

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.

CX CLOUD

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
- Mood Sentiment
- Guardian Standard

CX CLOUD

Professional Plus

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

Everything in Professional

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

CX CLOUD

Enterprise

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

Everything in Professional Plus

- + 100% uptime SLA
- + Custom report & dashboard creation
- + All APIs
- + Connections

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

Optimize staffing and automate scheduling for greater operational efficiency with AI-powered, omnichannel workforce management that's intuitive, easy to use and designed for the modern workforce.



Quality Management

Efficiently evaluate customer interactions and provide agents the actionable feedback they need to deliver an exceptional customer experience.



QM Assist

Augment and streamline your quality management process using AI and speech analytics, so you never miss an opportunity to elevate your customer experience and develop your agents into top performers.



Speech Analytics

Extract actionable insights from every customer interaction using AI-fueled speech analytics for increased operational efficiency and a more customer-centric experience.



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.



Proxy

As part of our 100% Uptime SLA, Proxy is a secure, backup communications layer so no calls are lost in the event of an outage.



Screen Recording

Capture your agents' desktop activity during calls and let synchronized playback of voice and screen recordings provide the context you need to get a complete picture of every customer interaction.

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.



Talkdesk Regional Cloud

Choose your cloud location to take advantage of everything a cloud-native contact center built on a global cloud infrastructure can offer, wherever you want it, and stay compliant with local or industry data regulations and customer requirements.



Talkdesk Select Cloud

Reduce costs and improve performance by enabling all the modern and innovative functionalities of an end-to-end cloud-native contact center on your cloud infrastructure provider of choice.

Learn More About Our Capabilities by Edition

CX CLOUD Professional

ACD	Route inbound call to agents based on caller data, IVR selection, business hours and agent skills to optimize each caller's experience.
IVR · Studio	Implement calls flows simply and without the need for coding. Design, build and deliver the most intricate customer journeys with just clicks.
Real-time dashboards · Live	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.
Business intelligence · Explore	Historical reporting and business analytics tool that features flexible filtering, scheduling, and customization options for a 360-degree view of contact center performance.
Self-service SDK	Preserve context, offer callback requests, and provide direct access to knowledge base articles and other important information with no APIs or coding required.
Industry's deepest Salesforce integration	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.
60+ out-of-the-box integrations	Integrations to other CRM, Helpdesk & collaboration tools including ServiceNow, Zendesk, Microsoft Teams, Slack & more.
50+ AppConnect partners	Extend your contact center capabilities with 1-click access to powerful best-in-breed apps that you can trial for 30-days free.
Mood Sentiment	Agent indicates customer sentiment in Agent Desktop during wrap-up, based on their assessment. Available as Beta functionality in US, UK, and Canadian markets.
Guardian Standard	Prevent fraud and protect your customers' data from security threats with a native cloud contact center security solution. Take control of your security management to effectively mitigate the risk against data leakage, fraud, identity theft, and privacy-related breaches.

CX CLOUD 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.

+ CSAT SMS surveys

Measure CSAT and customer sentiment via SMS and customer mood surveys. Compare customer and agent perceptions on any call to ensure consistent support and identify coaching opportunities. Available as Beta functionality in US, UK, and Canadian markets.

+ Studio Functions

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

CX CLOUD 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.

+ Connections

Simple integration of the Talkdesk platform with virtually any external system with 'clicks not code'.