



Contact center implementations for small & midsize businesses

Ditch the complexity.



Talkdesk CX Enablement™ helps you get your contact center up and running quickly so you can start connecting with your customers in a better way. Professional services specialists deliver a powerful combination of business consulting, customer service, and support to make sure you get the most out of your contact center investment.

The fastest way to get up and running.

Talkdesk CX Enablement implements new customers' contact centers at lightning-fast speeds because our cloud contact center infrastructure is configurable at the click of a button, without any code. We have deployed Talkdesk in under 24 hours and for hundreds of customers in less than a week. We'll get your contact center up and running in no time.

Talkdesk empowers your teams with self-service options.

Manage your customer experience, not your software.

Setup, management, and administrative tasks—such as designing and modifying call flows, creating an automation, or adding an agent—can be completed in seconds using our intuitive administrative backend. And changes can be done at any time with just a few clicks (no IT required) so you can focus on what matters most: your customers.

Integrate with your favorite business tools.

With only your account information, you can quickly and easily connect Talkdesk with 60+ [out-of-the-box integrations](#) to modern business tools—such as Salesforce, Zendesk, and Slack—to customize your contact center and put contextual customer information at your agents' fingertips.

Extend CX capabilities with 1-click access.

As the industry-leading CX solutions marketplace, [Talkdesk AppConnect™](#) connects you with a wide variety of contact center applications, devices, and services. One-click installation and 30-day free trials provide unparalleled flexibility to extend contact center capabilities whenever and wherever your business requires.

Access the resources you need, when you need them.

Optimize your cloud contact center and continue growth by leveraging our complimentary customer resources. Join the [Talkdesk Community](#) to learn from your peers, share best practices, and celebrate CX innovation. Access our extensive [Talkdesk Knowledge Base™](#) to help you understand, configure, and use Talkdesk to the fullest. Take role-based courses in the [Talkdesk Academy™](#) to develop skills through tips, techniques, and prescriptive training. From agents to admins, users can be certified to use Talkdesk in just under 2 hours. If you need hands-on assistance with our products, our [global support team](#) is available whenever you need their help.

Key benefits



Rapid deployment



Reduce implementation risk



On-demand, role-based training



Accelerate time to value



End-to-end support

Talkdesk SMB implementation KPIs.

Customer satisfaction

Our professional services' North Star is for 100% of our customers to be referenceable as they come out of implementation. We've earned a 4.4 global CSAT¹ for delivering exceptional implementation experiences.

Rapid deployment

A market differentiator for Talkdesk professional services is our ability to move at the speed of our customers. Our SMB implementations² can be deployed in as little as 24 hours with minimal involvement from IT.

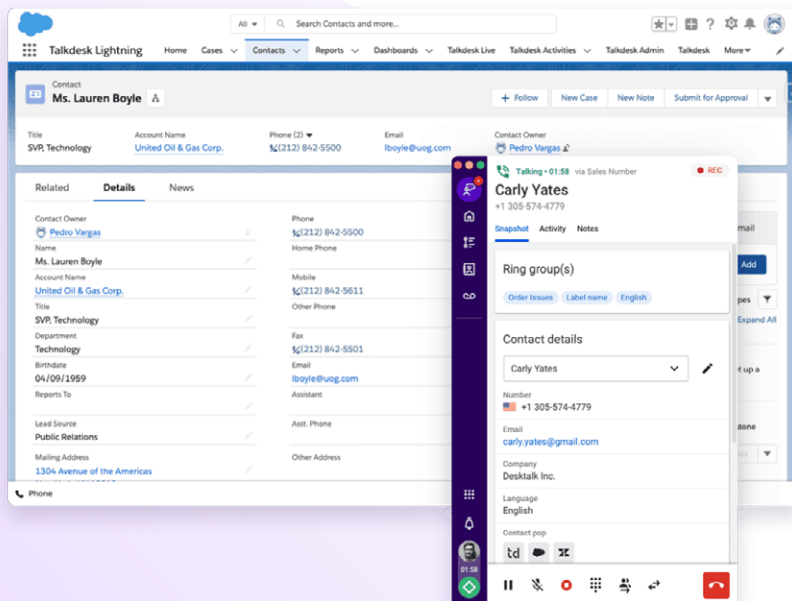
¹ out of 5.0

² SMB implementations account for projects under 50 seats.



4.4

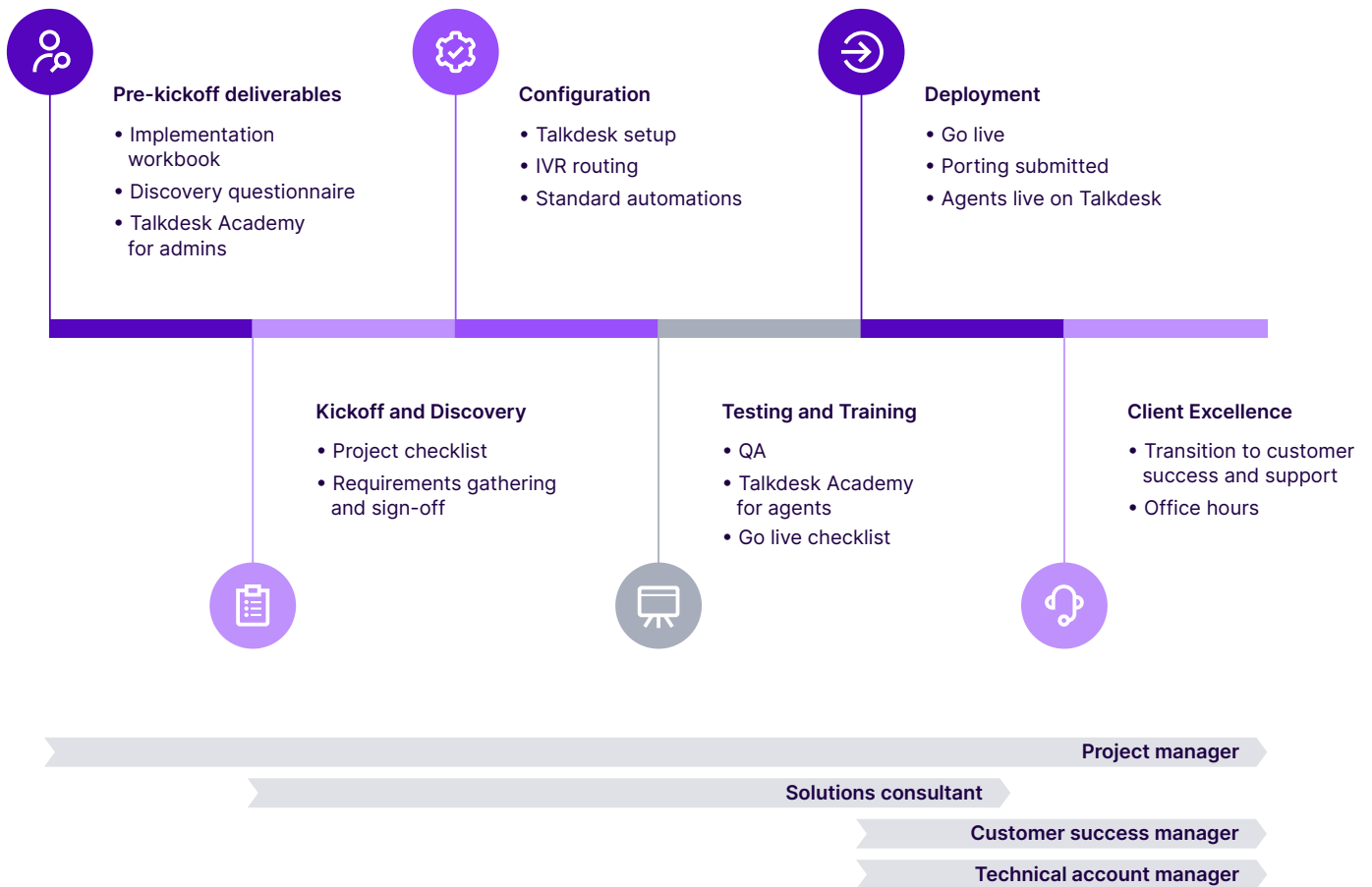
global CSAT



“We were put on an aggressive timeline—which we met—thanks to the ease of implementation and administration of Talkdesk.”

— DANIEL CAPOFERRI, SENIOR MANAGER OF IS SOLUTIONS DELIVERY, [TUCOWS](#)

SMB implementation milestones.



“As you purchase a license, we were able to implement right away. So, almost right out of the box, you’re able to flip a switch and have a full contact center at your disposal.”

— GREG ZALECKI, DIRECTOR OF SALES, [SEMA4](#)

About Talkdesk

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers’ most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

talkdesk®
Experience. A better way.

Small & Midsize
Business solutions.