



Talkdesk Enterprise Cloud Contact Center

talkdesk®

Talkdesk Enterprise Cloud Contact Center empowers companies to make customer experience their competitive advantage. With enterprise class performance and consumer-like ease of use, over 1,800 innovative companies rely on Talkdesk to power their customer interactions.



Powerfully Simple

Be more productive with an enterprise contact center platform that's easy to implement and easy to use. With Talkdesk, setup takes days or weeks, not months, and a modern UI means new reps can get up and running with little or no time spent in training.



Seamlessly Connected

Deliver personalized customer experiences by leveraging over 60 out-of-the-box integrations including Salesforce and ServiceNow, plus open APIs that enable integration across your entire ecosystem. AppConnect lets you add new tools to your contact center with a single click.



Endlessly Adaptable

Satisfy rapidly-changing customer expectations with a nimble platform. Quickly design IVRs, configure routing flows, add agents and provision numbers with clicks, not code. Leverage a steady stream of new capabilities delivered in three updates per year.



Enterprise Class

Talkdesk powers contact centers in any area of the globe and offers the scalability, reliability and security required by large global organizations. The microservices API-driven architecture gives you flexibility to serve your customers anywhere, on any device and through any channel.



Actively Intelligent

Talkdesk IQ infuses the power of AI into every element of Talkdesk to drive higher efficiency, cost reduction and improved customer experience. Talkdesk IQ is AI so simple, all you see is results.

Key Capabilities



GLOBAL
SCALABILITY



100% UPTIME
SLA



CLOUD-NATIVE
ARCHITECTURE



ACD/IVR



INTELLIGENT
ROUTING



CTI



OMNICHANNEL



REAL-TIME AND
HISTORICAL
REPORTING



DIALER



WORKFORCE
MANAGEMENT



QUALITY
MANAGEMENT



SPEECH
ANALYTICS



SELF-SERVICE



ONE-CLICK APP
ECOSYSTEM



60+ PRE-BUILT
INTEGRATIONS



ADVANCED
VOICE SERVICES



PCI
COMPLIANCE



ARTIFICIAL
INTELLIGENCE

Leader

Gartner

North America CCaaS Magic Quadrant, 2019

Strong Performer

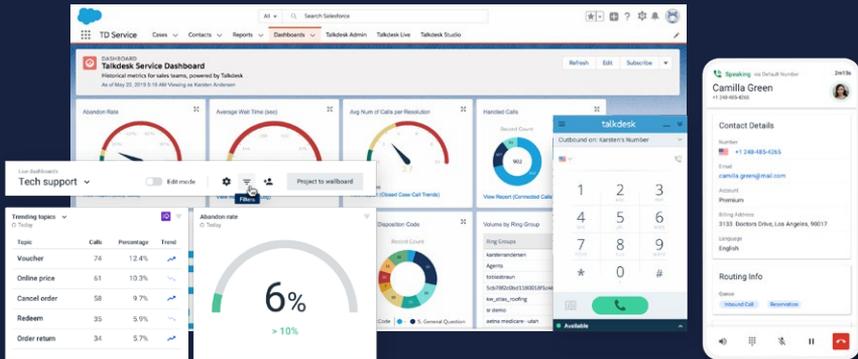
Forrester Wave™

Cloud Contact Centers, Q3 2018

Fastest Growing Contact Center

Frost & Sullivan

Cloud Contact Center Buyers Guide 2018, North America



“We expect that Talkdesk will continue to raise the bar on the next generation of customer interactions.”

— MIKE ZARZEKA, SVP OF INFORMATION TECHNOLOGY AND SYSTEMS AT XENIAL

The Contact Center for Innovative Enterprises



STITCH FIX



TUFT & NEEDLE Pivotal

talkdesk®

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