:talkdesk®

Talkdesk for sales

Convert more leads, drive more revenue, and improve employee experience and collaboration.

Sales teams are facing multiple challenges:

With hybrid/fully remote workforces, it's becoming increasingly difficult to onboard, equip, and engage sales reps and other customer-facing teams.

When customers have problems and can't get ahold of support, the first thing they do is call their sales reps, increasing the number of calls they need to handle.

Acquiring new clients is five times more expensive than retaining and growing existing accounts, yet a single poor customer service experience negatively impacts brand loyalty.

Without the right tools, systems, and processes, sales teams have a harder time driving revenue. These challenges present an opportunity for sales leaders. With cross-functional CX and communication technologies, sales leaders will drive revenue, loyalty, and employee collaboration.

Talkdesk capabilities for sales teams

Identify and prioritize VIP customers

Automatically know who is calling and why, and see past interaction information through seamless integrations with your email, Salesforce, Teams, Slack and more.

Make every sales rep your best one, from day one

Give every rep the combined knowledge of your organization. Serve up 'the right answer' and next-best-actions in real-time as they engage with clients. Reduce manual supervision and assistance by monitoring sales team performance through a unified platform.

"We needed a solution with advanced routing capabilities and a view into call behaviour. Talkdesk CX Cloud gives us a sophisticated, yet simple-to-use tool with smart routing right out of the box. By allowing us to respond more efficiently, from anywhere, and provide a better overall experience, our customers can come away not only feeling good about choosing a clean energy solution, they also feel added confidence in having entrusted Zolar to power it."

— **MARKUS SCHAFFRINSKI,** CHIEF TECHNOLOGY OFFICER, ZOLAR

Reduce manual, tedious tasks for greater productivity

Empower reps to handle more calls while an **AI 'helper'** automatically dials, takes notes, transcribes, highlights key conversation points, and feeds all this data into Salesforce, even on the go.

Improve cross-functional collaboration and communication

Bridge the gap between clients, sales, and the back-office with integrated communication tools across all channels, including SMS, chat, email, social messaging, and more.

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"With Talkdesk, we were able to drop our average speed of answer 33%, which enables us to get to our providers and patients even quicker and provide better customer service. We've also tripled our call volume [and that scalability was] one of the important things when we chose Talkdesk."

— **GREG ZALECKI,** DIRECTOR SALES OPERATIONS, SEMA4

Personalize the experience for customers, and advocate for them internally

Keep a pulse on the market and on your clients through automatic insights and reports on what they're saying and how they're feeling. Share these insights cross-functionally to create internal alignment on priorities.

Protect your clients, and adapt to changing conditions

Security is non-negotiable. **Protect customers** with PCI payments, voice biometrics and authentication, end-to-end call encryption, and more.

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"Talkdesk allowed us to improve our response to customers and be closer to them, particularly in this time of need. Additionally, the flexibility and reliability of the platform allow us to innovate for our customers and provide a customer service operation that is responsive to their needs 24×7, 365 days a year."

— **PEDRO FONSECA,** HEAD OF SERVICE INTEGRATION, HOIST GROUP

About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings, and profitability.

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Experience. A better way.

talkdesk.com/growth