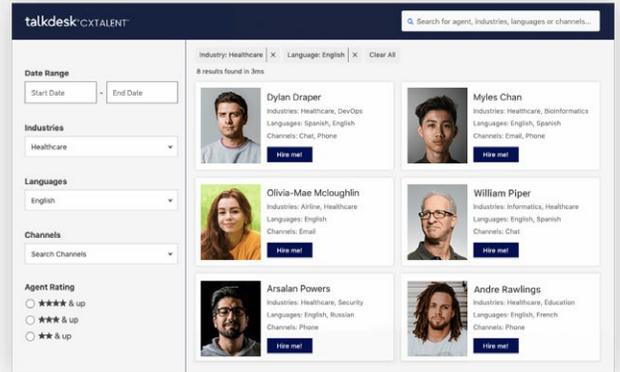


talkdesk®

CXTalent

Build your best customer experience teams with Talkdesk



"The launch of Talkdesk CXTalent is a game-changer for contact center staffing. The ability to find agents and supervisors that are already trained and certified on Talkdesk Academy will help businesses hire and onboard fast, enabling them to scale their customer service teams."

- ALEX ALMANZA, SENIOR TECHNOLOGY MANAGER, SYSTEMS INNOVATION, SKIPTHEDISHES

Planning for contact center demand while ensuring your staffing budget is aligned can be a difficult challenge. Talkdesk® CXTalent™ helps you find talent that fits your needs, fast — whether that's through our network of certified, experienced Business Process Outsourcers (BPOs) or on the industry's first gig economy platform for the contact center. Join the CXTalent platform for free to discover, connect with and hire from a pool of more than 12,000 customer experience professionals ready to join your organization. Or, leverage the CXTalent BPO Partner Program and our dedicated team will work with you to find the right BPO partner to fulfill your CX staffing needs.

Hire Help That Delivers a Great Experience

Whether you're hiring one person or a whole team, the CXTalent platform has a global network of contractors available and ready to meet your needs while reducing your time to hire and staffing costs. All CXTalent job seekers have been provided with Talkdesk Academy™ training, so they have hands-on experience with the tools you use and are ready to hit the ground running.

- Access a diverse, global pool of CX professionals. Job seekers on the CXTalent gig economy platform have a wide range of experience, native languages, availability, skills and industry knowledge to help you build your best team.
- Every organization is unique and your staffing needs may vary. That's why AI finds the right job seeker for your role, ensuring you get the right match for your customer experience needs.
- Add staff across multiple locations and time zones, without needing a physical footprint, to provide 24-hour coverage and multilingual support.
- Contract durations are flexible on time and scope, so you can scale your team as needed while knowing exactly what to budget to ensure you have full coverage.

CXTalent Gig Economy Features



Global Network of 12,000+ CX Professionals



Data-rich Job Seeker Profiles



AI-powered Search Results



Filters for Skills, Salary, Availability and More



On-demand Hiring

"Recent shifts in the market have shown how remote work can be equally successful. I believe the CXTalent platform has arrived at the right time and will allow for companies to up their CX game by harnessing the power of this open talent marketplace. We are really excited to partner with Talkdesk on this initiative."

- TABISH KHAN, VICE PRESIDENT, SALES & OPERATIONS, REGALIX

Expand Your CX Team Without Extending Your Budget

Hiring, onboarding and employment benefits add costs to your business's bottom line. Building and growing internal teams with required skill sets can inflate your budget. Utilize an outsourcing partner to build a team that will meet your needs and adjust to your customers' demand without the cost burden of keeping employment in house. Utilize the CXTalent BPO Partner Program to turn your overhead into an opportunity to get ahead.

- Rely on our dedicated CXTalent team to find the right BPO partner to fill any need in your contact center. We'll work with you on the partner selection process, ensuring you get the right fit and your customers will always have a great experience.
- Use Talkdesk-trusted BPO resources for certain channels or outsource certain teams to quickly adapt to customer demand. Build a remote team to manage social, chat, Tier 1 support and more.
- Lock in your budget so you can know exactly what your contact center staffing spend will be — all at a preferred CXTalent BPO Partner Program rate.
- Shift your staffing strategy to reduce unforeseen costs such as turnover, recruitment and training while ensuring you have a fully staffed customer experience team at all times.

CXTalent BPO Partner Program Features



**Talkdesk-trusted
BPO Partner
Network**



**Dedicated
CXTalent liaison**



**Personalized
Evaluation for
Best-fit Partners**



**Preferred
Pricing**