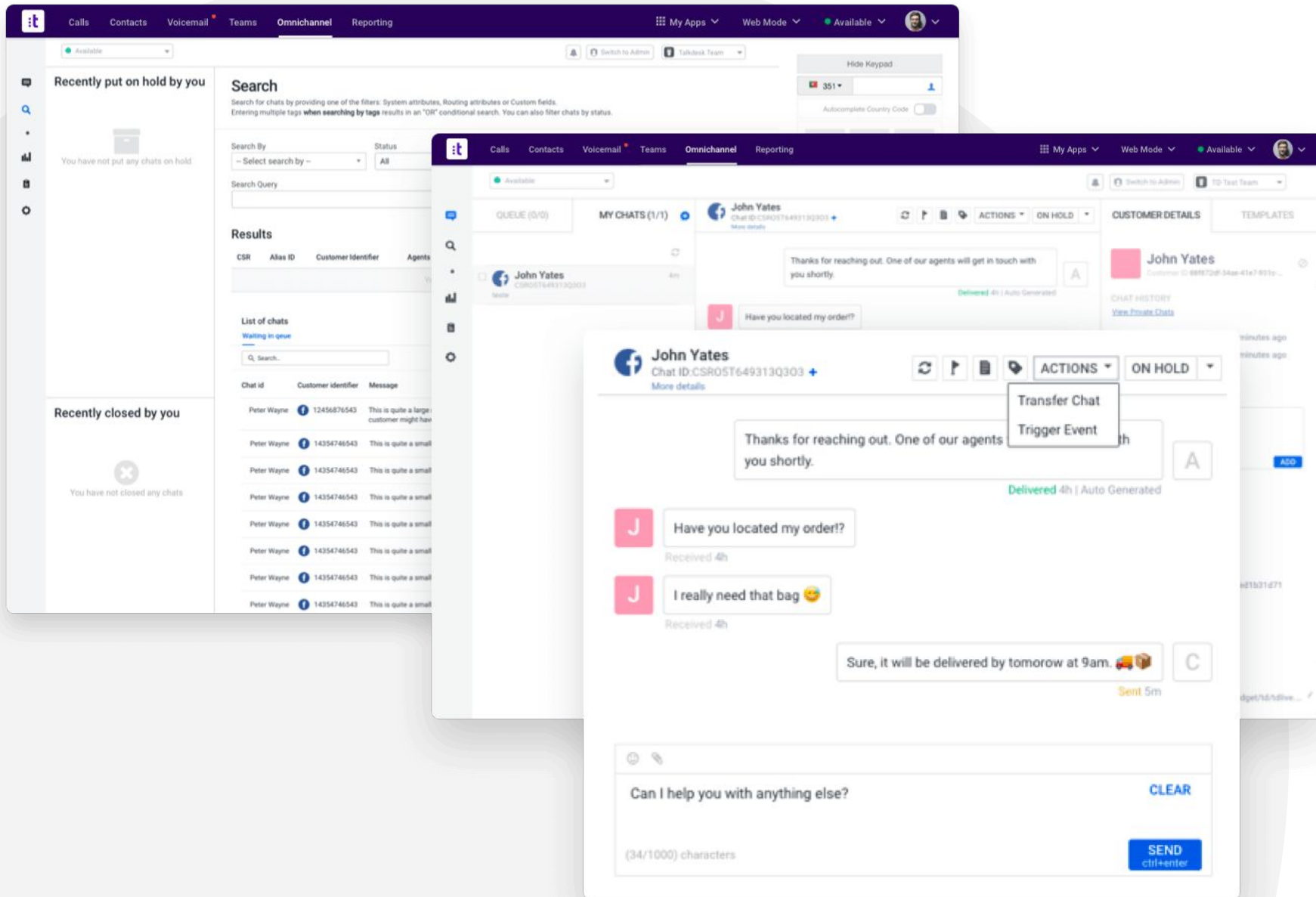
Supercharge seasonal readiness

Scale operations to meet seasonal demand — without compromising customer service. Talkdesk works from any location or device, so you can instantly add agents and perform at your peak.



Talkdesk Flexible Shopping solution

Provide customers choice and convenience throughout their shopping journey.



STREAMLINE CROSS-CHANNEL COMMUNICATIONS

Deliver outstanding cross-channel experiences that meet new customer demands for buy online pickup in store, curbside pickup, and appointment shopping. Improve satisfaction with streamlined communication that serves customers where and how they want.



IMPROVE OMNICHANNEL EXECUTION

Remove internal and external communications siloes to deliver omnichannel fulfillment more effectively. Leverage cloud-based architecture that is simply to integrate with existing systems.



DEPLOY WITH SPEED AND FLEXIBILITY

Streamline deployment by implementing at your chosen pace without having to rip and replace multiple existing systems.

Talkdesk Retail Smart Service solution

Delight customers with intelligent self-service and AI-assisted agent interactions.

The screenshot displays a multi-paneled interface. On the left, a 'Product cross-sell' card for 'Wireless Headphones' priced at €180,99 is shown. The central chat window features a customer message: 'The product I received is damaged and I want to return it for a refund. What can I do?' Below the chat, a 'Recommended articles' section includes a 'Refunds Overview' with a 'Procedure' list: 1. Validate customer ID, 2. Check order in CRM, 3. Choose refund method (with a 'Payment portal' link), and 4. Update case ticket. To the right, a 'Most discussed topics in the community' bubble chart shows categories like 'Privacy Policy', 'Payment Methods', and 'Shipping & Delivery'. Below this, a 'Missing topics' bar chart lists: Redeeming coupon codes (50+), Store credit policies (33), International return policy (28), and Payment plans (8). A 'Track Your Return' section is visible at the bottom.



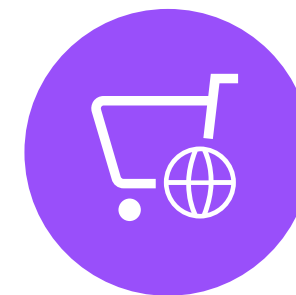
Deliver friendly and personal self-service.

Allow shoppers to better help themselves through AI-powered knowledge bases, conversational chat-bots, and virtual-voice agents that deliver automated, satisfying resolutions to inquiries like order status, delivery, returns, and more.



Provide human experiences, everywhere.

Know when your self-service shoppers need extra attention through real-time intent and sentiment monitoring. Seamlessly transition shoppers to human agents without making them wait or repeat themselves. Empower agents to 'train' the AI to deliver more human experiences.

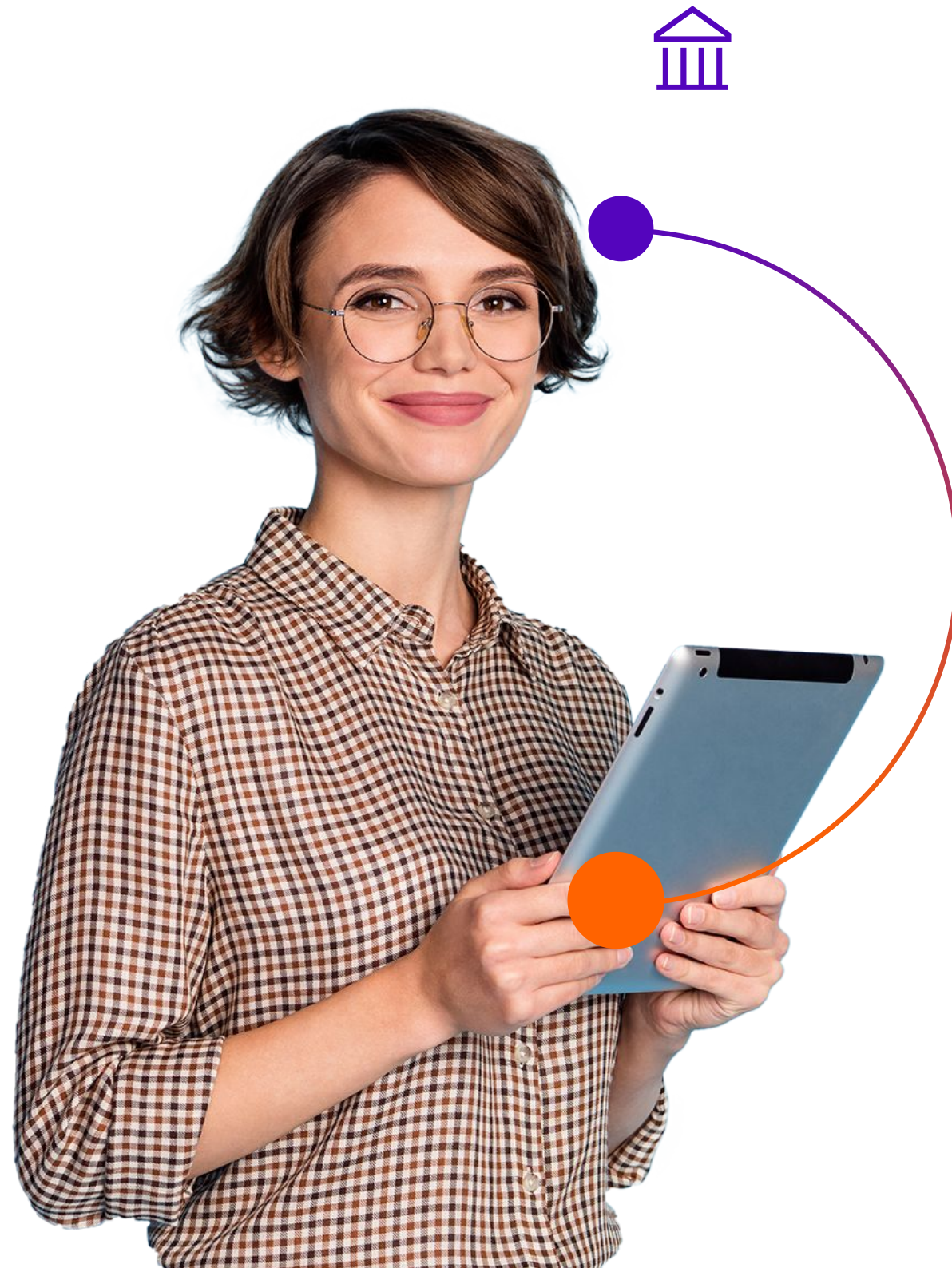


Make every agent your smartest agent.

Enhance agent intelligence, responsiveness, and satisfaction, surfacing shopper information, product details, best-next steps, cross-sell/upsell opportunities, and more. Alleviate agents from manual-tasks with AI-powered automations like smart-notes and transcriptions.

Talkdesk for Government

Redefine the citizen and agent experience.



Simplify access to information

Empower citizens to help themselves with AI-powered self-service options for easy access to frequently sought information. Leverage automation and machine learning (ML) to route complex inquiries to live agents best equipped to respond, resulting in greater productivity, operational efficiencies and an improved customer journey.

Improve reliability to better serve constituents

State and local government entities are relied upon for guidance, especially during crises. Talkdesk can help you rapidly achieve elasticity and scalability to serve as a trusted source of vital information.

Enable government employees for remote work

Empower agents to work from anywhere with security in mind. Leverage AI to identify patterns and provide visibility into network health, agent activity, vulnerabilities and suspicious behavior.

Talkdesk Citizen Engagement solution

Improves the benefits administration process.
Enables proactive communication with constituents.

The screenshot displays a virtual agent interface. At the top, a call log shows a conversation with Tiffany Williams (+1 305-574-4779) on 01-58. The citizen's query is: "How long does it take to process TANF applications?" and "I'd like to understand how to apply for unemployment benefits in California." The virtual agent is currently "Analyzing...". Below the query, a "Citizen Journey" dashboard shows the following data for the last 5 days:

Category	Count
Missed Calls	2
Inbound Calls	1
Automatic	1
No Answer	1
Agentless SMS (Application receipt confirmation)	2
Outbound Calls (Assistance programs)	2

The "INTERACTIONS HISTORY" section lists the following events:

- Missed Call: Yesterday, 4:32 PM
- Outbound Call: Yesterday, 6:45 PM
- Application Submitted: 2 days ago, 10:00 AM (Status: In process)
- Outbound Chat: 3 days ago, 12:30 PM

On the left, a "Recommended articles" section is visible, featuring an article titled "File for Unemployment - Overview" with the following text: "Unemployment Insurance. If you are out of work or have had your hours reduced, you may be eligible to receive unemployment benefits. Take the Necessary Steps. Learn how to qualify for unemployment benefits. Then, follow these steps to register and apply for unemployment, certify your benefits, and manage your claim."

IMPROVE ACCESS TO GOVERNMENT ASSISTANCE PROGRAMS

Enable citizens to easily find program information, understand how to apply, fulfill eligibility requirements and obtain application assistance on the communication channel of choice. Utilize bots, multi-language capabilities and self-guided options to simplify the program enrollment process and accelerate access to funds.

REDUCE THE EFFORT ON CITIZENS AND AGENTS

Proactively notify applicants throughout the enrollment and benefits disbursement journey to reduce citizen effort, status check inquiries, and inbound call volume. Seamlessly transition complex inquiries to the right live agent without long hold times or making citizens repeat themselves. Effortlessly integrate systems of record and identification tools to streamline verification.

MODERNIZE FOR SCALE AND FLEXIBILITY

Scale operations to meet fluctuating demands without complicated coding and overloading IT resources. Utilize AI to efficiently onboard new agents and minimize ongoing training efforts. Modernize your contact center with flexible deployment options to efficiently adapt to evolving program offerings and disburse funds while maintaining data security.

Talkdesk for Travel & Hospitality

Create a memorable customer journey.



Reach customers wherever they wander

Your customers are on-the-go. Offer them more convenient ways to contact your business — whether by phone, live chat or messaging apps — without sacrificing high-quality, consistent service.

Add a personal touch

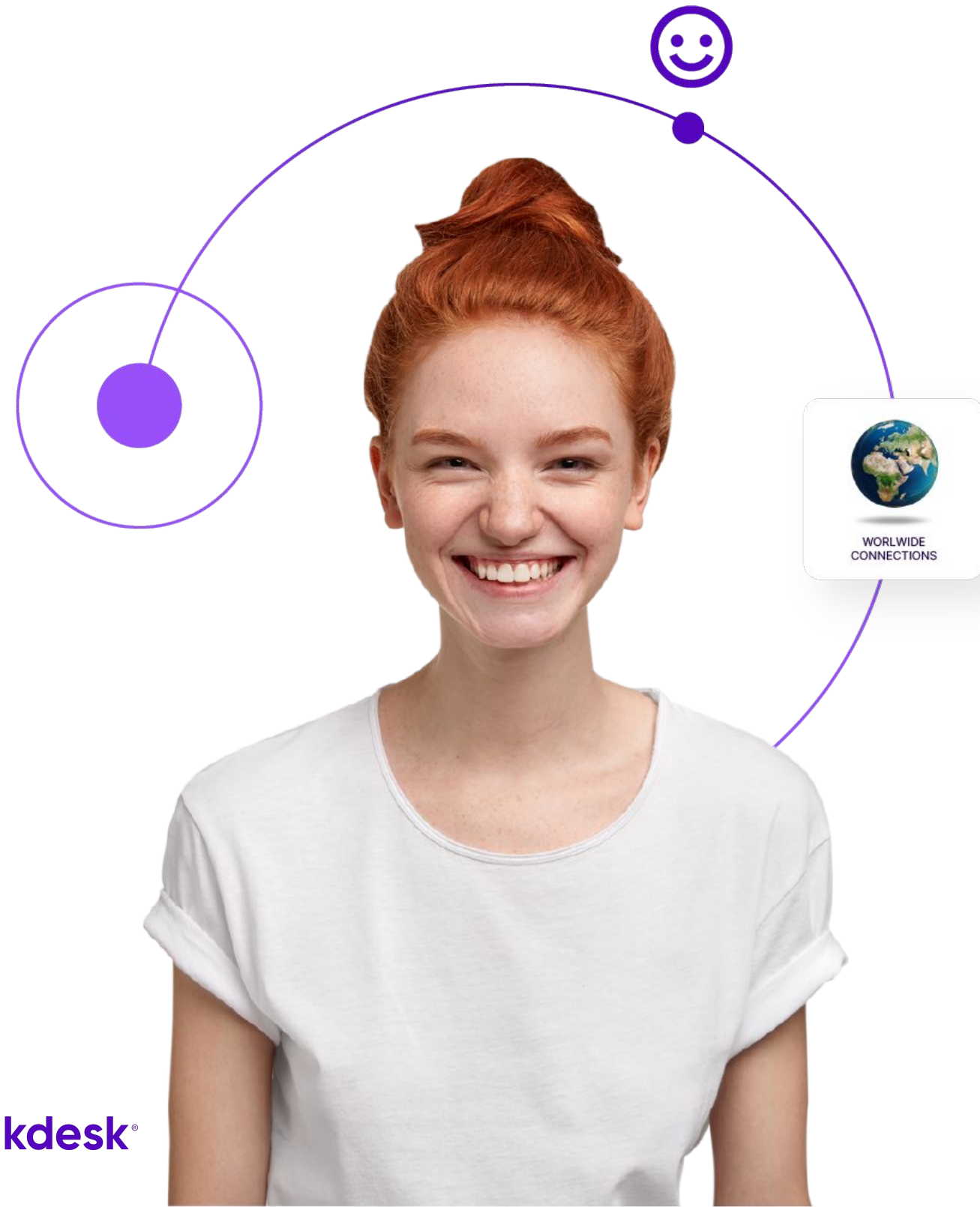
Whether you're checking a reservation or quoting a package, you need all your customer data in one place. Talkdesk connects the data in your CRM, CRS, website, sales and service systems and uses it to intelligently route interactions and give your agents important context.

Supercharge seasonal readiness

Scale operations to meet seasonal demand — without compromising customer service. Talkdesk works from any location or device, so you can instantly add agents and perform at your peak.

Talkdesk for Nonprofits

Increase your impact. Advance your mission.



Powerfully simple

Whether you're focused on inbound questions or campaign outreach, Talkdesk makes it easy to maximize supporter and volunteer contact, reducing manual efforts so you stay focused on engaging your community in a meaningful way.

Harness technology for good

Volunteers can successfully manage fundraising, campaigns and hotlines from any location and any device, making it easy and cost-effective to ramp up donor and constituent engagement.

Empowering your people

Increase donations, raise public awareness, attract more volunteers and monitor campaign progress with the use of powerful integrations, automations and reporting that help your people advance your mission.

Serving veterans & their families

powered by



Wounded Warrior Project® (WWP) is a national, nonpartisan organization, top rated by Charity Navigator, helps veterans and service members who incurred a physical or mental injury, illness or wound. WWP's warrior Resource Center will use this platform to more efficiently connect, serve and empower wounded warriors.



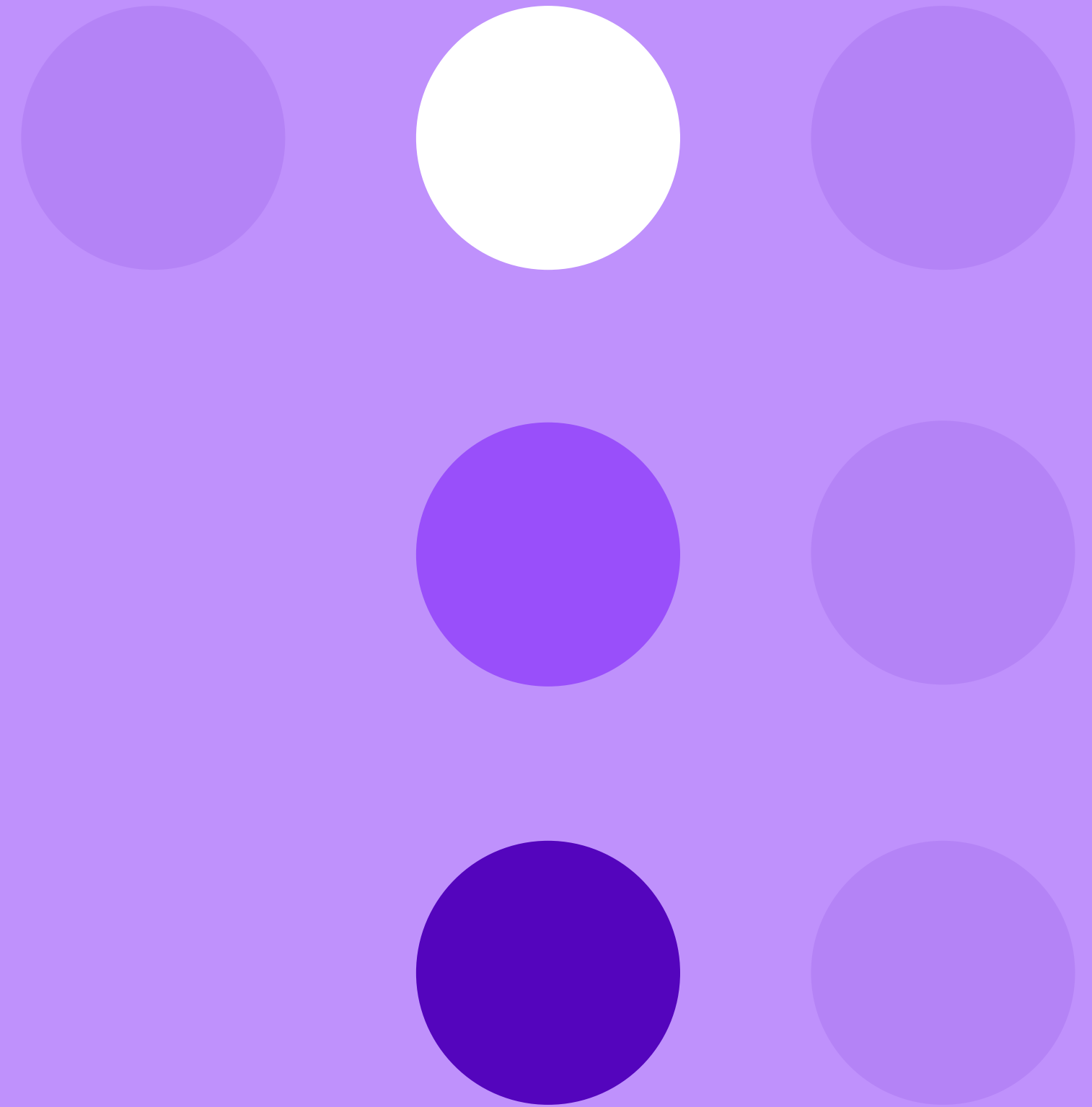
“Wounded Warrior Project is transforming the way America’s injured veterans are empowered, employed and engaged in our communities. This tool assists us to more quickly connect warriors with free services in mental health, career counseling and long-term rehabilitative care.”

— **Sally Bramston**

Resource Center Director | [Wounded Warrior Project](#)



Talkdesk early access program



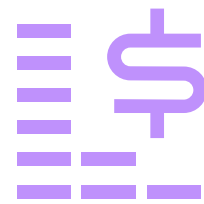
We innovate a lot. Get the benefits of early access.



Access powerful new capabilities



Influence the product roadmap



Receive exclusive early access pricing



Receive high touch services with product experts



Promote your company via case study, quote, etc.



Thank you!