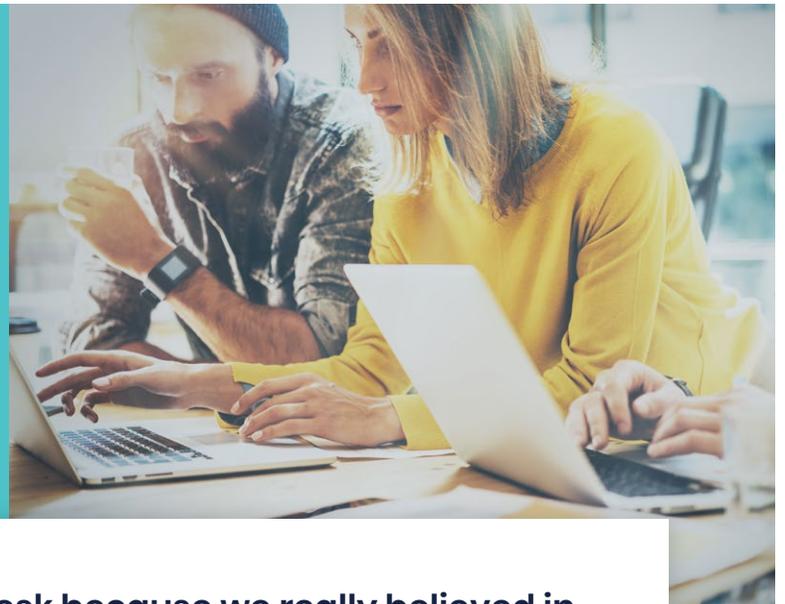


talkdesk®

Talkdesk for Salesforce

The Enterprise Cloud Contact
Center Built for Salesforce



“We were early adopters of Talkdesk because we really believed in the vision and the fact that it was the first truly native cloud solution that integrated with Salesforce the way we needed it to.”

– BRAD ADAMS, COO, UNIVERSITY PARTNERSHIPS & SERVICES | 2U, INC

Talkdesk for Salesforce pairs the power of Talkdesk with the world’s #1 CRM to boost efficiency, streamline operations and provide customers with highly personalized engagements. Talkdesk for Salesforce empowers sales teams to close more business and support teams to address ever-changing customer needs.

Eliminate Manual, Repetitive Agent Work

Take advantage of pre-built and customizable automations that eliminate the need for agents to manually update two different applications.

- Synchronize data between Talkdesk and Salesforce to ensure systems are accurate and up-to-date
- Stay on top of contact center events with automated alerts and notifications
- Trigger a Lightning Flow in Salesforce from any action in Talkdesk

Personalize Every Sales and Support Interaction

Leverage contextual information in real-time to tailor every conversation to the customer or prospect’s unique interaction history with your business.

- Present caller information to agents as soon as the call comes in
- Pop a contact, case or lead in Salesforce directly from Callbar
- Improve first-call resolution and reduce average handle time

Use Data to Improve Contact Center Performance

Talkdesk for Salesforce makes it easy to monitor real-time metrics and pull historical reports to immediately address changing contact center conditions.

- Monitor and measure contact center activity directly in Salesforce
- Access live, customizable dashboards and dozens of pre-built reports
- Tailor reporting to focus on the metrics that matter to you

Features



Time-saving Automations



Live and Historical Reporting Embedded in Salesforce



Integration with Salesforce Lightning Flow



Intelligent Routing



Two-way Data Sync



Single Sign-on



Smart SMS



Screen Pops