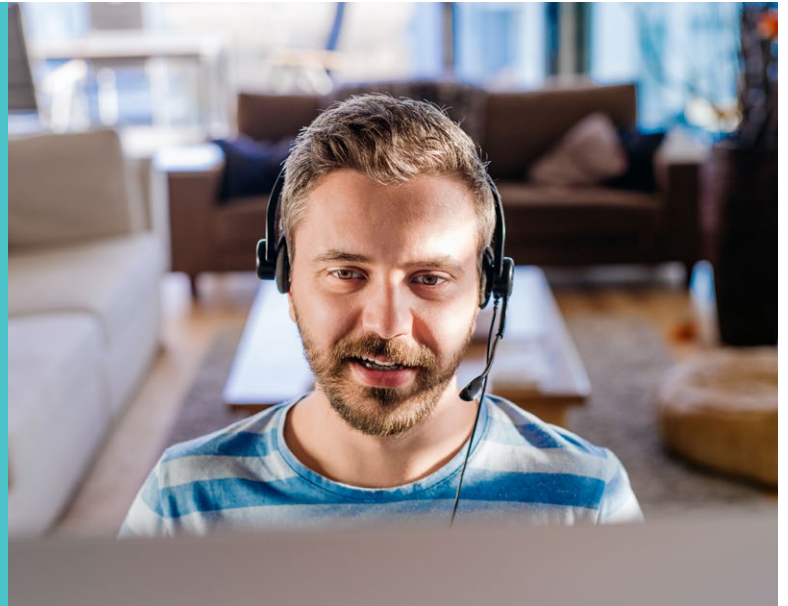


talkdesk®

Talkdesk for Salesforce: Customer Support

Deliver exceptional support
on any channel



Talkdesk® offers comprehensive contact center functionality for the Salesforce experience. With the industry's deepest integration, you can deliver personalized service on any channel any time, anywhere. Get your customers to the right agent with intelligent routing and reduce manual entry effort with powerful automations. Streamline operations while maintaining a comprehensive view of the customer journey and service performance with unified reporting, right from within Salesforce.

Personalize Every Interaction

Every engagement is an opportunity to delight a customer. With Talkdesk, it's easy for your agents to focus on the customer conversation and provide meaningful engagements during any stage of their journey.

- Using data-dips, inbound customer calls are routed to the right agent or department based on case status, customer loyalty, specific issue or other customizable variables.
- When a customer calls, their case is popped on screen for the agent, making it easy to quickly understand, address and serve the customer.

Improve Efficiency by Eliminating Manual, Repetitive Work

Work smarter and more efficiently with powerful pre-built and customizable automations. Keep customer information current, compliant and accurate while reducing manual effort and human error.

- Automatically sync customer information and eliminate manual data entry with bidirectional data sync to keep your agents informed and your customer's cases up to date.
- Talkdesk is fully embedded within the Salesforce experience to allow your agents to seamlessly handle cases from one screen. Trigger Lightning Flows based on contact center events, such as call status, logged dispositions and more, to expedite the support process.

Provide a Complete Customer Experience

Equip your agents with all the tools they need to meet customers on any channel and quickly view, track and manage the entire support journey.

- Easily switch channels, redirect customers to subject-matter experts or escalate issues to another channel with Talkdesk and Salesforce Omnichannel.
- Talkdesk offers dozens of pre-built and customizable reports, embedded within the Salesforce dashboard, so your agents, supervisors and leaders quickly diagnose trends and take action.

Features



**Intelligent
Routing**



**Bidirectional
Data Sync**



Screen Pops



**Time-saving
Automations**



**Unified Real-time
& Historical
Reporting**



**Omnichannel
Integration
with Smart SMS**



**Fully Embedded
within Salesforce**