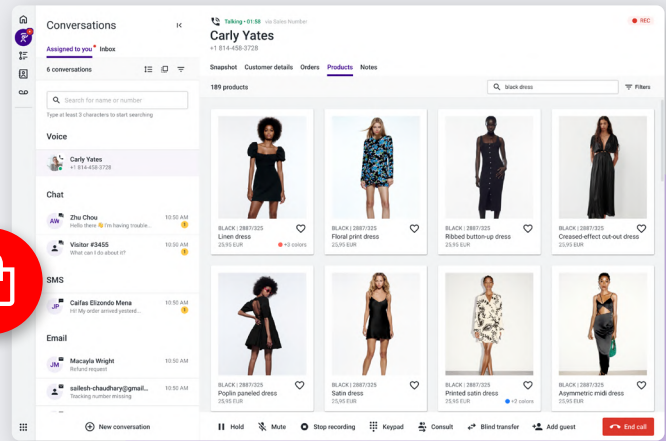


TALKDESK RETAIL EXPERIENCE CLOUD

BigCommerce Integration

Empower your customer service teams to deliver exceptional service and sales support while streamlining operations.

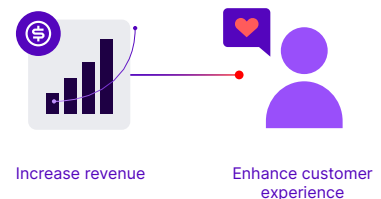


The Talkdesk Retail Experience Cloud™ offers a pre-built integration with BigCommerce that ensures real-time, bidirectional synchronization, enabling your agents to access up-to-date customer, product, and order information. With automated execution of BigCommerce actions and elimination of data re-entry, your agents can provide personalized assistance while delivering a unified customer service and sales experience, effortlessly.

Main capabilities

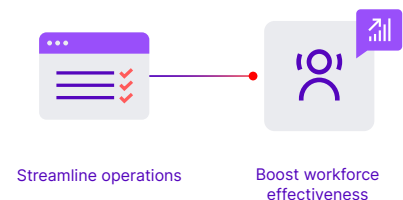
Enhance customer conversations.

With the Talkdesk Retail Experience Cloud Workspace, every inbound and outbound conversation instantly displays customer profiles, order history, and your BigCommerce product catalog. This empowers agents to personalize interactions, drive sales, and deliver concierge-like service.



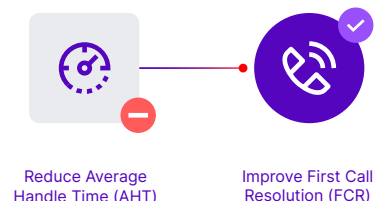
Improve operational efficiency.

Optimize efficiency by performing BigCommerce actions directly from the Talkdesk Retail Experience Cloud Workspace. Agents can modify orders, assist customers throughout their shopping journey, or locate stores without leaving the Talkdesk interface.



Ensure optimal customer service and sales quality.

Achieve automatic synchronization of contacts, orders, products, and inventory between BigCommerce and Talkdesk. This ensures that agents always have the most up-to-date information at their fingertips, enabling them to deliver exceptional service.



Key features



Contact directory & search

Effortlessly search and locate customer profiles for quick access and efficient customer support.



Order history & details

Access comprehensive order history and tracking information to provide accurate assistance.



Product catalog & details

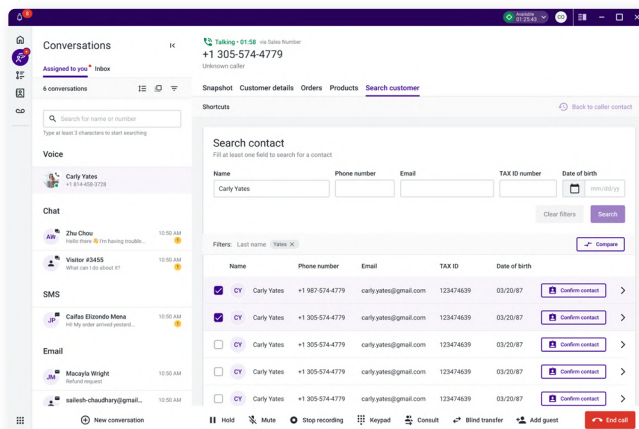
Browse through the brand's BigCommerce product catalog, including detailed information on each.



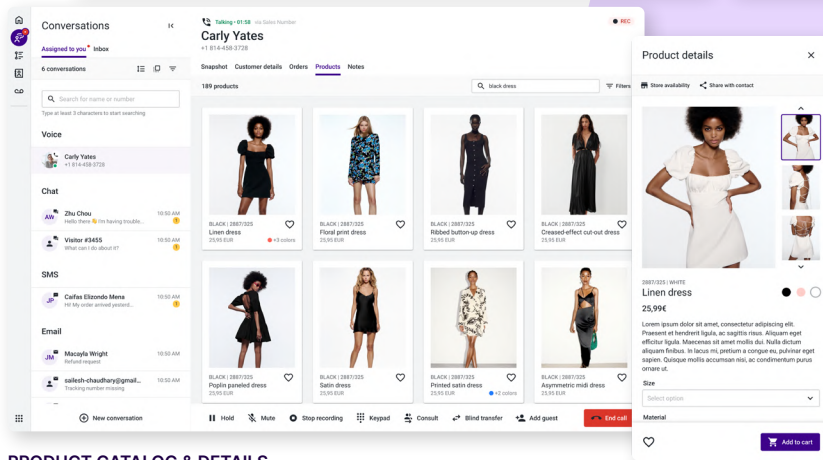
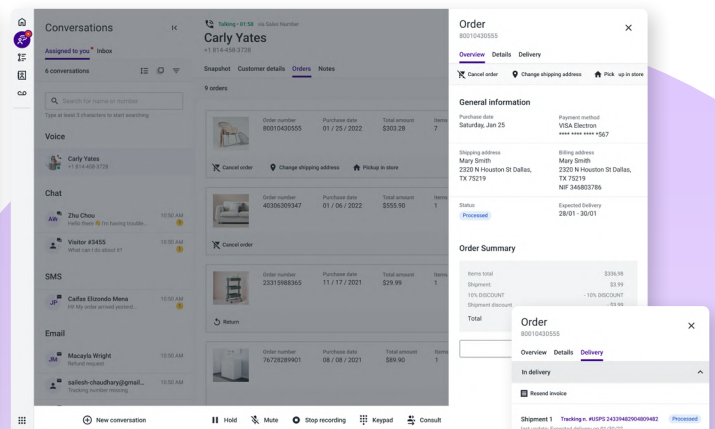
Bidirectional workflows

Modify or cancel orders directly within the Talkdesk Workspace without the need to switch.

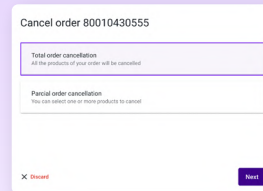
CONTACT DIRECTORY & SEARCH



ORDER HISTORY & DETAILS



PRODUCT CATALOG & DETAILS



BIDIRECTIONAL WORKFLOWS

About Talkdesk

Talkdesk® is on a mission to rid the world of bad customer experience. With our cloud-native, AI-powered customer experience platform, purpose-built industry solutions, and extensible AI offerings, we empower enterprises in the cloud and on premises to deliver exceptional customer experiences that make them more competitive, grow revenue, reduce costs, and provide operational efficiencies. [Learn more](https://www.talkdesk.com) and take a [self-guided demo](https://www.talkdesk.com) at www.talkdesk.com.

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