



What is Callbar?

Callbar is a new way to connect with your customers. The agile web application allows users to handle phone calls from anywhere on the desktop. Callbar streamlines agent workflows by reducing the clutter of multiple browser tabs and increases visibility into incoming call details.

The Callbar Advantage

Accessible and Flexible

Because Callbar isn't bound to a single browser tab, agents have the freedom to access information alongside different applications. Callbar instantly pops up the moment a call is received to minimize customer wait time.

Powered by the Talkdesk Platform

Callbar is more than just a phone application. As a core component of Talkdesk, Callbar provides agents with full access to advanced contact center functionality while also acting as a platform for future innovation.

TALKDESK CALLBAR

A New Agent Experience

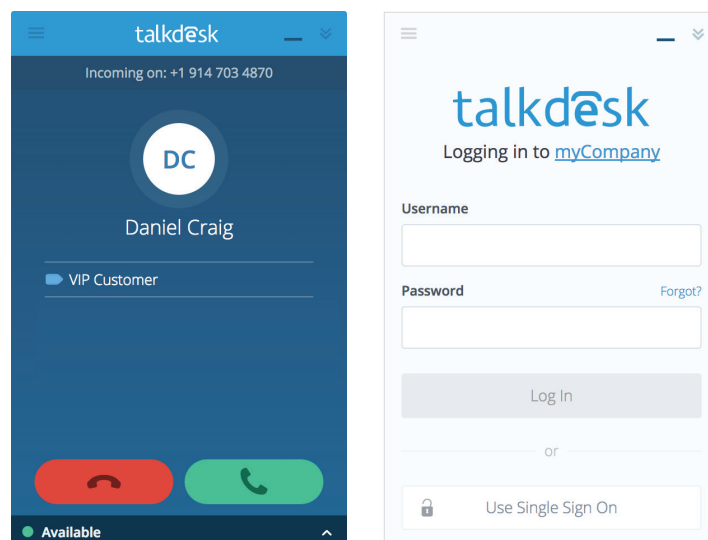
talkdesk

Seamlessly Integrated

Leverage Callbar CTI to integrate with Salesforce, Desk.com or Zendesk and enjoy features such as screen pops, click-to-call, automatic call logging and more. Best of all, Callbar CTI works perfectly no matter how many tabs of your CRM/helpdesk application are open.

Quick to Deploy

Deploying Callbar across your organization requires only a few minutes. Simply download it and log in to begin making and receiving phone calls right away. Customize audio settings and more for maximum flexibility.



Top Callbar Features



CONTACT 360

See relevant information about the caller as soon as a call is received



SSO

Log in using your credentials for Salesforce, Okta or other services/tools



NOTES

Take notes directly in Callbar while on a call to maximize efficiency



DATA SYNC

Automatically log Talkdesk call and contact data to integrations



CALL RECORDING

Automatically record phone calls or pause a recording from Callbar



CALL TRANSFERS

Transfer calls to voicemail, a ring group, external favorites and more