

talkdesk

Hybrid Spaces

The Best of Both Clouds



“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 DIGITAL

Talkdesk Hybrid Spaces is a cloud-based deployment model that enables contact centers to combine the best of both private and public clouds. Talkdesk Hybrid Spaces allows taking full advantage of the innovative, flexible, and powerful public cloud solution while assuring full control over internal compliance and specific security regulations of enterprise customers through the private cloud.

The Best of Private and Public Clouds

Enjoy your own private cloud instance and combined with the powerful public cloud processing capabilities.

- Have your own isolated cloud instance
- Take full advantage of the public cloud's benefits
- Globally managed by Talkdesk

Customize to Enterprise-grade Policies

Completely tailored to your specific needs, keep complying with your specific internal compliance and security regulations while you join the cloud.

- Benefit from enterprise-class security frameworks
- Continuous adaptation and integration
- Smooth and simple transition into the cloud world
- Adherence to data privacy/sovereignty laws

Features



Private Storage



Globally Managed Solution



Cutting-edge Security Standards



Integration with Evolving IT Requirements



Full Control of Specific Security and Compliance



International Data Privacy Compliance