

# Select the Contact Center Edition Right for You

Engage with customers anytime, anywhere with any of our AI-powered contact center solutions starting at \$65 per seat, per month.

## Professional

Fully-featured, cloud-based solution for small and medium-sized contact centers

- ACD
- IVR · Studio
- Real-time dashboards · Live
- Business intelligence · Explore
- Self-service SDK
- Industry's deepest Salesforce integration
- 60+ out-of-the-box integrations
- 50+ AppConnect partners

## Professional Plus

For larger contact centers or those needing mobile agents and APIs to integrate with your Business Intelligence tool

### Everything in Professional

- + SMS CSAT surveys
- + Talkdesk Mobile Agent (Android & iOS)
- + Real-time & historical reporting APIs

## Enterprise

For larger contact centers or those needing customization and service backed by a 100% uptime SLA guarantee

### Everything in Professional Plus

- + Unlimited call recording
- + 100% uptime SLA
- + Custom report & dashboard creation
- + All APIs
- + Studio Functions

# Select Add-ons to Extend Your Capabilities



## Omnichannel

Reach out and respond to your customers using their preferred communication channel with an all-in-one digital customer engagement solution that includes communication channels like popular messaging apps, SMS, social, surveys and chatbots.



## Workforce Management

A cloud-native, omnichannel, AI-powered and employee-focused workforce management solution designed for the modern workforce generation.



## Quality Management

Provide proactive coaching to improve agent performance and increase customer satisfaction. Leverage intelligent monitoring and reporting features for a complete view of customer satisfaction and agent effectiveness.



## Speech Analytics

Intelligently analyze real-time and historical calls to identify agent coaching opportunities and standout customer experiences. Mitigate risk by identifying possible compliance issues before they escalate.



## Virtual Agent

An AI-powered intelligent assistant that delivers the answers customers need, whenever they need them, through a natural conversational interface.



## Guide

Help your customers and agents help themselves – at scale – with an AI-powered knowledge base.



## PCI Payment

Easily and securely manage agent-assisted credit card transactions in a PCI-compliant environment.



## Local Presence

Increase connection rates by automatically selecting the phone number that has the same area code or country code as the call recipient.



## Salesforce Smart SMS

Save time by sending a mass text to any list in Salesforce.

## Move to the cloud at your own pace with Talkdesk Flexible Deployment options.



### Talkdesk Boost

Keep your ACD routing while enjoying all cloud capabilities and access to a constant stream of new innovations to advance customer support and make every contact valuable.



### Talkdesk xConnect

Use Talkdesk's rich feature set, including intelligent routing, desktop & mobile call control, contact center analytics and more, while continuing to take advantage of your PBX investment and your preferred carrier relationship.



### Talkdesk Hybrid Cloud

Take full advantage of our innovative and powerful multi-tenant public cloud solution while adhering to your specific internal compliance and security regulations through the private cloud.

## Professional

<b>ACD</b>	Route inbound call to agents based on caller data, IVR selection, business hours and agent skills to optimize each caller's experience.
<b>IVR · Studio</b>	Implement calls flows simply and without the need for coding. Design, build and deliver the most intricate customer journeys with just clicks.
<b>Real-time dashboards · Live</b>	Customize dashboards and wallboards for a live view of performance against SLAs and key metrics. Easily identify areas for improvement to coach agents and impact customer satisfaction.
<b>Business intelligence · Explore</b>	Historical reporting and business analytics tool that features flexible filtering, scheduling, and customization options for a 360-degree view of contact center performance.
<b>Self-service SDK</b>	Preserve context, offer callback requests, and provide direct access to knowledge base articles and other important information with no APIs or coding required.
<b>Unlimited call recording</b>	Choose to keep recordings for as long as you need them, on your server or ours, depending on your compliance, quality or training needs.
<b>SMS CSAT surveys</b>	Measure CSAT and customer sentiment via SMS and customer mood surveys. Compare customer and agent perception on any call to ensure consistent support and identify coaching opportunities.
<b>Industry's deepest Salesforce integration</b>	Deep Salesforce integration including data dips & screen pops, pre-built automations, omnichannel integration, reports & dashboards built into Salesforce, intelligent routing (e.g., route to case owner, lead owner), and IVR · Studio integration with Salesforce Lightning Flows to trigger and automate actions.
<b>60+ out-of-the-box integrations</b>	Integrations to other CRM, Helpdesk & collaboration tools including ServiceNow, Zendesk, Microsoft Teams, Slack & more.
<b>50+ AppConnect partners</b>	Extend your contact center capabilities with 1-click access to powerful best-in-breed apps that you can trial for 30-days free.

## Professional Plus

### + Mobile Agent (Android & iOS)

Empower your service agents & sales reps to handle both inbound & outbound calls any time, anywhere. Extend the availability of your team and provide flexibility with after-hours or part-time staffing options.

### + Real-time & historical reporting APIs

Maximize your real-time & historical contact center interaction data by incorporating it into any reporting system.

## Enterprise

### + 100% uptime SLA

Enterprise Edition offers an unprecedented 100% uptime SLA. Voice quality is backed by an industry-leading 4.22 MOS.

### + Custom report & dashboard creation

Create custom reports and dashboards and get a bespoke view of your contact center data. Use custom calculations to mix & blend more than 900 values to define new measures and report on virtually any metric.

### + All APIs

Use a variety of easy-to-implement APIs and SDKs to connect and synchronize other applications (e.g., custom systems, CRM, helpdesk, chat system, e-commerce shopping cart, mobile app, etc.), with your contact center.

### + Studio Functions

Extend routing functionality using a built-in low code editor that offers customization and agility.