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.
**Talkdesk AI for every day advantage.**

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

<table>
<thead>
<tr>
<th>Customer Self-service Automation</th>
<th>Agent Empowerment Automation</th>
<th>Fraud &amp; Authentication Automation</th>
<th>Operationalizing AI Automation</th>
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<tbody>
<tr>
<td>Virtual Agent</td>
<td>Agent Assist</td>
<td>Guardian</td>
<td>AI Trainer</td>
</tr>
</tbody>
</table>
| Automated voice and digital self-service experiences | Automated assistance for agents | Automated authentication and fraud detection for a secure contact center | A no-code AI model training tool for better automation using human-in-the-loop technology.
| Self-Service Portal             | Knowledge Management        | Guardian Guardrails              |                               |
| Self-service KB and content for automations | KM for teams to orchestrate information to power automations | Automated and on-demand issue mitigation; API integration to 3rd party systems |                               |
|                                 | QM Assist                   | Guardian Identity                |                               |
|                                 | Automated quality assurance for agent coaching & improvement | Automated voice biometrics and phone validation of callers |                               |
|                                 | Interaction Analytics       |                                 |                               |
|                                 | Automated issue discovery, speech search & real-time assistance |                               |                               |
|                                 | WFM                         |                                 |                               |
|                                 | Automated staffing and scheduling decisions |                               |                               |
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**
- Brodest 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

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Talkdesk CX Cloud product advantage.
A complete cloud contact center solution with Talkdesk AI for a better way to great CX.
CX Cloud
Self-Service Experience.

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

84% 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.

Improved 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.

- **90%** of customers say the experience a company provides is as important as its products and services.
- **67%** of customers have switched brands due to poor customer service.
- **72%** of companies cite upgrading contact center systems/technologies as a top priority.
- **89%** 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 abandon rates.

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

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.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Twitter</th>
<th>SMS/RCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Facebook Messenger</td>
<td>WeChat</td>
</tr>
<tr>
<td>Chat</td>
<td>WhatsApp</td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td>Apple Business Chat</td>
<td>... and more</td>
</tr>
</tbody>
</table>

Powerful insights
Uncover conversations about your products and feed information back to internal teams to help drive product enhancements
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.
CX Cloud

Workforce engagement.

Drive engagement throughout the employee lifecycle and turn every agent into a top performer.
The cost of a disengaged workforce.

- **86%**: Contact Center leaders that consider employee engagement equally or more important to CX than other factors.
- **85%**: Employees worldwide who aren't engaged in the workplace.

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

Sources: Gartner, Gallup
The impact of engagement in the contact center.

- Greater productivity: 19%
- Lower attrition: 25%
- Greater CSAT: 11%

Source: Gartner
Empowering employees to deliver an exceptional CX.

Talkdesk WEM Suite

- Agent-centric
- Intelligent
- Intuitive
- Seamlessly connected

Agent

- Onboarding & Ramp
- Productivity & Retention
- Coaching & Development
- Ramp & Onboarding
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**
Al-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.

**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.
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]
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: 19%
- Lower attrition: 25%
- Greater CSAT: 11%

Source: Gartner, Gallup
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

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.
“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.

- 52% of companies identified customer analytics as one of the main areas to increase funding.
- 64% of companies cited metrics as their top priority.
- 50% 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.

- **Customizable**: Tailor-made analytic to fit any individual need.
- **Intuitive**: Easy to use for any role, activity and skill set.
- **Reliable & accessible**: Trustworthy data, accessible and shareable in minutes.
- **AI-powered**: Enable automation and remove manual data crunching tasks.
- **Secure**: Ensure data privacy and security.
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.
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.

<table>
<thead>
<tr>
<th>Metrics</th>
<th>2019</th>
<th>2020</th>
<th>% Var YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average abandonment rate</td>
<td>4.21%</td>
<td>5.91%</td>
<td>+0.30%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▲40.1%</td>
</tr>
<tr>
<td>Average talk time</td>
<td>3m 09s</td>
<td>3m 35s</td>
<td>+26s</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▲13.5%</td>
</tr>
<tr>
<td>Average hold time</td>
<td>1.83s</td>
<td>3.13s</td>
<td>+1.3s</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▲70.8%</td>
</tr>
<tr>
<td>Average speed of answer</td>
<td>8.6s</td>
<td>8.47s</td>
<td>-0.13s</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▲1.6%</td>
</tr>
<tr>
<td>Service level</td>
<td>85.6%</td>
<td>82.5%</td>
<td>-3.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▲2.5%</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Customer Self-Service</th>
<th>Agent Empowerment</th>
<th>Fraud &amp; Authentication</th>
<th>Operationalizing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Virtual Agent</strong></td>
<td><strong>Agent Assist</strong></td>
<td><strong>Guardian</strong></td>
<td><strong>AI Trainer</strong></td>
</tr>
<tr>
<td>Automated voice and digital self-service experiences</td>
<td>Automated assistance for agents</td>
<td>Automated authentication and fraud detection for a secure contact center</td>
<td>A no-code AI model training tool for better automation using human-in-the-loop technology</td>
</tr>
<tr>
<td><strong>Self-Service Portal</strong></td>
<td><strong>Knowledge Management</strong></td>
<td><strong>Guardian Guardrails</strong></td>
<td></td>
</tr>
<tr>
<td>Self-service KB and content for automations</td>
<td>KM for teams to orchestrate information to power automations</td>
<td>Automated and on demand issue mitigation; API integration to 3rd party systems</td>
<td></td>
</tr>
<tr>
<td><strong>QM Assist</strong></td>
<td><strong>Interaction Analytics</strong></td>
<td><strong>Guardian Identity</strong></td>
<td></td>
</tr>
<tr>
<td>Automated quality assurance for agent coaching &amp; improvement</td>
<td>Automated issue discovery, speech search &amp; real-time assistance</td>
<td>Automated voice biometrics and phone validation of callers</td>
<td></td>
</tr>
<tr>
<td><strong>WFM</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automated staffing and scheduling decisions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
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.
Our commitment to global call quality.

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
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.

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.
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.
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.
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**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Integrated With</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Numbers</td>
<td>Salesforce Data</td>
</tr>
<tr>
<td>IVR</td>
<td>Omnichannel Sync</td>
</tr>
<tr>
<td>Data Dips</td>
<td>Contact, Lead, Case, Opp</td>
</tr>
<tr>
<td>Agent Presence System</td>
<td>Phone Fields, SSO</td>
</tr>
<tr>
<td>Screen Pop</td>
<td>Create, Update, Close</td>
</tr>
<tr>
<td>Click-to-Call</td>
<td>Reports &amp; Dashboards</td>
</tr>
<tr>
<td>Automations</td>
<td>Call Stats &amp; Recordings</td>
</tr>
<tr>
<td>Live Reporting</td>
<td>Data Dips Smart routing</td>
</tr>
<tr>
<td>Call Logging and Transcriptions</td>
<td>Salesforce Lightning Flows</td>
</tr>
<tr>
<td>Skills and Routing</td>
<td></td>
</tr>
<tr>
<td>External flow triggering</td>
<td></td>
</tr>
<tr>
<td>Next-Gen CSAT</td>
<td></td>
</tr>
</tbody>
</table>
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

- Need help with staffing
- Trained CX workforce

BUSINESSES
- Dedicated advisor

BPO PARTNER NETWORK
- Vetted & trusted
Talkdesk CXTalent BPO partner program

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 you 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

**JOB SEEKERS**

- Need work-from-home jobs
- Talkdesk CXTalent powered by iq
- Talkdesk Academy

**Talkdesk Customers**

- Talkdesk Customers
- Recruiters
- BPOs
- 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

“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
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.
Online courses and certifications give job seekers new skills

Agent
Agent Certification
Contact Center Soft Skills Certification

Supervisor
Supervisor Certification
Talkdesk Explore Certification
AppConnect Certification

Admin
Administrator Certification
Basic Networking Certification
Studio Certification

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.

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.

I don't know which life insurance policy is the best. What do you recommend when it comes to or auto.coverage? or claims.status? or policy.update? or deductible? or premium? or liability.coverage? or whole.life? or faq.policy.docs?
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.
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 Flexible Shopping solution
Provide customers choice and convenience throughout their shopping journey.
Delight customers with intelligent self-service and AI-assisted agent interactions.

**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.
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.
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.
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 Travel & Hospitality
Create a memorable customer journey.
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.
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!