



CXTalent user guide



Talkdesk® CXTalent™ offers a global network of outsourcing partners, providing you with the flexibility to build a customer experience (CX) dream team. **Use these simple steps to get started.**

Are you hiring for a specific role?

1 Define your needs

If you need to hire a new team or want to evaluate outsourcing options, Talkdesk is here to help!

To get started, it's helpful to document your needs and expectations for your new team.

Include details such as how many new hires are needed, how long the work engagement needs to last, and what channels or skills are needed.

Outsourcers in the Talkdesk BPO Partner Program are available to provide short-term engagements for seasonal rush or take on full management of the customer service department.

Once you have identified your needs, send the request to cxtalent-support@talkdesk.com and we'll get to work!

2 Get help finding the perfect partners

The CXTalent team will spring into action and engage our global network of outsourcers to find the best matches for you.

We have a network of preferred providers that ensures you get the best price and customer service quality.

Plus, all outsourcers have been trained on [Talkdesk Academy™](#) so they are ready to hit the ground running.

Once we've determined which outsourcing partners best fit your industry and requested roles, our CXTalent team will return a shortlist of outsourcers to you—with no commitment or requirements. Then, it's up to you to select the best fit!

3 Evaluate your options

We recommend you evaluate the options with your business team.

Each outsourcer is vetted and hand-selected to ensure they can adequately provide the support you've requested, but some BPOs may have unique capabilities or skill sets that would best suit your business needs.

Once you narrow down your top choice, our CXTalent team will facilitate a discovery call with the BPO to make sure requirements and costs are aligned.

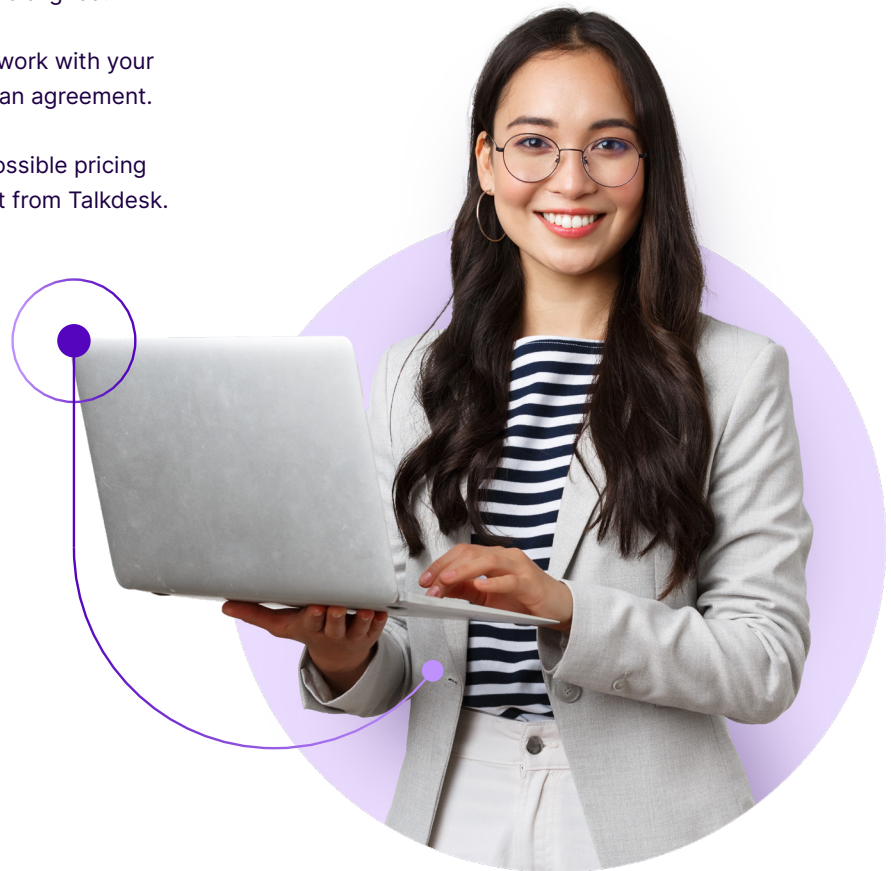
If it feels like the right fit, Talkdesk will work with your team and the BPO to move forward on an agreement.

We'll make sure you receive the best possible pricing and the white-glove service you expect from Talkdesk.

4 Pick your partner

After the partner is selected and agreements are signed, Talkdesk will facilitate the cutover to your new outsourcing partner and make sure it's a smooth transition.

Congratulations - now you have a trusted partner to help you deliver a world-class customer experience!



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.

[Talkdesk CXTalent](#)

