



CONTACT CENTER AS A BUSINESS ADVANTAGE

# Talkdesk for finance and procurement

Steer digital initiatives with clear ROI to build a high-performance culture.



Finance and procurement leaders have the power to transform the contact center from a cost center into a strategic, business-driving asset for the entire organization. A secure, end-to-end cloud contact center platform can help you better manage customer support costs, increase sales, maintain quality and consistency, and scale faster.

## Business-driving capabilities for finance and procurement teams.



### Drive revenue and optimize cross-functional processes through contact center AI and automation.

- Quickly identify, route, and respond to customer support issues across multiple channels.
- Improve agent productivity and contact center performance with a strong Salesforce (or any CRM) integration.
- Give your team AI-powered knowledge bases, next-best recommendations, and insights.
- Transform the way you organize and provide information to your customers and agents.
- Improve collaboration and unify communications across the organization (marketing, sales, R&D, and more).



"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](#)



### Track and manage risk exposures and compliance issues.

- Mitigate the risk of insider threats, fraud, identity theft, employee negligence, and lagging system performance.
- Improve visibility of your remote or hybrid workforce.
- Transition employees to voice over cloud (rather than VPN) for speed, cost savings, and reliability.
- Encrypt call recording storage and require authentication for access within Talkdesk.
- Accept payments in a PCI-compliant environment.
- Register and receive full caller ID verification for all numbers associated with your Talkdesk account.



"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 24x7, 365 days a year."

– PEDRO FONSECA, HEAD OF SERVICE INTEGRATION, [HOIST GROUP](#)



### Streamline your tech stack and maximize ROI through cloud migration, automation, and consolidation.

- Get UCaaS and CCaaS through one partner versus investing in multiple systems.
- Customize your contact center with a click-not-code approach.
- Access all CX applications from a single pane of glass.
- Implement quickly, with enterprise-class control.
- Build any open API integration in minutes.
- Rely on effective training and change management with easy-to-use and out-of-the-box capabilities.



“Talkdesk gives us better quality for the best price.”

– SERGIO CRUZ, SUPPORT SERVICES DIRECTOR, [GLINTI](#)



### Improve reporting accuracy, gain real-time analytics, and provide cross-functional visibility into data.

- Leverage business intelligence to improve and transform your contact center KPIs and ROI.
- Improve agent performance, CSAT, and NPS with proactive coaching and quality management.
- Monitor and report customer sentiment and agent effectiveness with improved ease and intelligence.
- Easily create and deploy surveys on any channel to capture, analyze, and act on customer feedback.
- Turn real-time analytics into great customer service improvements with live reporting dashboards.



“One of the things that attracted us to Talkdesk is its reputation for high reliability. Knowing we’ll be there every time when our customers call gives us great peace of mind.”

– SPENCER PETTY, SUPPLIER RELATIONS MANAGER, [AVETIA](#)



#### Talkdesk solutions

- Integration with Microsoft Dynamics 365 to provide more personalized and efficient customer service for Medicare and Medicaid consumers.
- Leverage custom call recording storage to maintain control over compliance and security.

#### Results

- 500+ seats implemented in 2 days.
- Increased agent availability.
- 100% HIPAA compliant.
- Scales up to 1000 agents during busy seasons.

[Read more](#)

# Talkdesk solutions deliver business impact.

## 1 Business outcome

## 2 Talkdesk solution

## 3 Typical Talkdesk benefit



Reduced interaction costs.



Talkdesk Digital Engagement



reduction in interaction costs.



Increased AOV, CSAT, and retention rates.



Talkdesk CX Cloud



increase in CSAT scores and Average Order Value.



Resource optimization.



Talkdesk Workforce Management



increase in occupancy rate.



Reduced agent ramp time and attrition.



Talkdesk Quality Management and Interaction Analytics



reduction in ramp time and attrition.



Increased agent productivity.



Talkdesk Agent Workspace with CRM integration and Talkdesk Predictive Dialer



reduction in manual call work.



Increased self-service rates.



Talkdesk Studio with CRM integration



increase in call deflection rate.



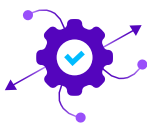
Streamlined call handling.



Talkdesk Agent Workspace with CRM integration



reduction in authentication time.



Increased service automations.



Talkdesk Agent Assist and Virtual Agent



decrease in agent effort.

### 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.

**talkdesk®**

Experience. A better way.

[talkdesk.com/growth](https://talkdesk.com/growth)

