

talkdesk®

Talkdesk for Salesforce: Technical Support

Boost productivity and deliver dynamic support across any channel



Talkdesk® brings the industry's best cloud contact center together with Salesforce Service Cloud to give your organization everything you need to simplify the complex support process. With the industry's deepest integration, you can engage customers on any channel, route the issue to the right team and make the service experience effortless.

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 case 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, with single sign-on, click-to-call, case pops and more, 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, in order to expedite the service process.

Provide a Complete Service Experience

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

- Easily redirect customers to subject-matter experts, switch channels or escalate issues on any 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