

talkdesk®

Let's Build Great
Customer Service
Together



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Every moment is an experience that matters.

We have transitioned into the age of the customer where buyers have more choice and control in how they interact with brands than ever before. Today it's all about the experience.

Your customers demand real-time service - either via self-service or direct to an agent. They expect seamless service across channels, and they expect intelligent service, meaning you need to know who they are and have a basic understanding of their problem.

And if they don't get it, we'll switch brands.



Would try a new brand or company for a better service experience.

— AMERICAN EXPRESS SURVEY

Expectations Aren't Being Met With Yesterday's Technology

The challenge is that most contact center technology today can't meet these modern customer needs. Most were built 20+ years ago, before the digital revolution. These systems operate as channel silos, with little or no integration to CRM or other systems. They are inflexible, hard to adapt to your changing business needs and expensive to maintain. These systems lack innovation so adopting new technology like AI is virtually impossible.

- **Built before the digital age**
- **Channel silos**
- **Little or no integration**
- **Slow to adapt**
- **Innovation stagnation**
- **High cost of operation**

Talkdesk's Mission is to End Bad Customer Service

“Our mission to end bad customer service is aspirational and motivational. This, along with our goal to help companies reduce customer service cost, drives our passion and our purpose for everything we do”.

— TIAGO PAIVA, FOUNDER & CEO, TALKDESK

1,800 Customers in 75 Countries Rely on Talkdesk

to power their contact centers
and help make customer
experience their competitive
advantage.

IBM

acxiom

Anaplan

FUJITSU

PELOTON

airbnb

GENERAL
DYNAMICS

bp

OpenTable

Scotts

SAP

mongoDB

HORNBLOWER
CRUISES & EVENTS

sodexo

the
YMCA

petco

trivago

PBS

Ferrara

Dropbox

WOUNDED WARRIOR
PROJECT

Canon

accenture

EVERNOTE

Our Customers Get Results

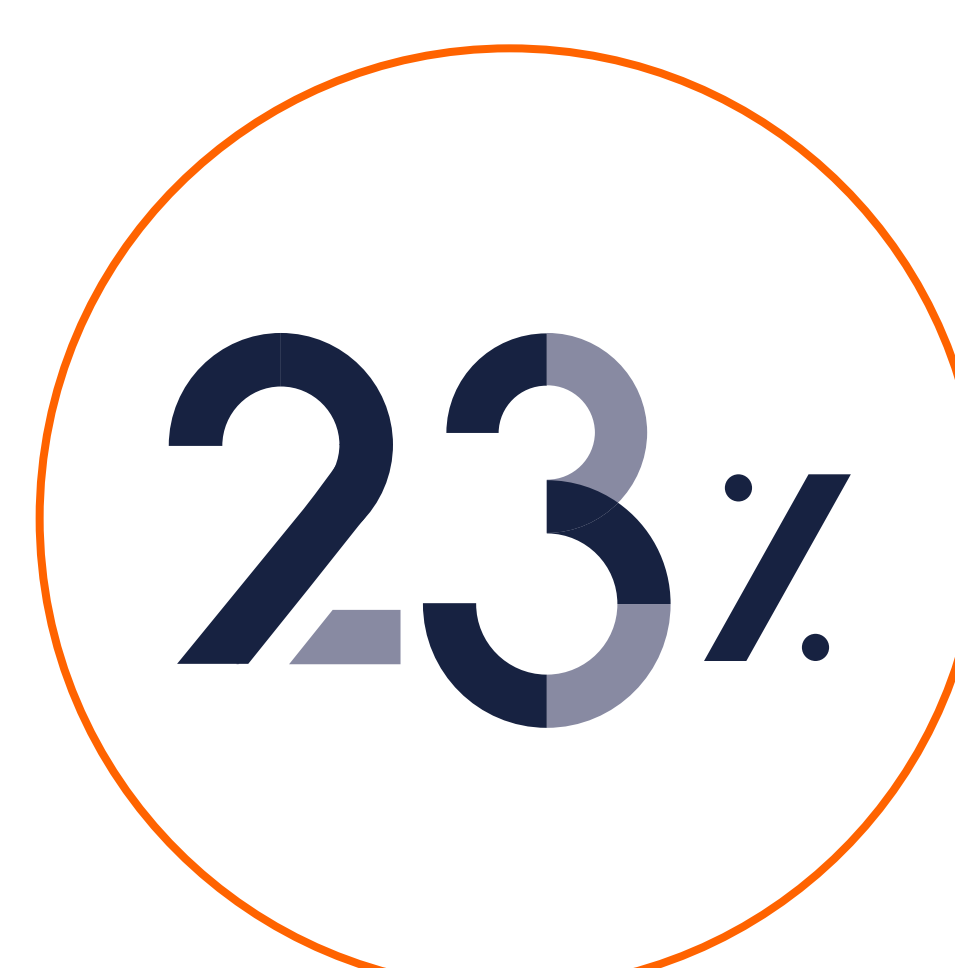
Find out more about our [Customers](#)



CSAT
Improvement



Agent Productivity
Improvement



Wait Time
Reduction



Time to Answer
Reduction

Why Companies are Successful with Talkdesk



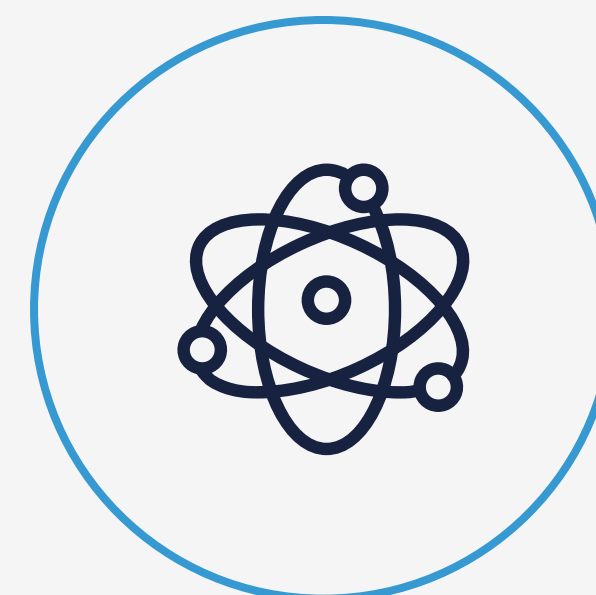
Market Leader

Leader in Gartner CCaaS MQ
G2 Crowd Winter 2020 Leader
Forbes Cloud 100



Customer-Obsessed

100% uptime SLA
White glove customer services
98% CSAT, 124% net retention



Innovative

Born Cloud Native
AI-Infused: Talkdesk iQ
AppConnect ecosystem

Innovation for You to Stay Ahead

We move fast to provide the industry with disruptive solutions that innovate the way enterprise contact centers deal with customer experience. Our end-to-end approach sets a new path for the contact center industry and helps organizations place CX as their competitive advantage in the market.

200 U.S. patents filed in last 100 days of 2019

600 features released in 18 months

20 new products launched in first 20 weeks of 2020

“We came to Talkdesk because we were looking for something more than just a contact center solution. We were looking for a partner who wanted to innovate as much as we do.”

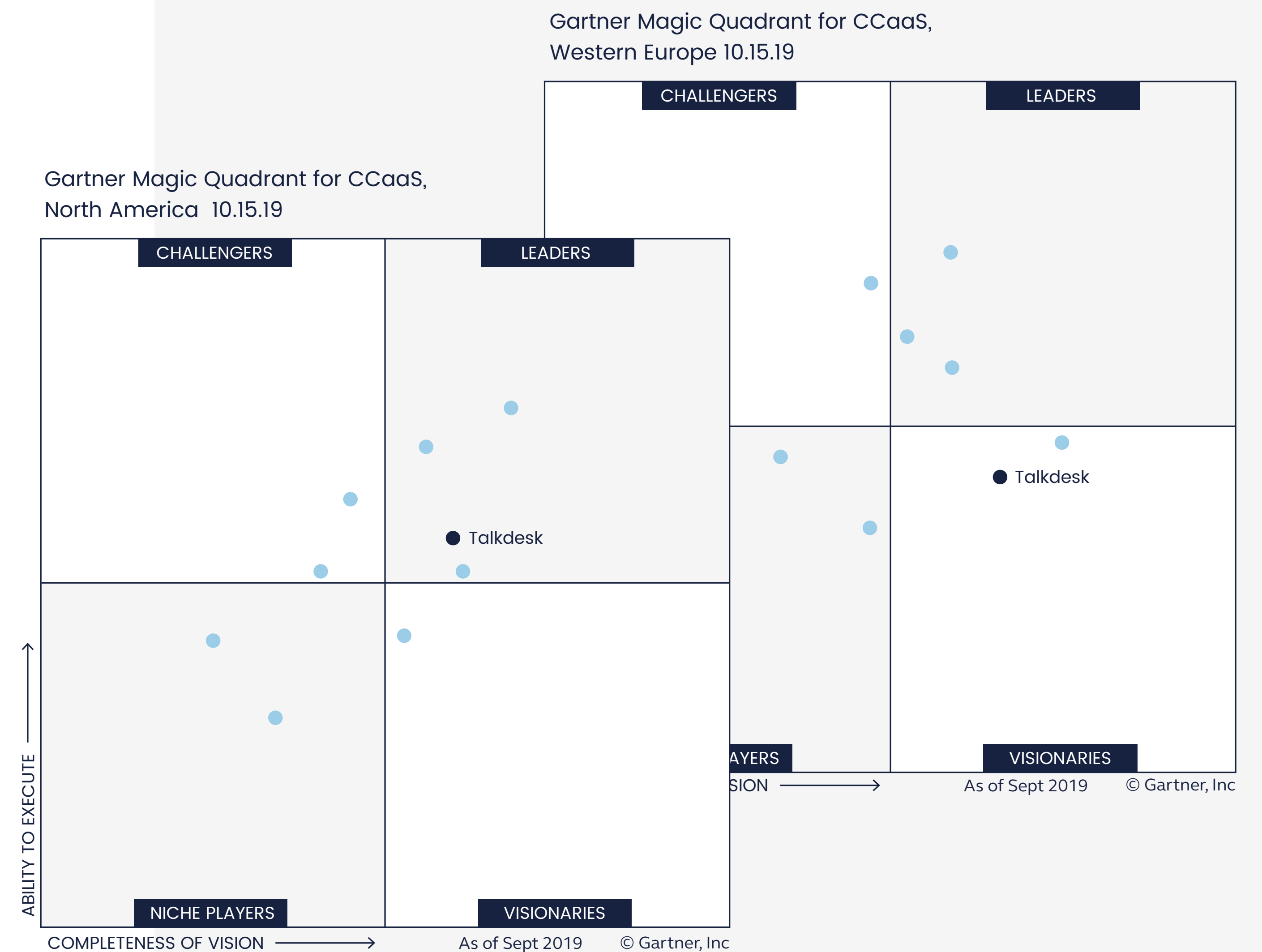
— ZAC JACOBSON, VP OF MEMBER EXPERIENCE



Global Choice for Enterprises

Talkdesk is a leader in Gartner's 2019 Contact Center as a Service Magic Quadrant. We're one of only three vendors appearing in both the North American quadrant and Western Europe MQ.

Read more about [Talkdesk's Awards & Recognition](#)

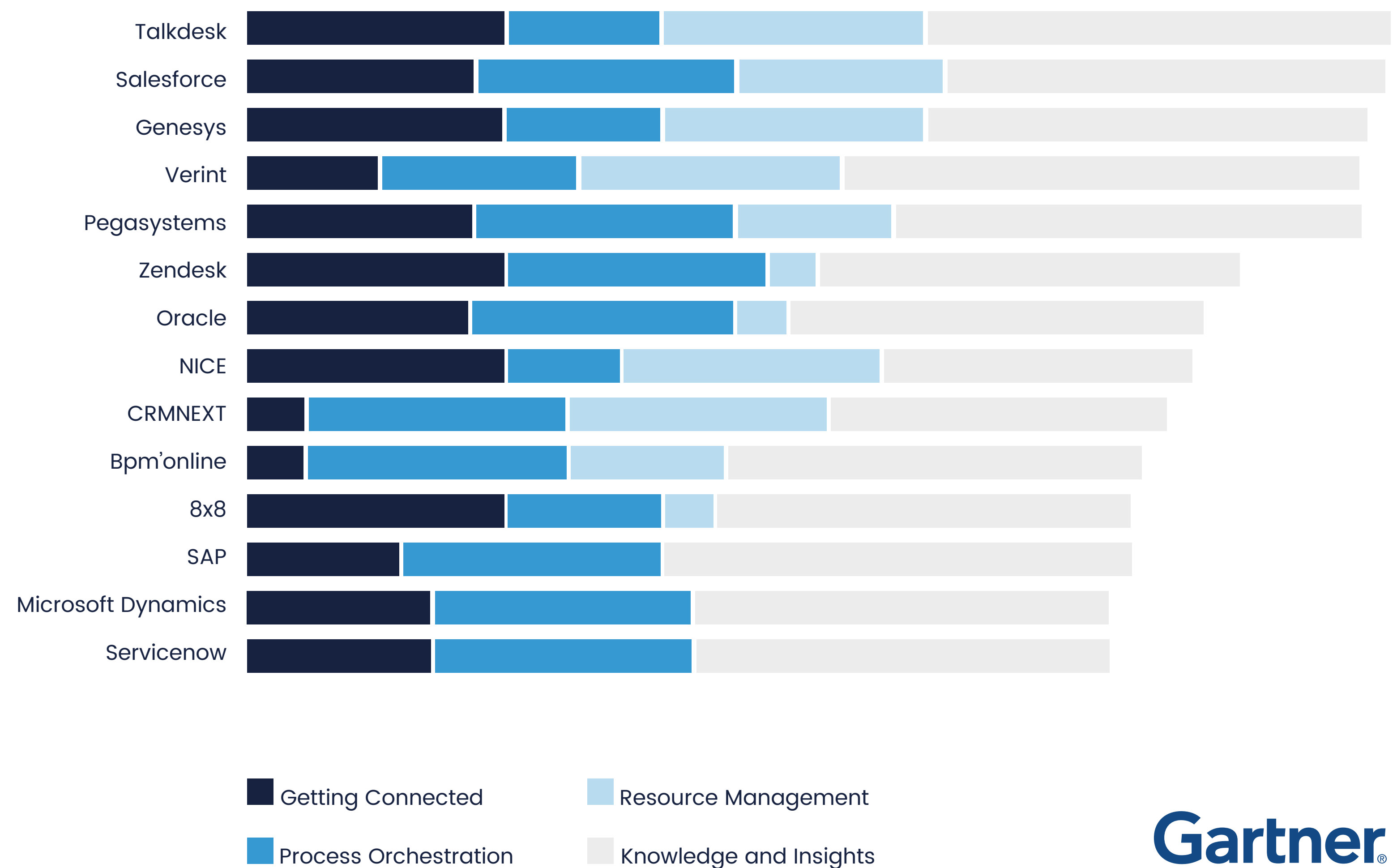


Gartner®

End-to-End Customer Service Solution

Gartner also puts Talkdesk at the top of the list for our 3-year roadmap that best addresses customer service requirements. That makes us an excellent choice for companies needing an end to end solution for contact centers across the globe.

Gartner Report: Prepare for the Impact of a Consolidating Customer Service Technologies Marketplace



Loved by Customers

Great products and white glove service translates to customer love.



CSAT

The Most and Best Reviews



★★★★☆
4.4 out of 5
> 1029 Reviews



★★★★★
4.7 out of 5
> 659 Reviews



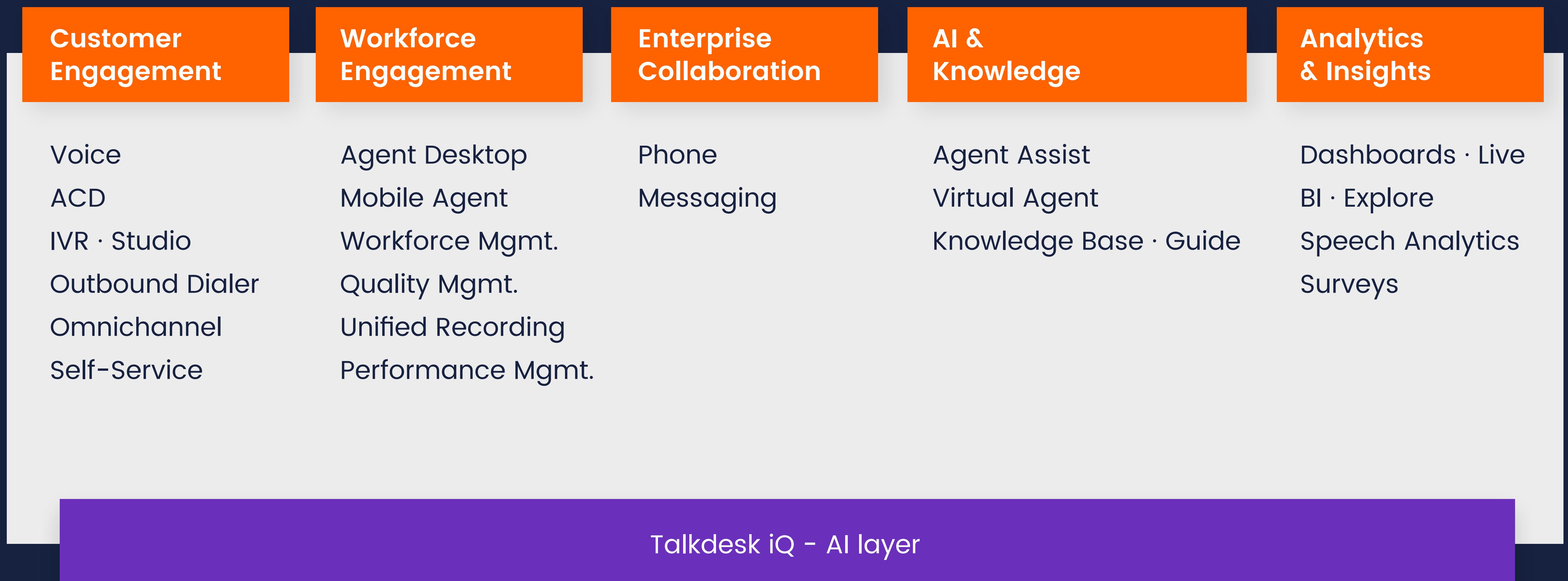
★★★★★
4.7 out of 5
> 612 Reviews



★★★★★
4.7 out of 5
> 354 Reviews

Talkdesk Enterprise Cloud Contact Center

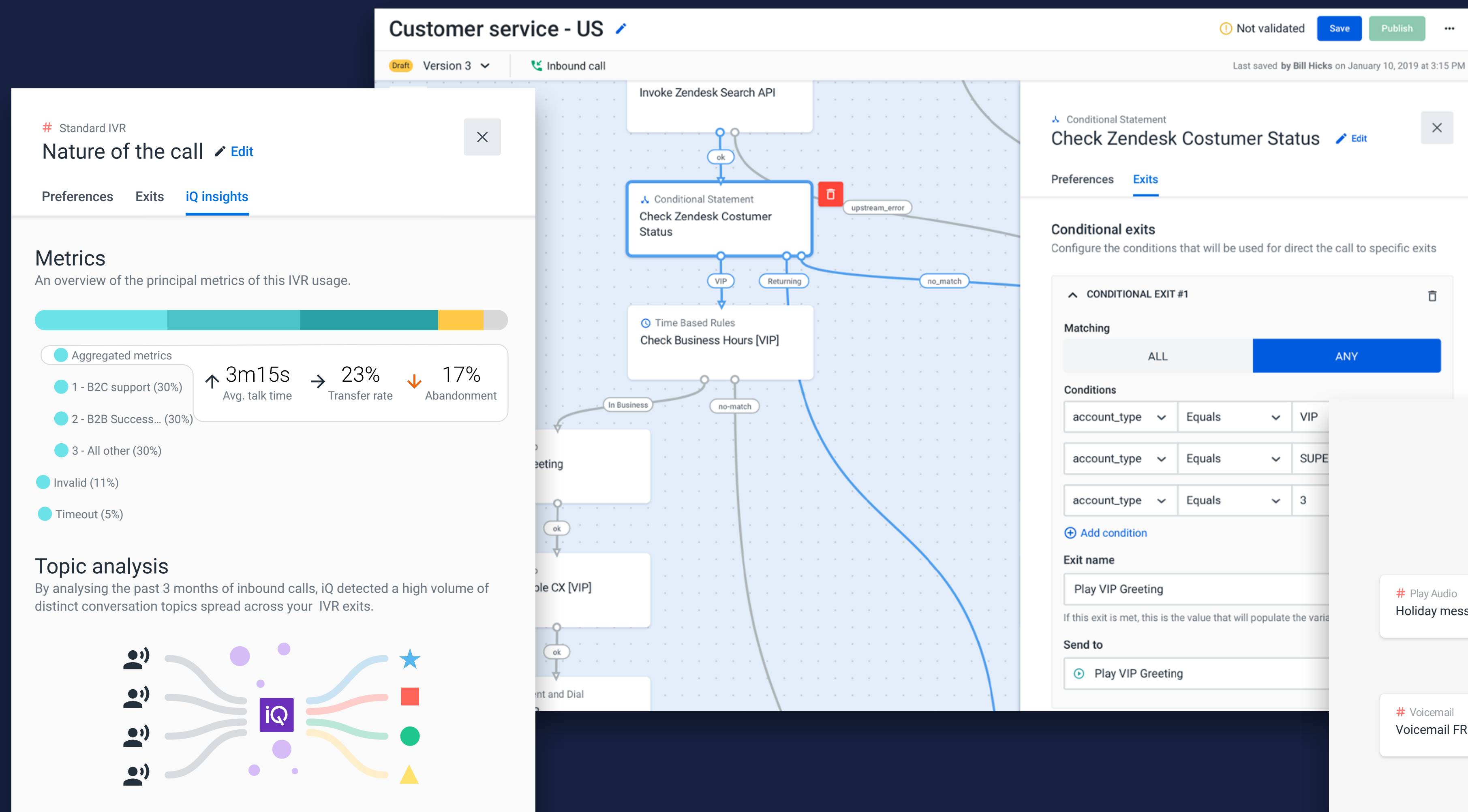
This is all made possible by Talkdesk Contact Center Software, an end-to-end customer experience solution. Talkdesk provides the most comprehensive native suite of contact center apps.



Get Connected

**AI-powered intelligent workflow to get connected
with your customers.**

ANY CHANNEL



INSIGHTS

ANY LANGUAGE

Respond Hyper Fast

AI-powered contextual assistant to help agents provide fast and accurate responses.

AI POWERED AGENT ASSIST

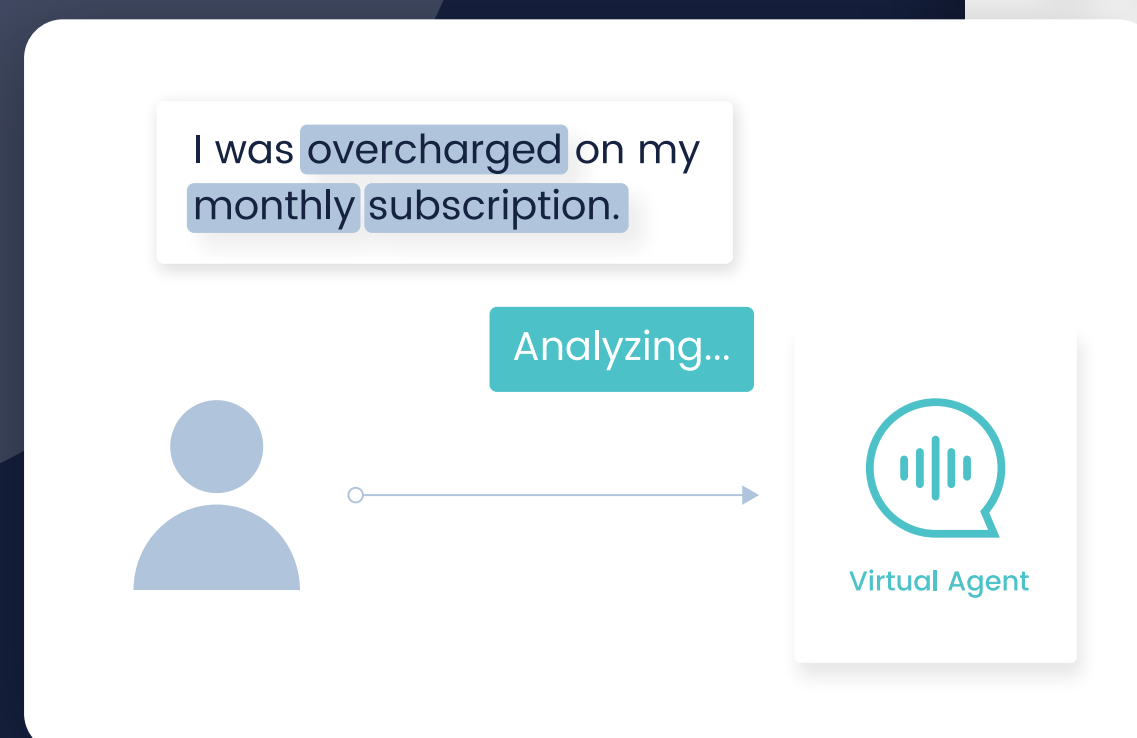
The screenshot displays the Talkdesk AI-powered agent assist interface. On the left, a mobile app interface for 'Camilla Green' is shown. The main interface features a 'Contact Details' panel for 'Carly Yates' (+1 234 567 8901), a 'Salesforce' panel with 3 items, and an 'Agent Assist' panel with a 'Listening' status and a suggestion to transfer a Peloton membership. The 'Peloton' panel shows equipment details and usage stats. A 'Reporting' panel at the bottom shows top 5 metrics. On the right, a chat history for 'Andy Khan' is visible, showing a conversation about a video player error.

ANY DEVICE

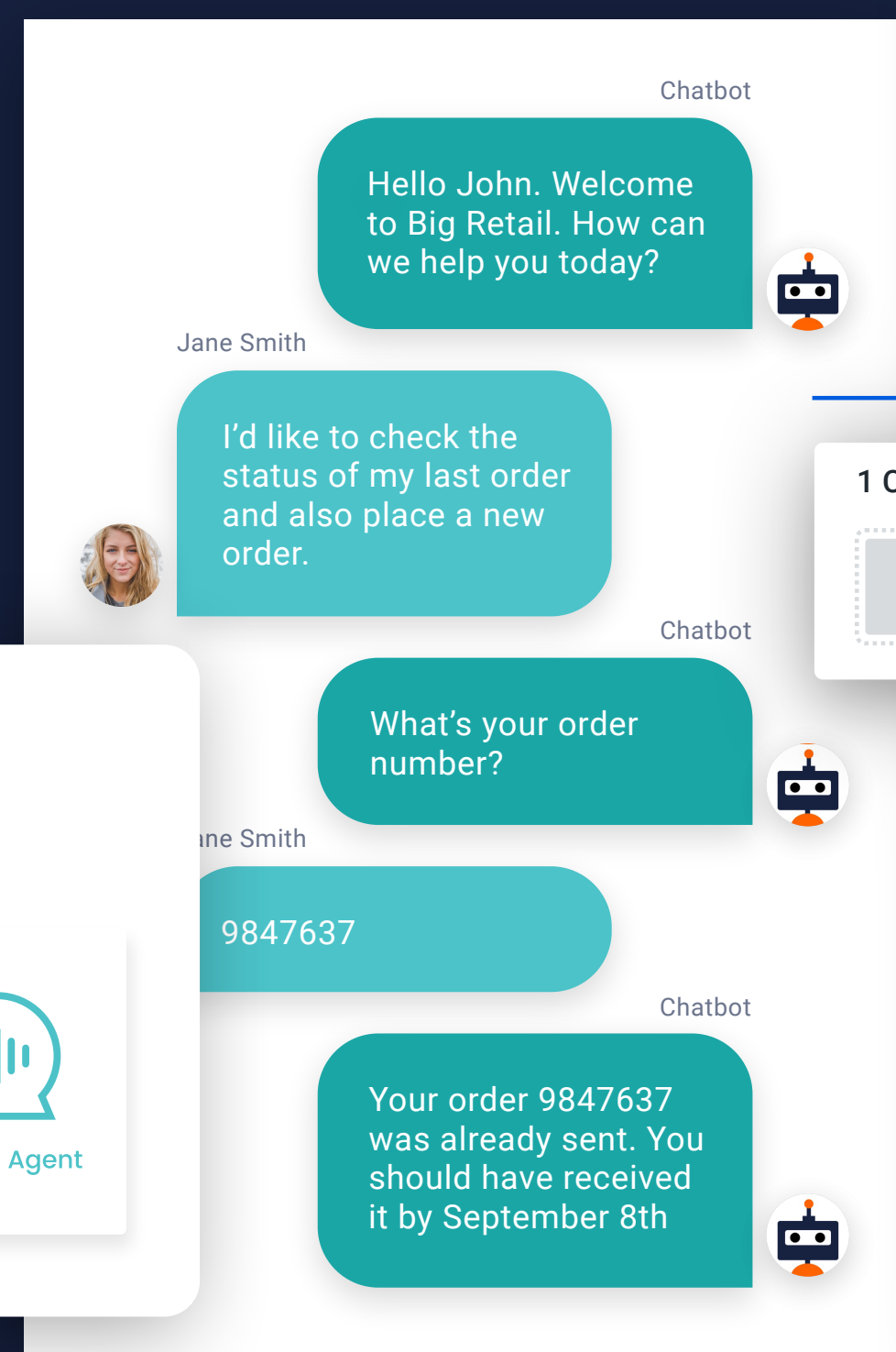
ANY CHANNEL

Delight Your Customers

AI-powered customer self-service tools to deflect calls, increase CSAT and reduce costs.



VIRTUAL AGENT



CHATBOTS

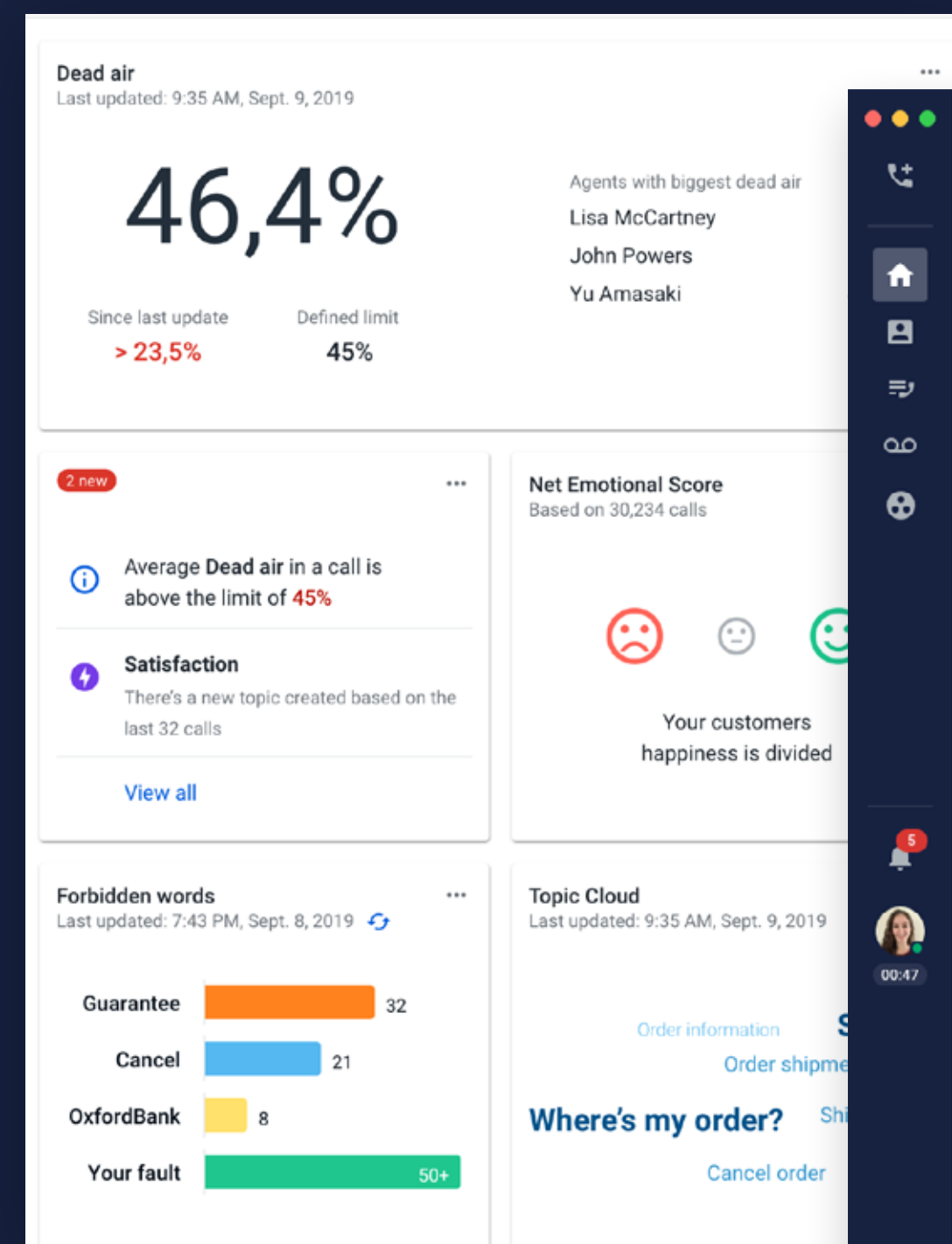
The screenshot shows a knowledge base article titled "About Refunds" in the Calbar system. The article was last edited 12 minutes ago by John Doe. It contains sections on "Where's My Refund?", "Instant Refunds & Refund Without Return", and "Gift Returns". A video titled "How to check on your refund" is embedded in the article. On the right side, there is a radar chart showing document metrics: Overview, Topic, Cohesiveness, Paragraphs, Vocabulary, and Sentences. Below the chart, the following metrics are displayed: Reading time (5 minutes), Document structure (Well structured), Words Complexity (Academic), Number of words (246), and Readability (Fairly easy to read).

KNOWLEDGE BASE

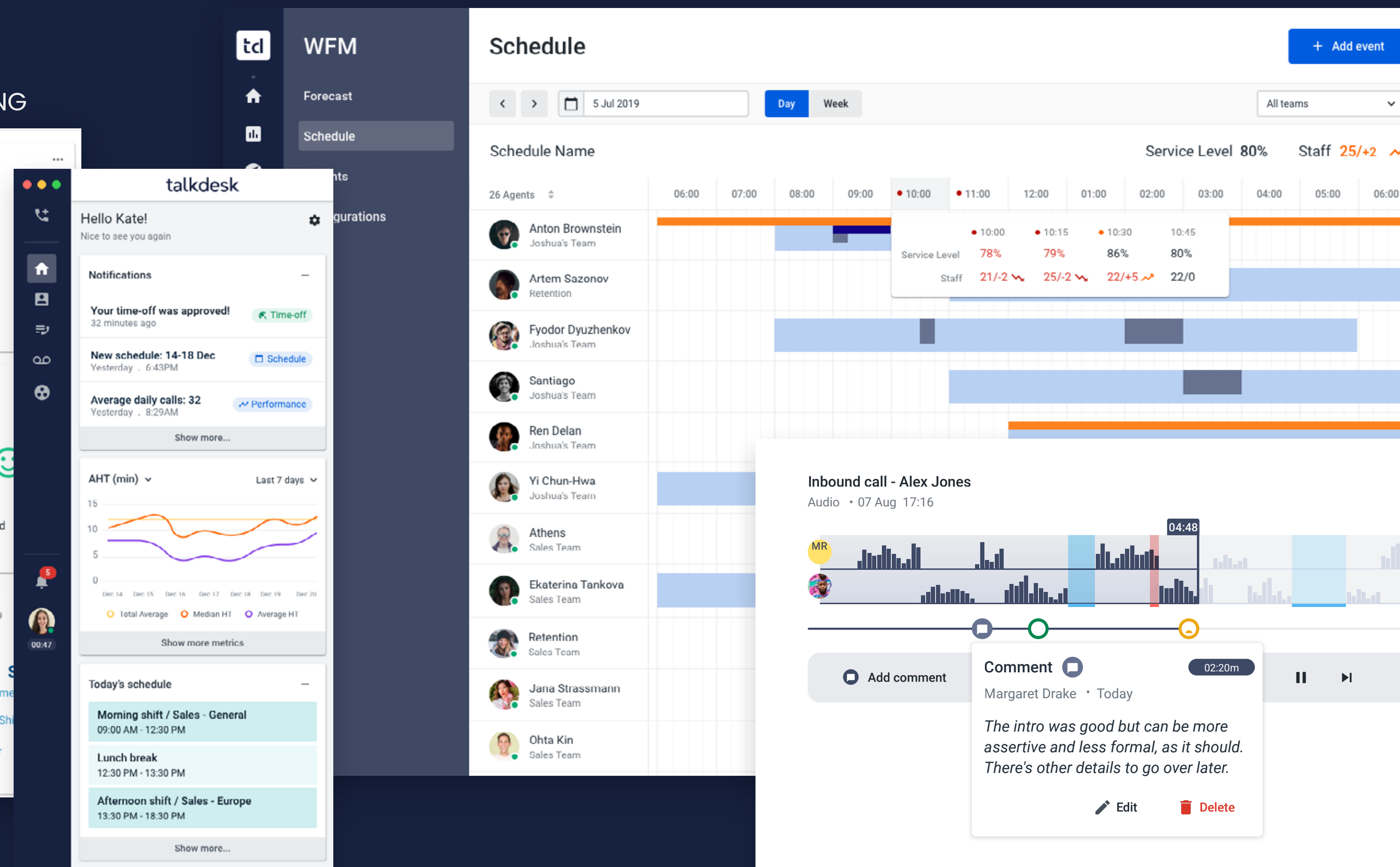
Engage Your Employees

AI-powered onboarding, mentoring and workforce scheduling and forecasting tools to engage CX employees.

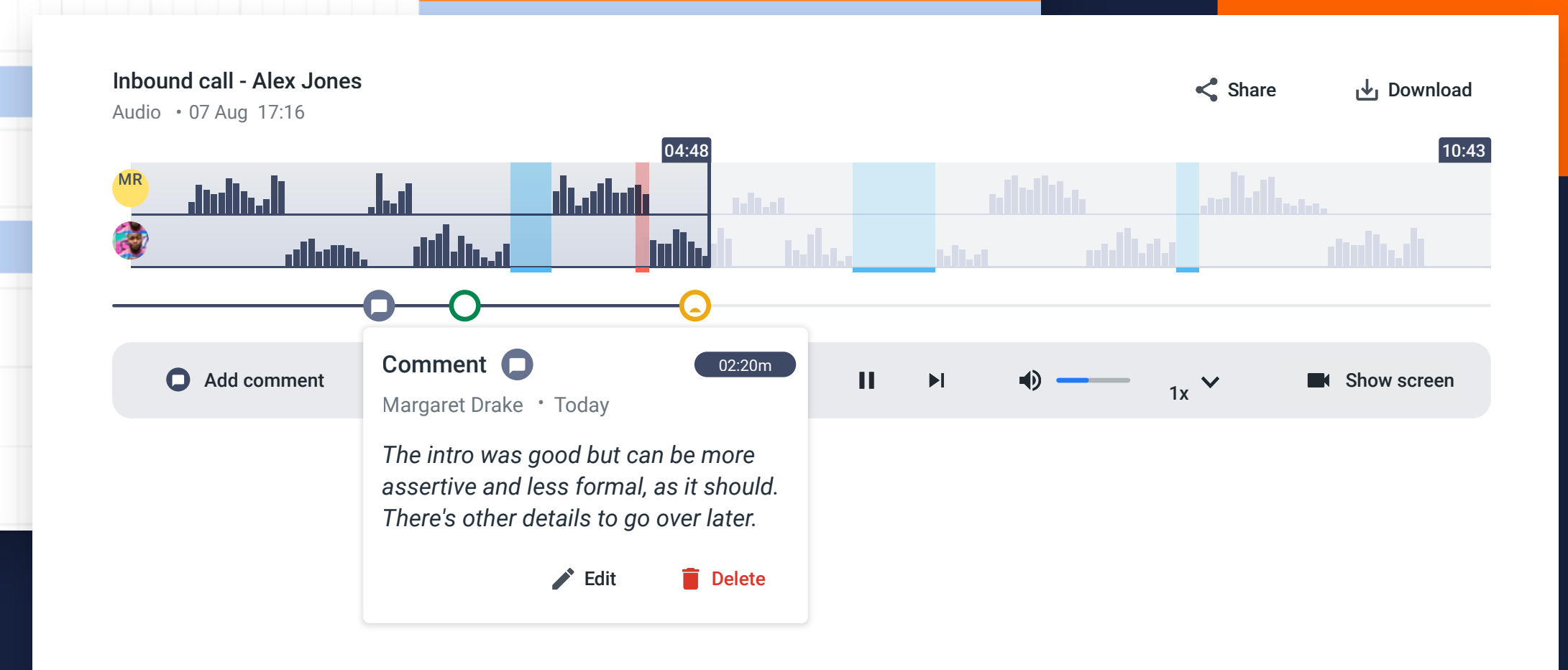
SPEECH AI COMPLIANCE MONITORING



WORKFORCE SCHEDULING & FORECASTING



AGENT SHIFT SCHEDULING MOBILE APP

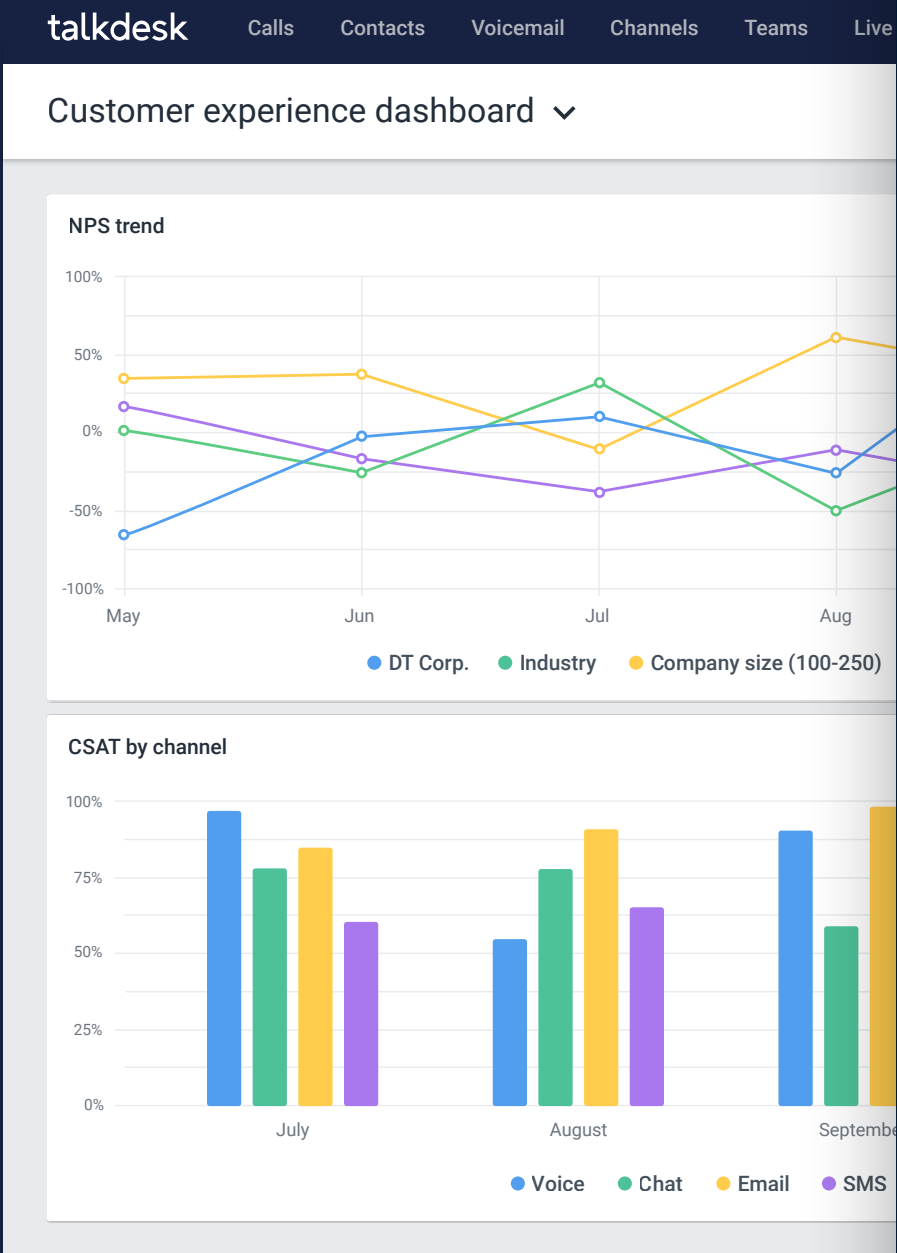


AGENT COACHING

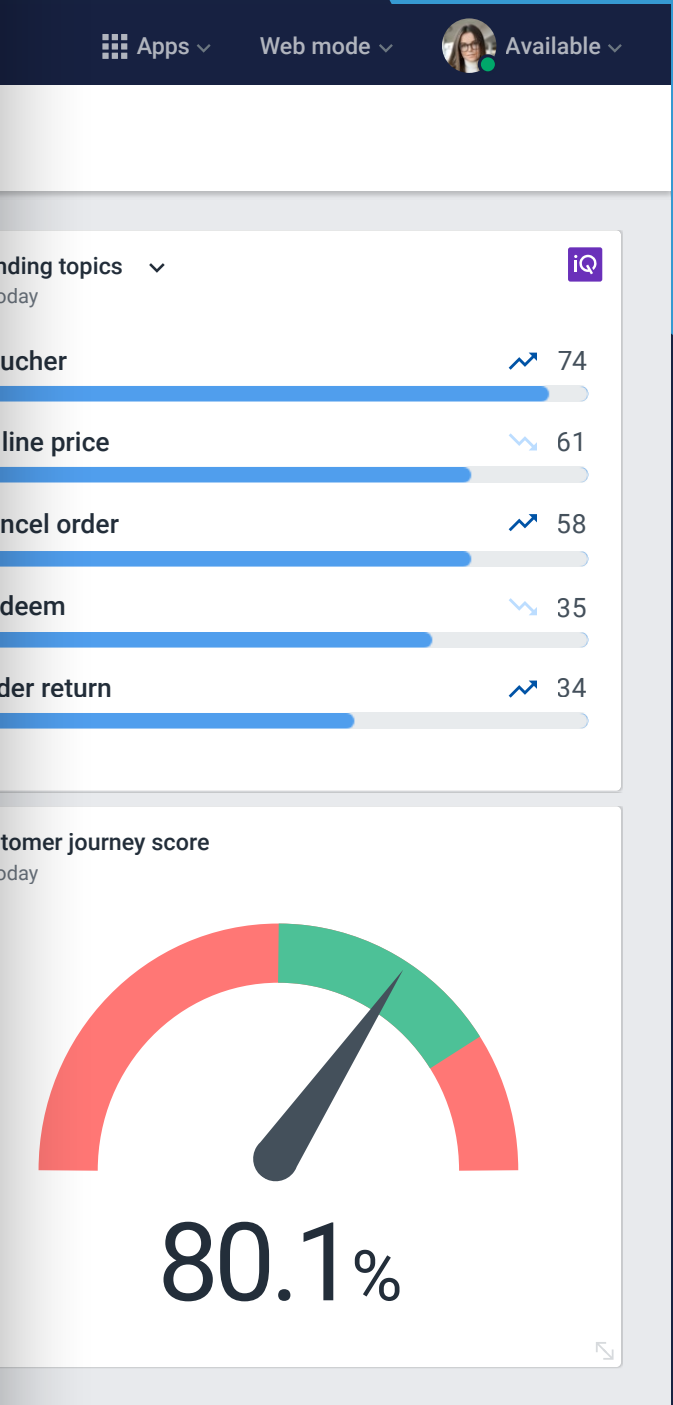
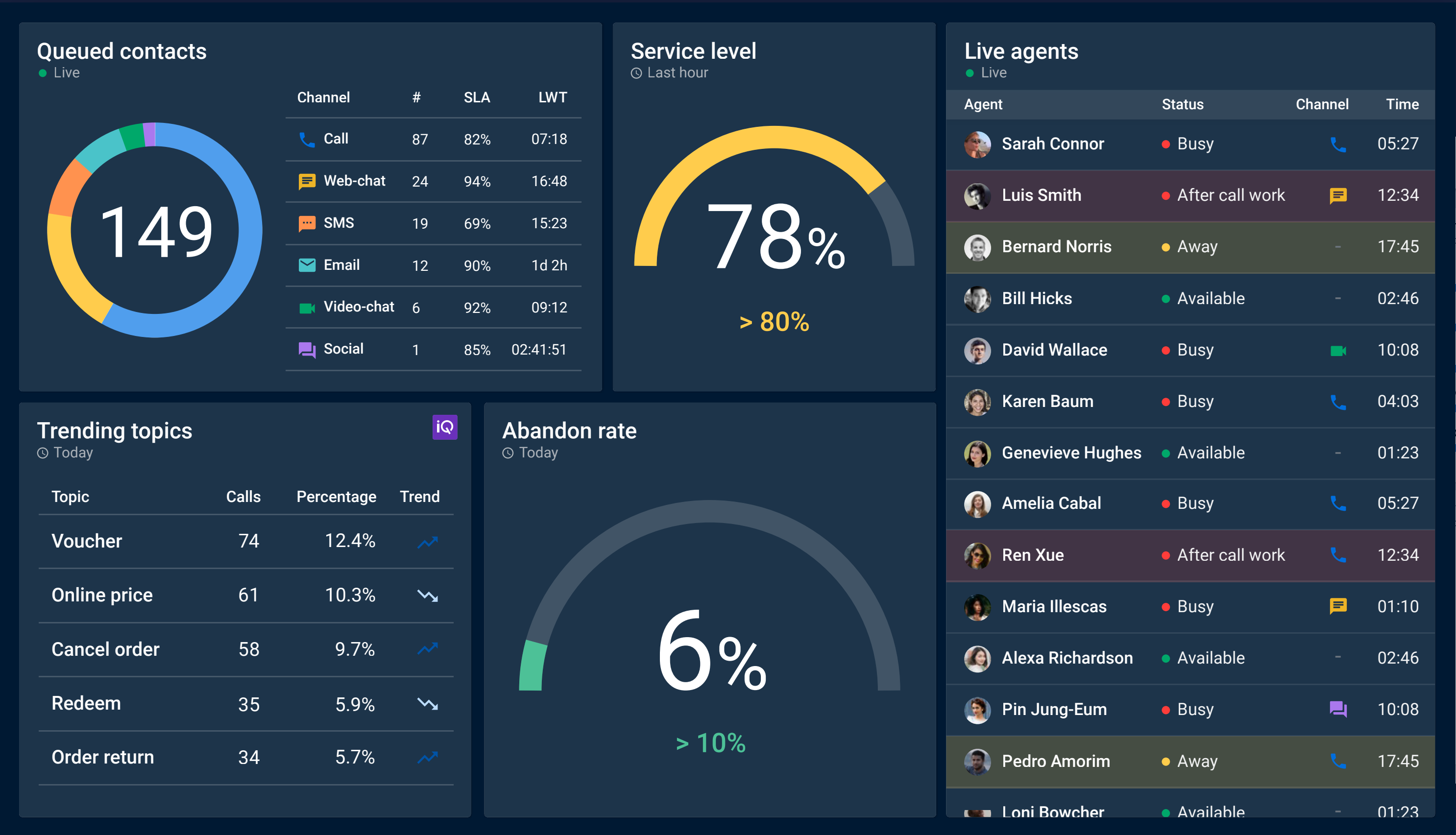
Optimize Your Business

AI-powered analytics to constantly optimize your business and improve CSAT.

REAL-TIME DASHBOARDS



OPERATIONAL REPORTING



IQ ANALYTICS

The Talkdesk Services Advantage

Why do our customers love us and stay with us? Because we partner with organizations right from start, before any contracts are signed. And we stay with our customers through the entire customer journey. We call this Business Transformation Services.

CX Strategy

We partner with you to define your specific business needs and ideal future state.



CX Enablement

We help you enable the people, processes, and technologies to realize a best-in-class customer experience.



CX Success

We offer a variety of services to enable your organization to realize the value of your contact center business transformation.

About Talkdesk

Talkdesk is a cloud contact center for the customer-obsessed. Combining enterprise performance with consumer simplicity, Talkdesk easily adapts to the evolving needs of support and sales teams and their end-customers. The result? Higher customer satisfaction, productivity and cost savings. However, the company's success was born from humble beginnings.

While working at Procter and Gamble, Tiago Paiva (future founder and CEO of Talkdesk) grew frustrated with having to use multiple applications to retrieve caller information each time he spoke with a customer over the phone. He conceived of the basic concept of Talkdesk®, entered and won a hackathon. From 2014 to 2015, Talkdesk raised more than \$24 million in seed and Series A funding and raised a \$100 million Series B round in 2018. Today, Talkdesk has approximately 1,000 employees, split between its U.S. offices in San Francisco (headquarters) and Salt Lake City, an office in London, and offices in Lisbon, Porto, Coimbra and Aveiro, Portugal.

Today, more than 1,800 innovative companies around the world, including IBM, Acxiom, 2U, Trivago and Peloton, rely on Talkdesk to make customer experience their competitive advantage.

Want to learn more? Contact Talkdesk at 1-844-332-2859

talkdesk®