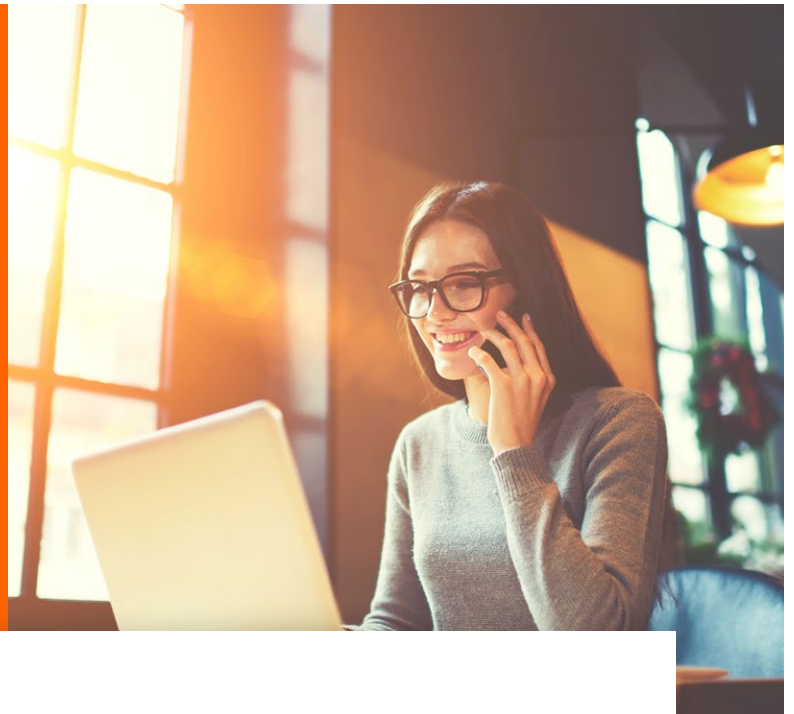


talkdesk

# Talkdesk Voice Capabilities



**Connect with your customers anytime,  
anywhere with crystal-clear voice quality  
and 100% guaranteed reliability**

Despite the proliferation of digital channels, human interaction remains a vital component of customer satisfaction. According to Accenture, 83 percent of U.S. consumers prefer dealing with human beings over digital channels to solve customer services issues and get advice. Needless to say, the reliability and quality of that phone conversation are of the utmost importance.

What's more, most phone interactions likely start out as a digital interaction in which your customer didn't find what they were looking for and escalated. So by the time they pick up the phone, they have an elevated expectation that the agent on the phone will know who they are and how to quickly resolve their issue. If your contact center is treating incoming customer conversations as blank slates, you are ignoring the rich context that could make this call an opportunity to create loyalty.

# Talkdesk: Voice Capabilities for Modern Contact Centers

Born in the cloud and raised in the digital era, Talkdesk is the only contact center provider able to deliver the elevated customer experiences that today's consumer demands. In contrast to traditional on-premises and first-generation cloud contact centers that are inflexible, unreliable, poorly integrated and expensive to maintain, Talkdesk's cloud-native platform offers maximum flexibility, scalability, and configurability. Our API-first, microservices architecture enables easy integration to your existing tech stack. Talkdesk provides:



## 100% UPTIME SLA

The first and only such service level agreement in the industry is a testament to our confidence in the Talkdesk platform.



## GLOBAL CALL QUALITY

With a state-of-the-art Global, low Latency architecture, callers and reps will always shave crystal-clear conversations, as evidenced by an industry-leading 4.22 MOS score.



## RICH ACD & IVR FEATURES

All of the enterprise ACD and IVR capabilities you require to connect your customers to the appropriate agent, team or department and drive a great customer experience.



## STUDIO

Empower your frontline administrators with Talkdesk Studio—a self-service visual flow designer that enables you to implement routing flows simply and without the need for coding.



## CALLBAR

Leverage click-to-call from any website and receive alerts whenever calls are received. Callbar is a freestanding agent interface that eliminates the need to search through tabs in your browser, ensuring agents never miss a call again.



## MOBILE

Enjoy the flexibility of Callbar using your iOS or Android device. Supports --all -- browser-based functionality, including click-to-call, agent state management and disposition, so your agents can handle interactions anywhere.



## SELF-SERVICE SDKS

Build a powerful visual IVR solution that preserves context upon connecting to an agent, offers callback requests, and provides direct access to knowledge base articles.

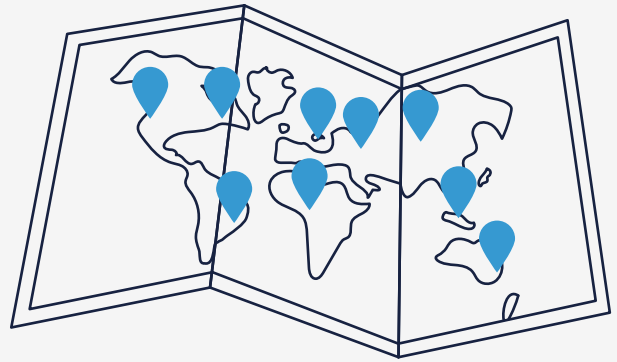


## OUTBOUND DIALER

Increase rep efficiency by automating the dialing process to maximize outbound call volume. Intelligent features connect reps with the right prospects at the right time.

## Provision Agents Anywhere in the World in Minutes

With nine global data centers and a modern CCaaS platform, Talkdesk is designed from the ground up to give you a singular, global contact center that allows you to provision agents and phone numbers anywhere in the world in minutes.



and more

## Enterprise Security You Can Trust

At Talkdesk, we take security and privacy seriously and have implemented a variety of safeguards in our design and code to carefully protect our customer data.

## Key Benefits



### Reliable

Make every conversation count, anywhere in the world, with the industry's highest uptime backed by the first ever 100% uptime SLA.



### Flexible

Easily adapt to your changing customer and business expectations with a "clicks not code" environment that empowers your frontlines to stay ahead.



### Personalized

Leverage pre-built CRM integrations and real-time digital context to ensure agents are equipped to deliver a highly personalized customer experience every time.