

CUSTOMER STORY

talkdesk | EMPLOYBRIDGE®

User Case
Service

Industry
Industrial Staffing and
Employment Services

Integration
Microsoft Dynamics, Loxyssoft,
in-house knowledge base

Key Metric
Reduce ASA by 24 sec through
AI-assisted interactions



Challenge

As the largest industrial staffing firm in the United States, EmployBridge needed an agile contact center solution that could support high interaction volume and complement its culture of rapid innovation. Lagging technology and poor support from its first-generation cloud contact center provider were getting in the way of accomplishing their goals.



Solution

EmployBridge chose Talkdesk for its continuous product innovation, deep integration to Microsoft Dynamics, and its unique flexibility to integrate with other key business applications--both now and in the future. Talkdesk also proved its commitment to best-in-class support and a close partnership with the EmployBridge team.



Results

EmployBridge is leveraging Talkdesk to help reduce human-assisted contacts by 20% while supporting a service level of at least 90%. For agent-driven interactions, Talkdesk Agent Assist will provide real-time information and suggested actions to drive higher CSAT, lower handle time and improve customer experience.

Putting innovation to work

The EmployBridge company mission is simple: find great jobs for great people. What started many years ago as a vision to connect job-seekers to the right employer for their skillset, has grown into a best-in-class staffing enterprise. EmployBridge matches more than 400,000 employees in over 12,000 companies annually. To do so, they rely on teams in three contact center locations to expertly handle over 5 million interactions each year.

Dale Sturgill, VP of Call Center Operations at EmployBridge, believes that to maintain a high-quality customer experience in the midst of growth, a new way of thinking is required. "Our goal is to utilize innovative technology, like Talkdesk, to drive improvements in efficiency and performance today to sustain and carry our operation into the future," says Sturgill. With that mission in mind, the EmployBridge team recognized a need to find a contact center solution that not only aligned with their vision for the future, but could also support their current needs as a partner and not just a vendor.

Hiring a partner for long-term success

Frustrated by the lack of support from their previous provider, Sturgill and his team wasted no time researching and interviewing eight different contact center solutions. “Partnership is one of our core values at EmployBridge. We expect to have a partnership with our technology providers and is exactly what we found with Talkdesk,” says Sturgill. “Throughout the selection process, the Talkdesk team listened to us, acted on our needs and sought to earn our trust. That commitment to partnership, and not just to making the sale, really stood out.”

After conducting a thorough evaluation of Talkdesk’s technology, product roadmap and investment in R&D, EmployBridge selected Talkdesk Enterprise Cloud Contact Center to simplify and rebuild their current contact center model. “Talkdesk has cleared a path for future innovation for us while ensuring that today’s needs are also all covered,” Sturgill explains.

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- DALE STURGILL, VP OF CALL CENTER OPERATIONS



Taking the labor out of customer service

One of the top priorities for EmployBridge is to increase efficiency in every corner of the contact center. This meant not wasting valuable time on vendor support to make administrative changes, and trusting that new, innovative capabilities will be provided to us without additional effort or cost. Sturgill says, “With Talkdesk, we can easily make IVR changes on the fly without consulting a user manual. The ability to self-design and build intelligent workflows is making us more efficient, enabling us to serve more customers with less effort and faster than before.”

Self-service will continue to gain importance for EmployBridge. “We rely on self-service as a differentiator. Because of our customer demographics, we are seeing an evolution toward utilizing agentless interactions to serve our customers in the way they want to be served, but without compromising best-in-class support,” says Sturgill.

As the team pinpoints opportunity for efficiency, Talkdesk Agent Assist will be at the forefront of their strategy. “Giving agents real-time suggested actions and removing the burden of tedious data entry will allow them to stay focused on the customer, instead of worrying about the technology,” explains Sturgill. “Talkdesk Assist is a game-changer for achieving our goals of reducing agent and customer effort while driving customer satisfaction.”

Fueled by integrations to Microsoft Dynamics and the EmployBridge knowledge base, Talkdesk uses AI-driven data to help segment high-value interactions, route them to the best available agent, and present helpful information in real-time.

Sturgill also speaks to the value of Talkdesk’s AI-driven integration to their workforce and quality management solutions. “Instead of sifting through data manually, we have a clear snapshot of what’s happening in our contact centers so we can focus on taking action instead of analyzing data.”

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Working together to future-proof innovation

“By selecting Talkdesk, we have realized significant cost savings while simultaneously delivering a much-needed injection of innovation. We fully expect the ROI from choosing Talkdesk to continue and increase as they introduce new capabilities to our contact center, at no additional cost. Talkdesk is laser-focused on bringing greater efficiency, productivity and innovation across the board to contact centers, and we’re excited to work with them on this journey,” says Sturgill.

As they explore new ways to differentiate the customer experience, EmployBridge is confident they have the right partner to innovate alongside them. “Talkdesk is focused on building for the future, but not at the expense of their current customers,” says Sturgill. “They not only listen, but they take action on our feedback and ideas. We’ve gained a true business partner with Talkdesk.”

Talkdesk is an innovative cloud contact center platform that empowers companies to continuously improve customer satisfaction. Talkdesk is easy to set up, use and adapt. A “visionary” in Gartner’s Contact Center as a Service Magic Quadrant, Talkdesk offers ongoing innovation, superior call quality and instant integration to the most popular business applications. Over 1,800 innovative enterprises around the world, including 2U, Canon, IBM and Trivago rely on Talkdesk to power their customer interactions.

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