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The CX imperative.

Companies with best-in-class customer satisfaction generated:

2x
more shareholder value

3x
higher revenue growth

But the bar for customer service has never been higher or harder to reach.

75% of consumers would leave a brand they love after multiple bad experiences.

54% of consumers say customer experience at most companies needs improvement.

49% of CX leaders reported increased agent attrition in the last 12 months.

Source: BCG: CEOs Need a Customer Experience Revolution; Building Customer Experience for the Future

Sources: HBR: 10 Ways to Boost Customer Satisfaction; PWC: Experience is everything. Get it right. and McKinsey: The State of Customer Care in 2022

talkdesk

You can't provide good customer experiences with yesterday's technology.

The world has changed. AI is no longer the art of the possible; it's the art of the doable. But most enterprises have contact center technology that doesn't rise to the occasion. These systems operate as channel silos, with little or no integration to critical business systems. They are hard to adapt to changing business needs and expensive to maintain. As technology advances and customer expectations grow, these legacy contact center platforms are a liability. Their inability to innovate with AI limits your ability to deliver modern customer service.

Customers want:

- Help me
- Know me
- Wow me

Challenges with yesterday's technology

- Built before the digital age
- Siloed channels
- Little or no integration
- Slow to adapt
- Stagnated innovation
- High cost of operation
- Lack of artificial intelligence

Companies want:

- Automate more interactions with self-service
- Assist agents in serving customers quickly and accurately
- Analyze every interaction for valuable insights

What if you could...

Grow customer lifetime value

Engage with your customers anywhere, any time, across any channel with personalized, context-driven support.

Operate more efficiently

Reduce your cost per interaction with AI and automation that increases self-service resolution, boosts workforce productivity, and extracts insights from your valuable customer data.
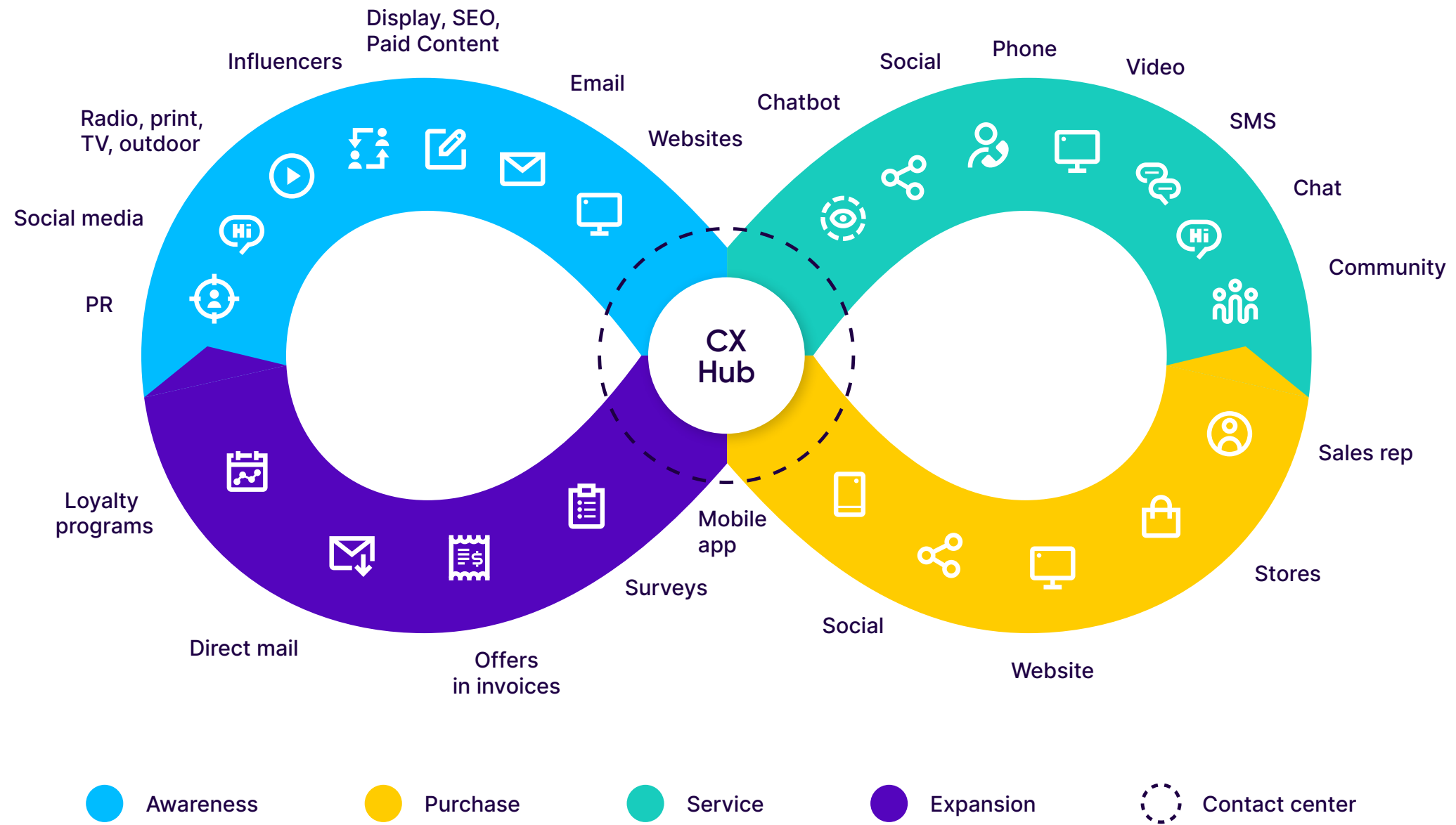
Maximize technology investments

Consolidate, integrate, and customize your technology in ways that reduce costs and IT overhead, while increasing business agility.

The contact center is the core of a great CX strategy.

The ability to resolve customer service issues on first contact is the #1 driver of customer loyalty.

Display, SEO, Paid Content
Influencers
Email
Radio, print, TV, outdoor
Websites
Chatbot
Social
Phone
Video
SMS
Chat
Social media
Community
PR
CX Hub
Sales rep
Loyalty programs
Mobile app
Surveys
Stores
Direct mail
Offers in invoices
Social
Website

● Awareness   ● Purchase   ● Service   ● Expansion   ⌀ Contact center

TALKDESK MISSION

We want to **end bad customer service** by empowering enterprises with **AI that actually improves** customer experiences, increases efficiency, and grows revenue.

Talkdesk is a global cloud contact center leader for enterprises of all sizes.

We help companies around the world transform customer experiences with AI.

1,750
Employees worldwide

94%
CSAT

>50%
Investment in R&D

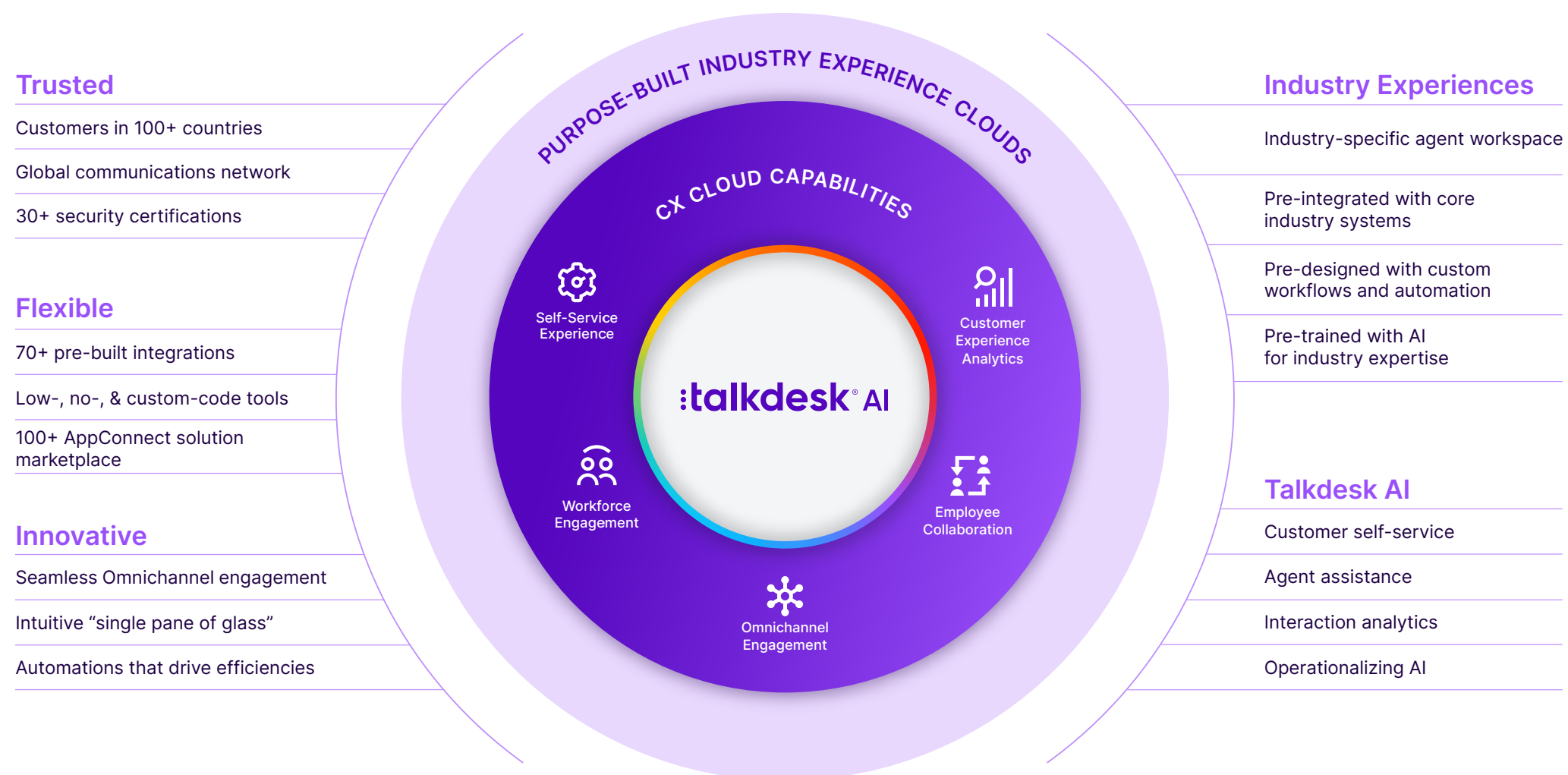**20+**
Industries served

#8
Forbes Cloud 100

100+
Countries where we serve customers

We believe that better customer experiences start with AI.

Talkdesk CX Cloud™ helps brands harness the full potential of AI in the contact center and achieve unprecedented cost savings and operational efficiencies.

Trusted

Customers in 100+ countries

Global communications network

30+ security certifications

Flexible

70+ pre-built integrations

Low-, no-, & custom-code tools

100+ AppConnect solution marketplace

Innovative

Seamless Omnichannel engagement

Intuitive "single pane of glass"

Automations that drive efficiencies

PURPOSE-BUILT INDUSTRY EXPERIENCE CLOUDS

CX CLOUD CAPABILITIES

Self-Service Experience

Customer Experience Analytics

talkdesk® AI

Workforce Engagement

Employee Collaboration

Omnichannel Engagement

Industry Experiences

Industry-specific agent workspace

Pre-integrated with core industry systems

Pre-designed with custom workflows and automation

Pre-trained with AI for industry expertise

Talkdesk AI

Customer self-service

Agent assistance

Interaction analytics

Operationalizing AI

Talkdesk AI powers the entire contact center platform to improve outcomes throughout every stage of the customer journey.

INDUSTRY-SPECIFIC PRODUCTS
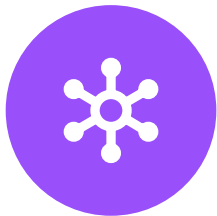
AI for Omnichannel Engagement

One platform to engage across every channel, **voice or digital**, with automations to make every agent your best agent.

AI for Customer Experience Analytics

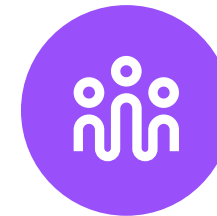Analytics, automation and insights to know everything about the customer and interaction.

AI for Self-Service

Automation to help customers help themselves and get answers faster.

AI for Workforce Engagement

Engagement and management capabilities to make the lives of agents, managers, and decision makers easy.

AI for Employee Collaboration

Tools and integrations for seamless communication between departments, teams, and employees.

talkdesk

AI that actually automates (and resolves!) interactions through self-service.

Provide laser-precise answers (not articles) with **Talkdesk AI**. Virtual Agents provide human-like support and make it easy for customers to resolve questions quickly and at any time of the day.

AI for Self-service	AI for Omnichannel Engagement	AI for Workforce Engagement	AI for Employee Collaboration	AI for Customer Experience Analytics

SELF-SERVICE AUTHENTICATION

KNOWLEDGE MANAGEMENT

VOICE AND DIGITAL VIRTUAL AGENTS

AI that actually helps agents answer issues quickly & correctly.

Meet your customers where they are, with **Talkdesk Omnichannel Engagement**, an integrated suite of intelligent, intuitive solutions that allow you to engage with customers and prospects on their channel of choice and solve their questions on first contact.

| AI for Self-service | **AI for Omnichannel Engagement** | AI for Workforce Engagement | AI for Employee Collaboration | AI for Customer Experience Analytics |

ORCHESTRATION & ROUTING

AGENT WORKSPACE & MOBILE APP
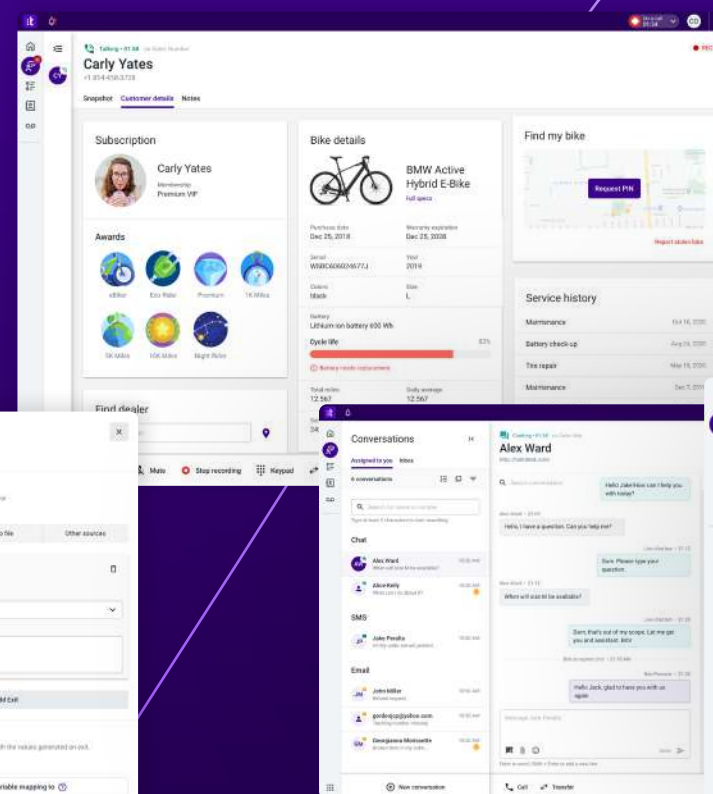
OUTBOUND ENGAGEMENT

VOICE ENGAGEMENT

DIGITAL ENGAGEMENT

AGENT ASSISTANCE

AI that actually maximizes your contact center staff.

Manage, develop, and engage your agents throughout the employee lifecycle, regardless of their location, with **Talkdesk Workforce Engagement**.
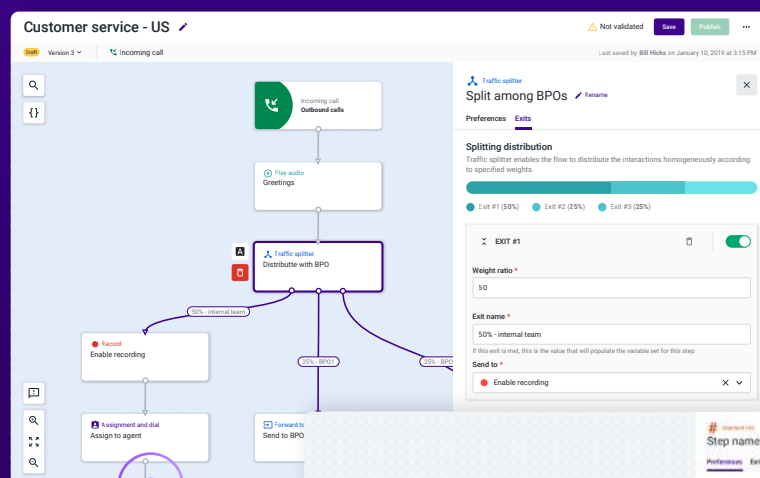
| AI for Self-service | AI for Omnichannel Engagement | **AI for Workforce Engagement** | AI for Employee Collaboration | AI for Customer Experience Analytics |

INTERACTION RECORDING

WORKFORCE MANAGEMENT
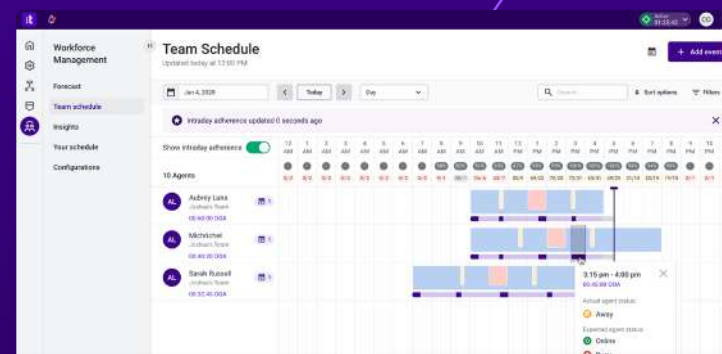
AGENT COACHING & PERFORMANCE

KNOWLEDGE MANAGEMENT
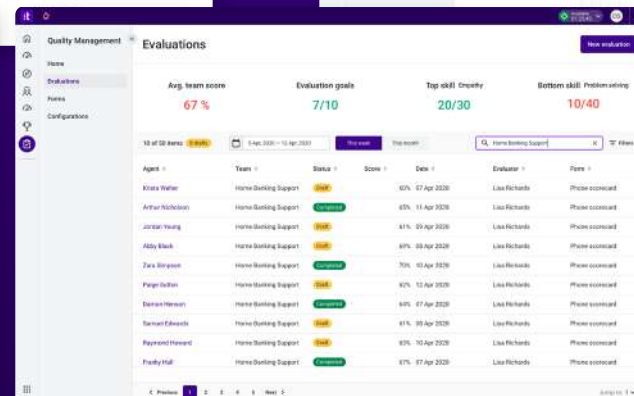
QUALITY MANAGEMENT
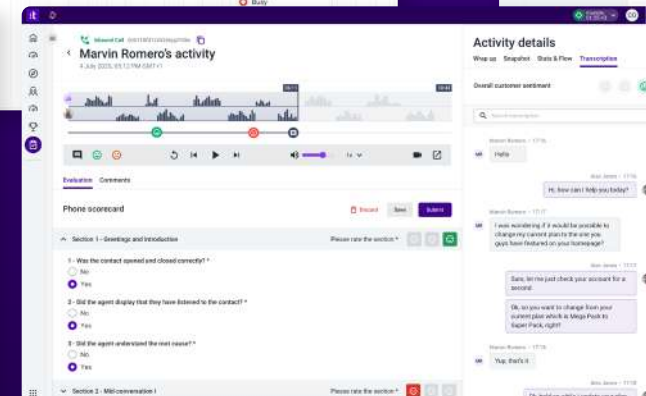
AI-AUTOMATED QM ASSISTANCE
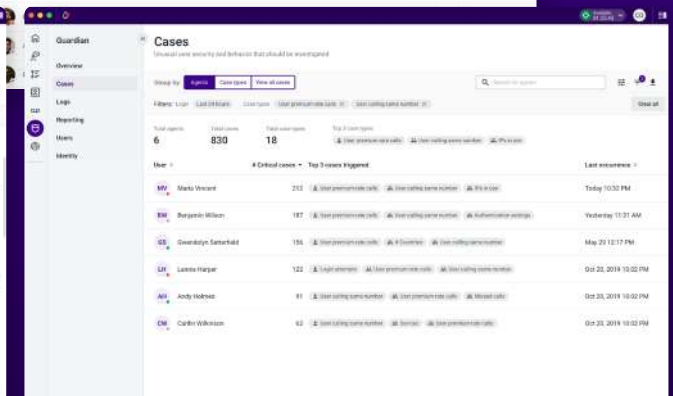
WORKFORCE COMPLIANCE & MONITORING

AI that actually eliminates the silos in your organization.

Extend customer service beyond the contact center with **Employee Collaboration**. Talkdesk integrates your contact center, business phone system, and collaboration tools for seamless communication between departments, teams, and employees.

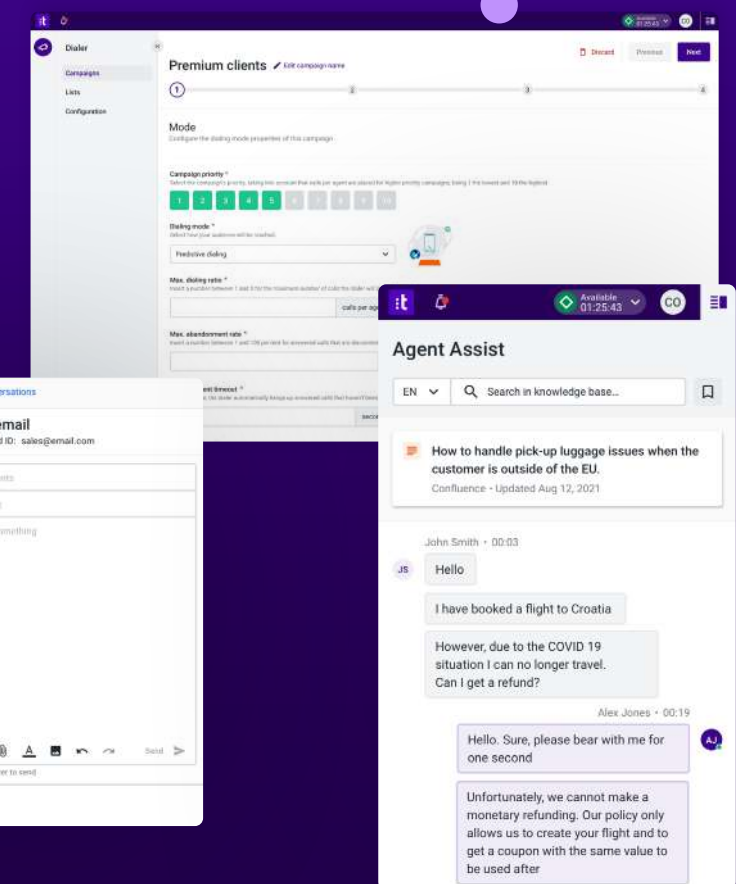| AI for Self-service	AI for Omnichannel Engagement	AI for Workforce Engagement	**AI for Employee Collaboration**	AI for Customer Experience Analytics
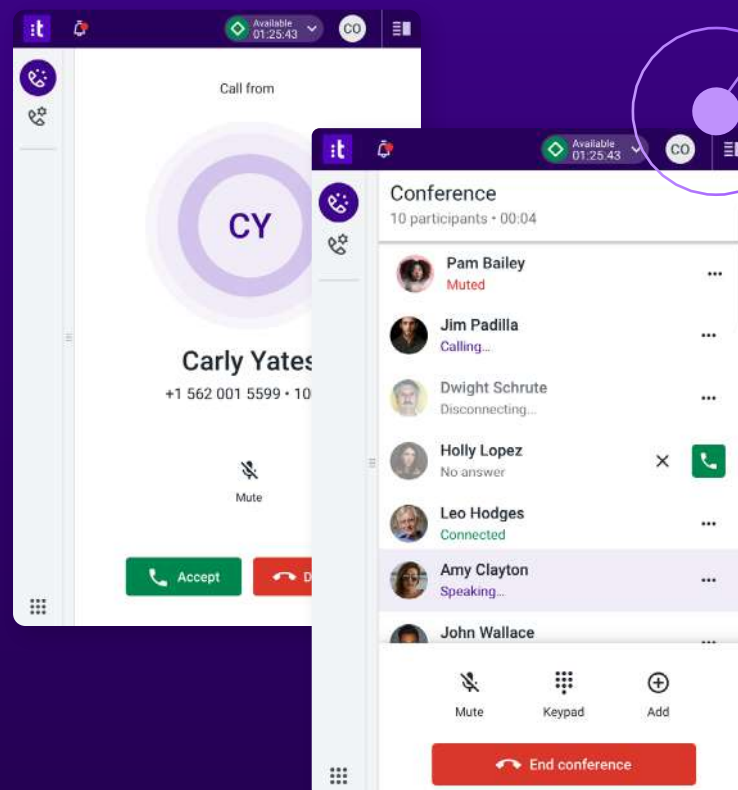
PLUG & PLAY COMMUNICATIONS

BUSINESS PHONE SYSTEM

TALKDESK ZOOM CONNECTOR
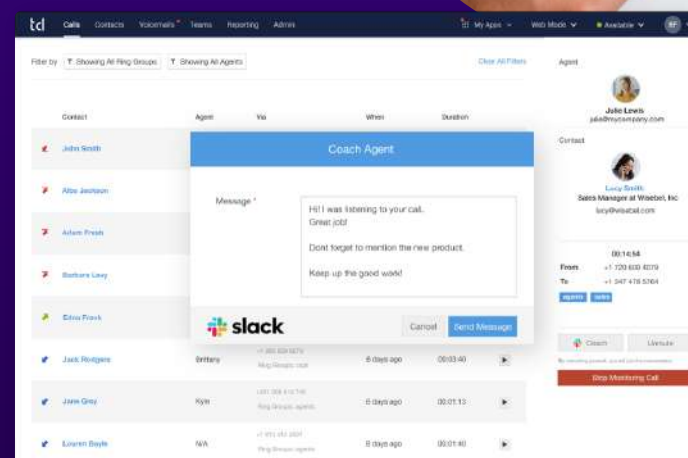
TALKDESK SLACK CONNECTOR
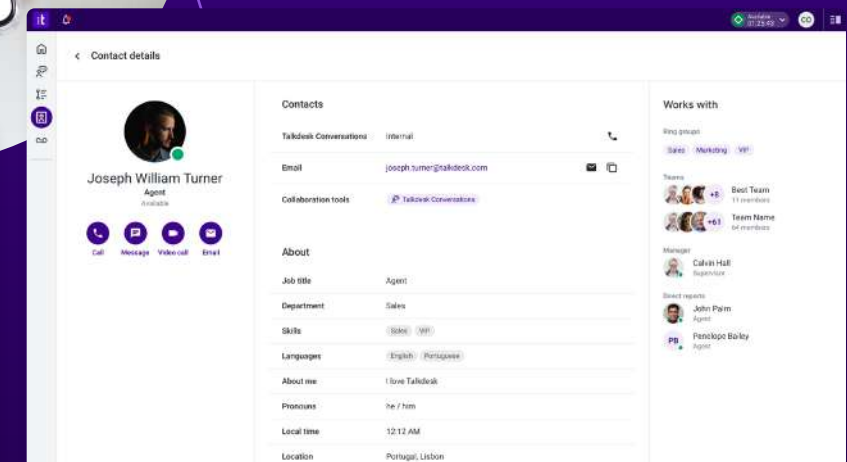
TALKDESK MICROSOFT TEAMS CONNECTOR

AI that actually extracts insights from every interaction.

Turn every conversation into actionable customer intelligence and operational excellence with **analytics, automation and insights tools**. Identify causes of customer issues, friction points, and areas of opportunity you wouldn't have known about otherwise.
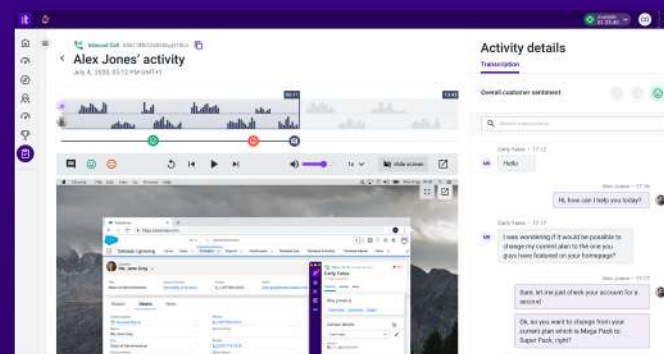
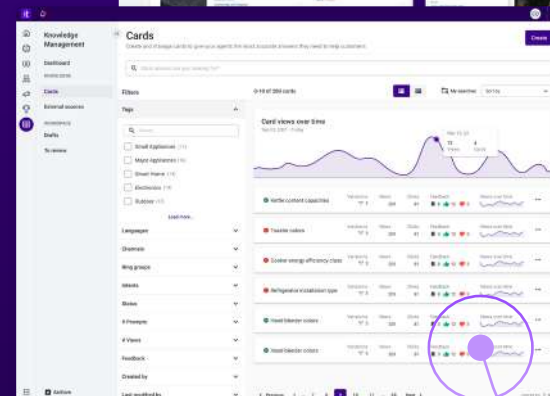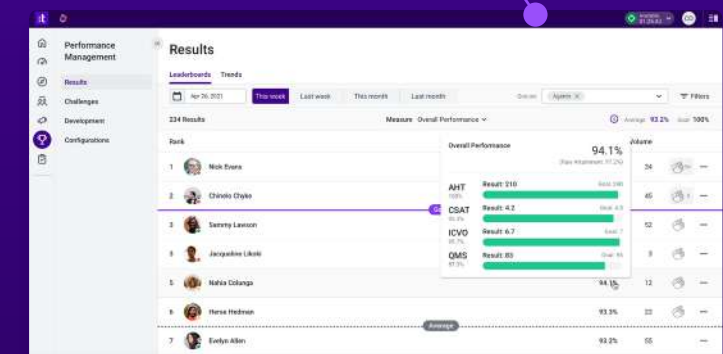| AI for Self-service | AI for Omnichannel Engagement | AI for Workforce Engagement | AI for Employee Collaboration | **AI for Customer Experience Analytics** |

REAL-TIME SENSORS & AUTOMATIONS

BUSINESS INTELLIGENCE

REAL-TIME DASHBOARDS
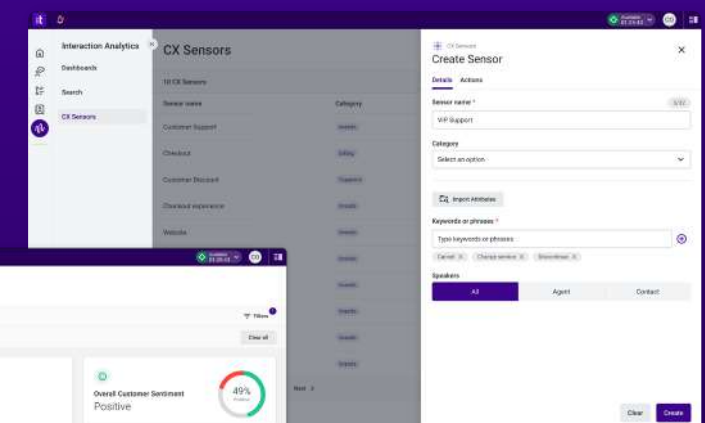
INTERACTION ANALYTICS & SENTIMENT

Customer service is not 'one size fits all.'

That's why we offer Talkdesk Industry Experience Clouds™ that are purpose-built to meet specific vertical needs and bring business value from day one.

Healthcare Experience Cloud™ for Providers	Financial Services Experience Cloud™ for Banking	Financial Services Experience Cloud™ for Insurance	Retail Experience Cloud™	CX Cloud™ FedRAMP® Edition
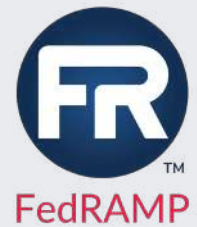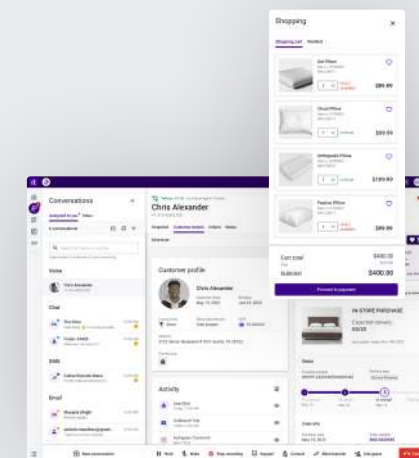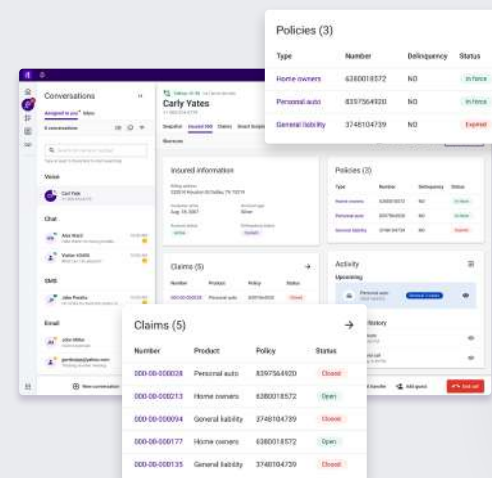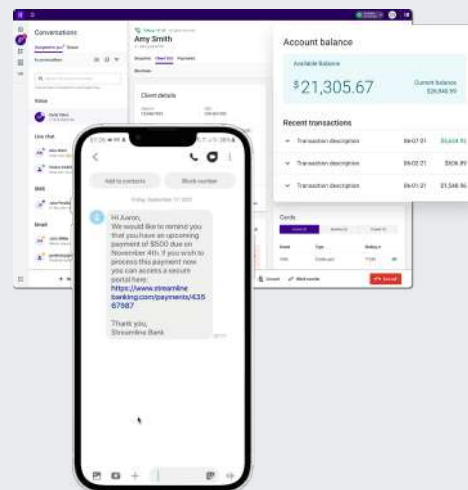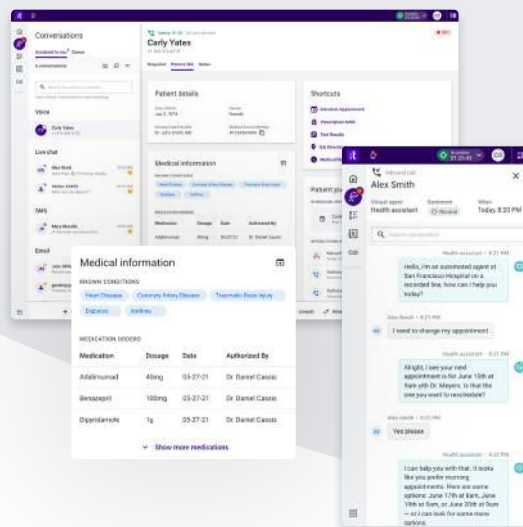
Gold Winner
B2B Products

Best Patient
Relationship Management
Solution

Customer Support
Software of the Year

Silver Winner
FinTech Solution

Bronze Winner
Healthcare Tech
Solution

Best Practices Customer
Value Leadership
Healthcare and Retail

Real talk: Our customers' ratings have consistently ranked us a leader among contact center vendors.

Talkdesk is ranked #1 overall in the global G2 Grid® Scoring for contact centers for 6 consecutive seasons.

SEE OUR RATING

talkdesk

Everything we do is for our customers.

Our customer-obsession, innovation, and trusted partnership translate to top ratings and reviews.

94%

CSAT

Our ratings.
As of June 2023

G2	# OF REVIEWS	RATING
Talkdesk	2122	4.4
Five9	359	4.0
NICE CXone	1572	4.3
Genesys Cloud	1404	4.3

salesforce appexchange	# OF REVIEWS	RATING
Talkdesk	696	4.7
Five9	129	4.4
NICE CXone	102	4.6
Genesys Cloud	8	3.6

TrustRadius	# OF REVIEWS	RATING
Talkdesk	561	8.7
Five9	87	7.9
NICE inContact	767	8.6
Genesys Cloud	544	8.5

Talkdesk is used by agents and specialists in over 95 countries.

To get real ROI from customer service AI.

Find out more about our customers.

Driving value in the contact center.

See specific customer results at TechValidate Research on Talkdesk.

15%

Reduction in average handle time

5%

Increase in occupancy rate

10%

Increase in call deflection rate

PURPOSE-BUILT INDUSTRY EXPERIENCE CLOUDS

CX CLOUD CAPABILITIES

Self-Service Experience

Customer Experience Analytics

talkdesk® AI for every day

Workforce Engagement

Employee Collaboration

Omnichannel Engagement

15%

Deflection to other channels

10%

Decrease in agent attrition

10%

Reduction in agent ramp time

15%

Reduction in admin hours

And delivering value to the business.

"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

"We were looking for a solution that is **reliable and flexible**, that we could implement anywhere, anytime without any big changes in our infrastructure. We selected Talkdesk."

— WIJNANDA BENNEKER,
PROJECT MANAGER, CANON EUROPE

"In less than a year, Talkdesk has changed our outdated call center to **a modern cloud experience that identifies actionable insights.** We have consolidated 12 call centers into one Patient Access Center ... Historically, we couldn't measure anything, and now we're measuring everything."

— JEFF STURMAN,
SVP & CHIEF DIGITAL OFFICER, MEMORIAL HEALTHCARE SYSTEM

The Talkdesk global services advantage.

We're here for you every step of your journey.

Why do our customers love us and stay with us? Because we partner with organizations right from start, before any contracts are signed. And we stay with our customers through the entire customer journey. We call this CX Services.

Value Consulting.

We partner with you to define your specific business needs and ideal future state.

Professional Services.

We help you enable the people, processes and technologies to realize a best-in-class customer experience.

Customer Success.

We offer a variety of services to enable your organization to unlock and realize the value of your contact center business transformation.

:talkdesk

Specialists to support you along the way.

Our customer-facing teams are specialists designed to support customers at every phase of the journey—from pre-sales to implementation and post go-live. While every member of the team has a unique role to play, they work together harmoniously to provide a cohesive and comprehensive experience to customers.

PRE-SALES | IMPLEMENTATION | POST GO-LIVE

PRE-SALES

Account executive

Strategic owner of the customer relationship, comprehensive account engagement and alignment to the customer vision.

Value consultant

Partners with the customer to align on strategic priorities and desired business outcomes to create a tailored solution that will maximize operational and financial impact.

Sales engineer

Conducts tailored demonstrations for prospects highlighting Talkdesk's differentiation.

Solution architect

Partners closely with the sales engineer and customer to design and architect a solution that aligns with the customer's objectives. Prepares the statement of work based on defined use cases.

IMPLEMENTATION

Project manager

Leads and facilitates the implementation from kickoff to deployment. Focuses closely on identifying and mitigating risks, keeping the project on track and communicating status to all stakeholders.

Solution consultant

Gathers requirements through a detailed discovery process, clearly understanding current state and future goals, designs and configures the solution, develops test plans and ensures a seamless go-live.

Network engineer

Conducts virtual network testing and support, including QoS and firewall configurations. Investigates network layers to identify potential issues and provides ongoing network support.

POST GO-LIVE

Customer success manager

Thoroughly understands customer's desired outcomes, provides ongoing product consultation, enablement and adoption. Conducts reviews and facilitates renewals.

Customer support

Dedicated support engineer backed by 24x7 service centers, escalation management, knowledge base, and Academy training programs.

Technical account manager

Delivers consultation relating to configuration, integrations, and enhancements to improve program efficiency.

We're everywhere you need us to be.

With a global footprint of employees, resellers, data centers and R&D.

Canada

USA

UK
Ireland
Germany
Netherlands
Portugal
Spain
France
Italy

China

Japan

Southeast Asia

Brazil

ANZ

Employee locations

Cloud distributors & resellers

R&D centers

Regional Cloud data centers

Local POPs

And a global partner ecosystem to support you.

Cloud Distributors	INTELISYS Independence. No limits. · AVANT · TELARUS · AppDirect · BRIDGEPOINTE · cx effect · SANDLER PARTNERS
Resellers	carahsoft · accenture · Claro · Humach · welltel · HOLD MARKETING · vordis technologies · vodafone alorica · ICS · unifii · arrow · NEORIS · IPC · evolutio · MetTel netnordic · ITALTEL · WINDSTREAM · COX · LUMEN · CCI · Telefónica
Strategic Alliances	salesforce · aws · Microsoft · zendesk · servicenow · chrome OS · slalom · Deloitte. · accenture · Capgemini
AppConnect Marketplace	Balto · Jabra GN · CALABRIO · zingtree · airkit.ai · HOOPLA · Forethought SENTIMENT · TEXTLINE · VERINT · PCIpal · assisthub · zappix · SMS-Magic OBSERVE·AI · autoreach · Kustomer · tapmyback · envision · ada · crank wheel CallMiner · Klaus · auvious · playvox · ProcedureFlow · snapsolv · and more

talkdesk

Talkdesk values.

The moral code that defines, guides
and inspires us every day.

Community & environmental giving.
We believe in giving back to our community by volunteering our time, supporting nonprofits and minimizing our global footprint.

Trust & transparency.
We do what we say we will do. We invest in the highest security in our products and we believe transparency builds trust with our employees, customers, and partners.

Courageous innovation.
We have an innovative and courageous mindset, focused on offering products & solutions that redefine customer experience, making the impossible possible.

Customer-obsessed.
Everything we do is for our customers.

Diversity, equity & inclusion.
We believe that breakthrough results are obtained when we work together, represent the diversity of the communities in which we live and serve, and all feel a sense of belonging.

About Talkdesk.

Talkdesk® is a global AI-powered cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line. Serving enterprise customers in over 100 countries, we partner with our customers to deliver continuous innovation and breakthrough results. Our unwavering commitment to doing what we say we will do and our investment in the highest levels of security and reliability for our products make us second to none in the industry. Improve customer experiences, increase efficiency, and grow revenue with Talkdesk, a cloud contact center platform built for your industry.

Learn more and take a **self-guided demo** at **www.talkdesk.com.**

:talkdesk®