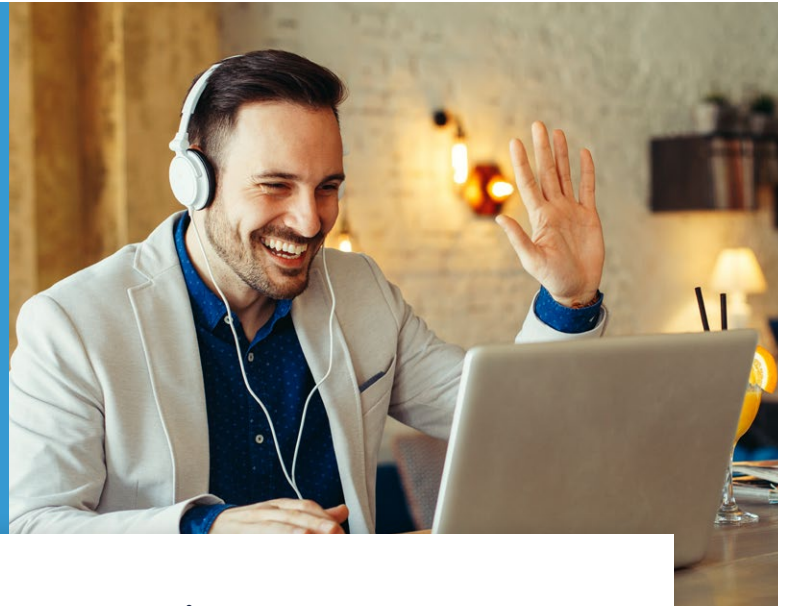


talkdesk®

# Talkdesk for Slack

The Enterprise Cloud Contact  
Center Built for Slack



**“Talkdesk for Slack allows us to monitor calls and alert agents of voicemails, enabling agents to address our customers’ inquiries faster or more efficiently.”**

- TYSON NIX, TECHNICAL OPERATIONS MANAGER | ZUMIEZ

Talkdesk for Slack pairs the power of Talkdesk with Slack’s leading collaboration platform, empowering contact centers to streamline their support efforts and respond quickly to evolving contact center conditions.

## Respond Immediately to Changing Conditions

Send custom alerts and notifications to users and channels in Slack based on any event in Talkdesk, such as when a voicemail is left or when the wait time is longer than five minutes.

- Decrease queue waiting times
- Provide immediate assistance to VIP customers
- Meet and exceed contact center SLAs

## Effortlessly Coach and Train Agents

Talkdesk for Slack provides supervisors with intuitive tools to coach and train agents in real time via Slack messages and call barging, without disrupting the agent and caller’s conversation.

- Improve agent coaching efforts
- Eliminate intrusive “whispering” to reduce agent distraction during calls
- Enable agents to get help from a channel or user with the click of a button

## Get Started in Minutes and Maintain with Ease

Getting started with Talkdesk for Slack takes minutes and doesn’t require any IT or technical resources to set up or maintain.

- Get up and running fast
- Train new agents with ease
- Cut operating costs with a self-service model

## Features



**Automated Alerts**



**Customizable Notifications**



**Easy Agent Coaching**



**Simple Setup**



**Fully-Embedded Interface**