

# User Guide



Talkdesk® CXTalent™ offers a global network of job seekers and outsourcing partners, providing you with the flexibility you need to build a CX dream team. Let us guide you down the right path to finding talent that fits your needs — whether that's through our network of certified, experienced outsourcers or our industry-first gig economy with more than 12,000 customer experience professionals ready to join your organization. **Use these simple steps to get started!**

## Are you hiring for a specific role?

### 1 Get Started

If you need to hire additional team members, visit **CXTalent** and create a new account. Once you're logged in, you'll be able to browse our network of job seekers. Set filters for industry, language, channel, pay range and more to refine your search.

Click into candidate profiles to learn more about them such as their background, experience and certifications. If you don't find a perfect match right away, don't worry — just fill out a free Premium Hire request and Talkdesk will jump in to actively recruit candidates that meet your needs.

### 2 Extend an Offer

Once you find the right match, it's time to make an offer. Simply select **Send Offer** on the candidate's profile. You'll be able to include a custom message providing information about your organization and the available role. Once submitted, the candidate will be alerted to the opportunity and given a chance to review the information.

If the match is mutual then the candidate will move the offer to **Pending Hire**. Once this happens, you'll receive an alert in your email — so be sure to keep an eye out! The next step is to make sure you two are on the same page.

### 3 Meet Your Match

After the candidate reviews your initial offer, we recommend arranging a meeting to ensure the candidate meets all of your needs and understands your expectations. We also advise discussing pay range, working hours and hardware requirements.

After you two have met, and you're ready to move forward, simply change the status of the candidate in CXTalent from **Pending Hire to Confirmed**. The agreement is now Confirmed on your end, but you'll still need to wait for the candidate to confirm on their end in order to finalize the hire.

### 4 Welcome Your New CX Team Member

Once the candidate has updated their status to **Confirmed**, you'll receive an email with your new hire's full contact and employment information. At this point the candidate is fully contracted and ready to start work.

**Congratulations — you've added a new CX professional to your team!**

# Are you hiring an entire team?

## 1 Define Your Needs

If you need to hire a new team or want to evaluate outsourcing options, Talkdesk is here to help! To get started, it's helpful to document your needs and expectations for your new team.

Include details such as how many new hires are needed, how long the work engagement needs to last and what channels or skills are needed. Outsourcers in the Talkdesk BPO Partner Program are available to provide short-term engagements for seasonal rushes or take on full management of the customer service department. Once you have identified your needs, send the request to [Talkdesk CXTalent™](#) and we'll get to work!

## 2 Get Help Finding the Perfect Partners

The CXTalent team will spring into action and engage our global network of outsourcers to find the best matches for you. We have a network of preferred providers that ensures you get the best price and customer service quality. Plus, all outsourcers have been trained on Talkdesk Academy™ so they are ready to hit the ground running.

Once we've determined which outsourcing partners best fit your industry and requested roles, our CXTalent team will return a shortlist of outsourcers to you — with no commitment or requirements. Then, it's up to you to select the best fit!

## 3 Evaluate Your Options

We recommend you evaluate the options with your business team. Each outsourcer is vetted and hand-selected to ensure they can adequately provide the support you've requested, but some BPOs may have unique capabilities or skill sets that would best suit your business needs.

Once you narrow down your top choice, our CXTalent team will facilitate a discovery call with the BPO to make sure requirements and costs are aligned. If it feels like the right fit, Talkdesk will work with your team and the BPO to move forward on an agreement. We'll make sure you receive the best possible pricing and the white-glove service you expect from Talkdesk.

## 4 Pick Your Partner

After the partner is selected and agreements are signed, Talkdesk will facilitate the cutover to your new outsourcing partner and make sure it's a smooth transition.

**Congratulations — now you have a trusted partner to help you deliver a world-class customer experience!**

