

Executive Overview

- Headquartered in San Francisco, CA
- Founded in 2011
- 1,400+ customers, 30,000+ users in 50+ countries
- Fastest growing cloud-based contact center
- Backed by Salesforce Ventures
- Innovation through heavy investment in R&D
- Visionary in 2017 Gartner CCaaS Magic Quadrant
- 900+ employees

Product & Service Offerings

Talkdesk Platform

- Voice
- Outbound Dialer
- Intelligent Routing
- Reporting & Analytics
- Workforce Management
- Voice Analytics
- Quality Management
- Omni-Channel
- Agent Productivity
- Integrations
- APIs & SDK

Talkdesk Integrations

- Talkdesk for Salesforce
- Talkdesk for Slack
- Talkdesk for Zendesk

Sales Engineer Take On Best Fit

Talkdesk's AI-powered CCaaS platform transforms customer service by automating every step of the customer journey, eliminating frustrating IVR menus, and empowering agents to deliver

to manage tasks, mitigate fraud, and provide real-time insights. I personally like Talkdesk's industry-specific solutions tailored to banking, insurance, healthcare, and retail with pre-built integrations and pre-designed workflows, all using AI for industry expertise, making complex tasks simple and elevating every customer interaction.

- Dave Watson, Avant Field Sales Engineer

Key Features & Differentiators

Enterprise-class performance, consumer-like simplicity.

Simple

- Implement in days or weeks, not months
- Simple and elegant interface requires virtually no team training
- Administrators ramp quickly with access a free online training library

Connected

- Connected customers: Let your customers connect with you on any channel and reduce friction by capturing and passing context information to their service teams
- Connected teams: Leverage 50+ out-of-the-box integration to the most popular CRM, helpdesk and business tools. Integrate to anything with open APIs
- Connected control: Gain real-time visibility and control with global reporting

Adaptable

- Make admin changes with clicks, not code
- 50% investment in R&D delivers a steady stream of innovations to leverage
- Scale on the fly over multiple departments: Service, Sales, Helpdesk

Enterprise

- Enjoy industry leading call quality
- Check off your security requirements
- Scale your capacity up or down with your needs
- Microservices platform offers ultimate flexibility to your customers' interactions and journeys, as well as enabling their teams with the best information and tools to serve their customers.

Qualifying & Technical Questions

- What solution is your contact center currently using?
- How is telephony integrated with the CRM/helpdesk?
- What are the growth plans for the contact center?
- How does your contact center handle seasonal volume spikes?
- Is your contact center tied to revenue?

