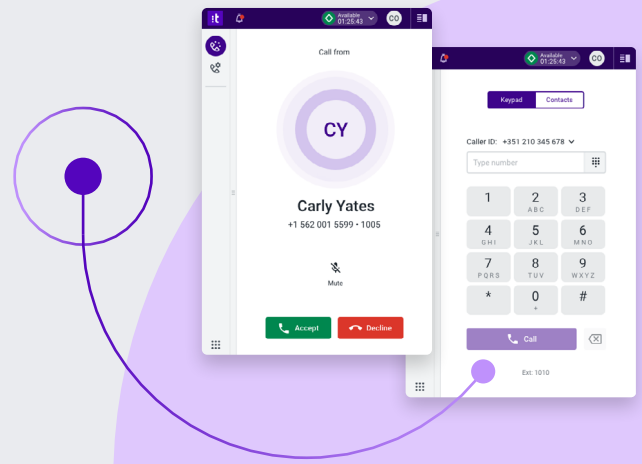




# Improve CX via employee collaboration

Extend customer service beyond the contact center with **Talkdesk Phone**.



## The challenge.

The hybrid workforce is here, but not without its challenges. Agents often rely on experts outside of the contact center to help resolve customer issues. Today's legacy phone systems have limited voice collaboration options and clunky integrations, which hinder hybrid team effectiveness in resolving problems with customers quickly.

## How Talkdesk solves it.

Talkdesk Phone™ is a cloud business phone system built on the same platform as the Talkdesk CX Cloud™ Contact Center. This deep integration allows agents to have the tools at hand to find the right expert to help customers in real-time. This improved knowledge sharing helps drive faster, more accurate service, creating a culture of customer obsession and boosts productivity across the organization.

Talkdesk Phone also solves the problem of companies having to manage two different platforms for their unified communications and contact center. Because Talkdesk Phone is built on the Talkdesk CX Cloud platform, managing the solution is easy via a single interface to manage all reporting, routing, user devices, roles, and permissions.

## The Talkdesk difference.



**Connect from anywhere on any device**, empowering teams to talk to each other and receive and make calls to anywhere in the world they do business.



**Gain a holistic view of all voice interactions** across every department with unified reporting and effortlessly manage all users, numbers, and devices from a unified interface.



**Realize significant cost savings** combined with the simplicity of managing everything on a single platform that offers a "single pane of glass" for users.



**Provide faster help for complex customer interactions** to increase workforce productivity and share better insights to more effectively build a culture of customer obsession.

## Business value.

### Consolidate

Consolidate and simplify voice technology in a single platform with unified routing, reporting, and user management.

### Extend

Extend advanced contact center technology to business communications users and increase business agility across the entire organization.

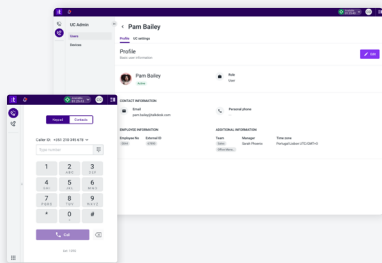
### Empower

Empower the hybrid workforce to connect anywhere on any device with a cloud business phone system.

## Improve employee collaboration.

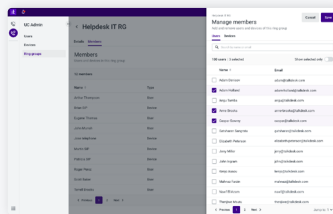
### Unified workspace

One telephony interface and directory for every team across your organization accessible on any device.



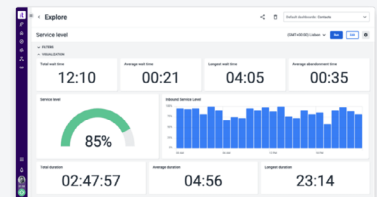
### One admin experience

A single “pane of glass” to manage call flows, users, devices, roles, and permissions.



### Holistic reporting

A complete picture of all business communication and contact center metrics in one spot.



 Carbon Health



“We were looking for a solution to help us scale our support operations for the long term. We’re a self-serve, fast-moving team. We became convinced that Talkdesk was the only solution that could keep that pace. In Talkdesk, we found a partner that would develop with us as we grew, and quickly.”

— ALEXANDER COHEN, DIRECTOR OF PRODUCT,  
[CARBON HEALTH](#)

## Use cases across industries.

### Challenges

### Solution

### Impact



#### Retail

Associates unable to answer all in-store calls with contact centers unable to seamlessly transfer conversations to stores.

Intelligent automation routes in-store calls to the contact center, or vice-versa, after a predetermined threshold or intent.

- Improved first call resolution.
- Reduced pressure on in-store associates.
- Seamless connectivity between online and offline customer service.



#### Financial Services

Frontline employees need to regularly bring in specialists, such as loan officers or insurance agents, to answer complex client inquiries.

A unified platform seamlessly enables agents to either bring a specialist into the call with the client or pass the interaction to the specialist.

- Improved client experience.
- Quicker resolution on complex issues.
- Improved collaboration and productivity.



#### Healthcare

Staff struggles to balance in-person patients and the number of incoming and outgoing calls required to coordinate care across departments.

An organization-wide, cloud-based phone system quickly and efficiently connects patients to the right department using automated routing flows.

- Improved patient experience.
- Improved office productivity.



#### Education

A staffing firm has decided to continue to support a hybrid workforce but is left with a legacy PBX that is costly to maintain.

A cloud-based business phone system works with all existing hardware investments and multiple devices to support hybrid work.

- Lower total cost of ownership.
- Improved business agility.
- Improved employee engagement.

#### 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.

[Employee collaboration](#)

