



# Optimization Assessments

Operate your contact center at full potential.



Talkdesk Optimization Assessments evaluate the overall effectiveness and efficiency of your Talkdesk solution, including the alignment of your operations to the desired CX strategy. It ensures you maximize your operations to support the target business outcomes and engage in opportunities to enhance CX business value.

## Fine-tune operations to drive business value.

Evaluate the overall effectiveness and efficiency of your Talkdesk solution, including the alignment of those operations to the desired CX strategy.

## Measure improvement over time to showcase effectiveness.

Understand the state of your contact center operations by identifying the relevant value measurements for optimal CX and measuring improvement and estimated annual benefit across initiatives.

## Discover new opportunities to achieve desired business outcomes.

Continue to innovate and refine your CX strategy by working with your Technical Account Manager to adopt best practices and achieve the desired business outcomes.

## Details



### Duration

40 hours spread across 2 weeks



### Cost

\$10,000 per assessment



### Location

Onsite\* or remote



### Prerequisite

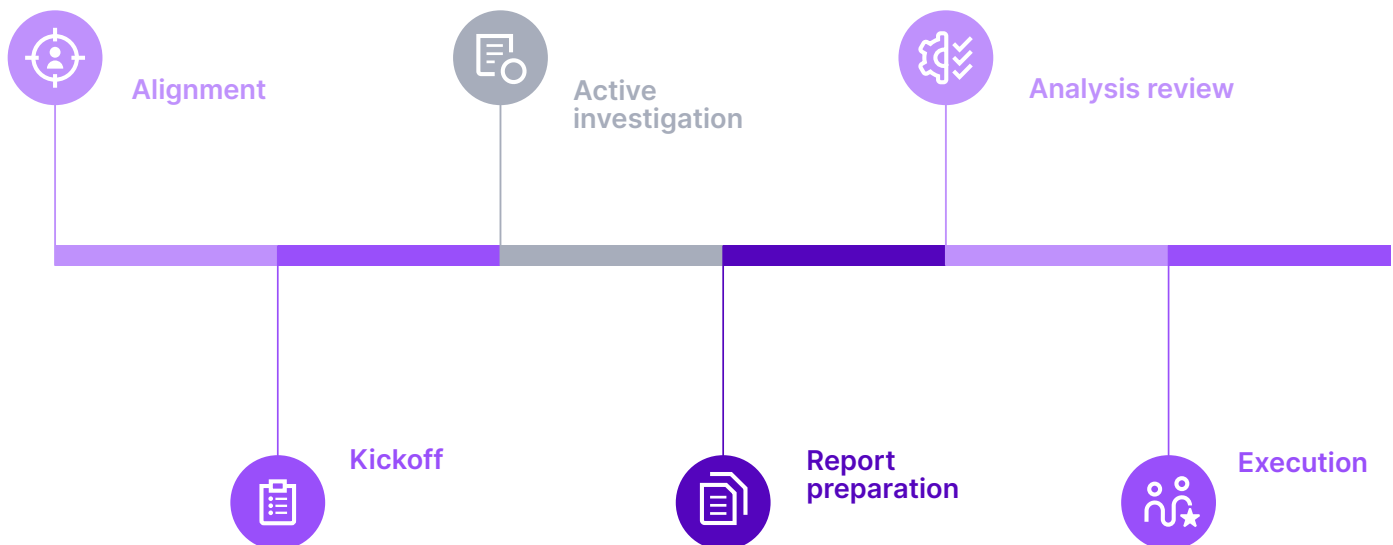
Production site live for at least one year

\* Customer will pay T&E for onsite engagements.

## Optimization Assessments process.

An Optimization Assessment is a 40-hour engagement spread across two weeks. During this engagement, the Talkdesk Technical Account Manager (TAM) will:

1. Conduct an alignment call to review the overall process, goals, and key roles.
2. Kick off with key stakeholders and conduct a 1-week investigation and data collection to assess the customer's usage of best practices, areas of improvement and efficiencies, and configuration. Potential targeted areas include:
  - a. Troubleshooting processes.
  - b. Discovering areas for KPI improvement.
  - c. Identifying gaps in agent experience.
  - d. Identifying gaps in training.
3. Prepare a comprehensive Optimization Assessment Report containing findings and recommendations and furnish it by the end of the second week.
4. Conduct a session to discuss the outcomes and plan next steps to move forward with improvements to the account.
5. If applicable, configure, test, and deploy recommended operational updates and fixes from the Optimization Assessment Report.



### 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.

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