

talkdesk®

# Talkdesk for Salesforce: Outbound Engagement

Simplify the sales process with  
everything you need, all in one place



Talkdesk® brings the industry's best cloud contact center together with Salesforce Sales Cloud to give your organization everything you need to convert a prospect into a happy customer. A deep integration makes it simple to launch your outbound campaigns, proactively engage prospects and navigate the complex sales processes with ease. A powerful dialer, intelligent automations and fully embedded reporting help sales teams move faster and close more business.

## Accelerate the Sales Cycle

Free your sales teams from administrative work so they can spend more time engaging customers. Talkdesk offers simple click-to-call capabilities, a powerful dialer and the industry's deepest integrations to make outbound engagement easy.

- With dozens of pre-built and fully customizable automations, Talkdesk reduces your reps' manual entry effort. Automatically trigger Lightning Flows from within Talkdesk to let your reps focus on the customer conversation without the worry of post-contact admin work.
- With click-to-call capabilities, reps can reach out to a customer with a simple click. Plus, with automatic case creation, the interaction will be logged and saved for future reference.
- Talkdesk Outbound Dialer™ is directly embedded within Salesforce so you can simply set a list and go. Your reps can preview customer information prior to connecting, pause at any time and update information directly with case pop.

## Succeed at Scale

Eliminate siloed information and keep opportunities from slipping through the cracks by maintaining a complete 360-degree view of the customer. Talkdesk for Salesforce™ helps you engage customers on their channel of choice and maintain a complete view of your outbound team's performance on one shared dashboard.

- Bring your marketing, sales and service teams together with clear, shared insights to get a complete view of the customer. Talkdesk is seamlessly integrated with Salesforce, so no matter where the customer is in their journey, your team can provide personalized engagement.
- Give your reps one place to talk to customers on any channel — messaging, voice, chat, social or email.
- Maintain a bird's-eye view of your contact center, campaign and customer outreach efforts from a unified, shared dashboard. Dozens of pre-built and customizable reports give your team a powerful centralized reporting system.

## Features



**Outbound Dialer**



**Omnichannel**



**Two-way  
Data Sync**



**Time-saving  
Automations**



**Screen Pops**



**Click-to-call**



**Unified Reporting**



**High Velocity  
Sales Integration**