:talkdesk®

Certified Delivery Reseller

Drive client transformation and grow your business with Talkdesk.

The Talkdesk Certified Delivery Reseller (CDR) program supports customers around the world with highly experienced, certified resources to design, implement, and activate Talkdesk CX Cloud™ and deliver exceptional customer experiences. The CDR program certifies resellers to draft their own Statements of Work (SOW) and implement Talkdesk to their clients at the same high standards as Talkdesk. Join the Talkdesk CDR program to develop expertise, differentiate your practice, and help clients deliver customer experiences that build trust and loyalty.

Reseller CX Cloud delivery certification.

Resellers must pass the Reseller CX Cloud delivery exam to become certified. To prepare for the exam, Talkdesk offers a series of self-paced, self-service courses that provide prescriptive training on the core products of the Talkdesk CX Cloud contact center platform.

To ensure consistent delivery of high-quality implementations, resellers must renew their certification on a yearly basis to maintain their CDR status.

Product badges

Resellers will have the opportunity to obtain Product Badges through supplementary product courses at no additional cost, allowing them to broaden their Talkdesk product knowledge.

Talkdesk professional services CDR support.

Talkdesk values our partnerships and have processes in place to ensure our resellers achieve success. The Talkdesk Professional Services (PS) Center of Excellence (CoE) is available to consult[1] with CDRs to:
- Scope and provide the SOW for the reseller's client.
- Provide implementation support.

"We're proud to offer a global partner ecosystem that certifies the most experienced resources to scope and implement Talkdesk at the same high-level as we do internally, ensuring our customers maximize their time to value and experience the innovation that no other contact center solution offers."

— **SHANE EVANS,** CHIEF REVENUE OFFICER, TALKDESK

Key benefits

Become Talkdesk CDR certified

Access free self-paced training

Gain ability to draft SOW

Consult Talkdesk Center of Excellence[1]

Grow with free product badges

[1] Consultative services are billable and based on CoE resource availability.