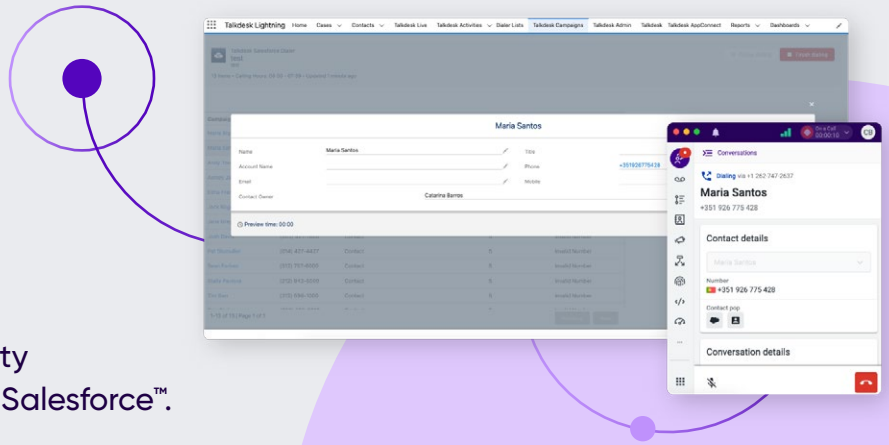




Talkdesk Dialer for Salesforce

Balance productivity and high quality interactions with Talkdesk Dialer for Salesforce™.



Talkdesk Dialer for Salesforce™ provides power and preview dialing to balance productivity with call quality and a personalized customer experience. Our deep Salesforce integration makes it simple to launch your outbound campaigns, proactively engage customers, and navigate the complex sales processes with ease.

Main capabilities

Easily connect with customers.

Empower your teams to connect with customers quickly and rapidly. Talkdesk Dialer for Salesforce is directly embedded within Salesforce so you can simply create dialing lists and use those lists across multiple campaigns. Users can preview customer information prior to connecting, pause at any time, and update information rapidly.

Create campaigns effortlessly.

Setting up and executing campaigns just got simpler. Quickly create outbound campaigns by adding dialing lists with the chosen records and start dialing right away to save time and effort. Also, define do-not-call lists to ensure you only reach your intended contacts.

Execute campaigns with confidence.

Quickly configure campaign attributes such as starting and ending dates, dialing modes, designate which agents will run each campaign, assign and configure contact lists, and more. Ensure maximum campaign success by choosing the information agents should know about a record before launching a call.

Maintain accurate customer information.

Automatically relate calls made through Talkdesk Dialer for Salesforce with the respective Salesforce records. By linking outbound calls to the right entity in Talkdesk Activity, you create rich customer context, maintain record accuracy, and reduce both manual work and errors.

Reach your intended audience.

Every business is unique, so Talkdesk Dialer for Salesforce includes support for custom objects to create campaigns that target specific use cases for your industry or business. You can also dynamically update and customize dialer lists using Salesforce flows, allowing you to set rules to select which records are added to dialer lists.

Deliver efficient customer outreach.

Improve productivity and campaign results by ensuring you connect with the right audience at all times. Talkdesk Dialer for Salesforce can be synchronized with the Talkdesk Predictive Dialer, allowing you to create predictive dialer lists from Salesforce contacts, leads, cases, and campaign records - right from within Salesforce.

Key features



Power and preview dialing



Automatic relate to



Time-saving automations



Predictive Dialer synchronization



Click to call



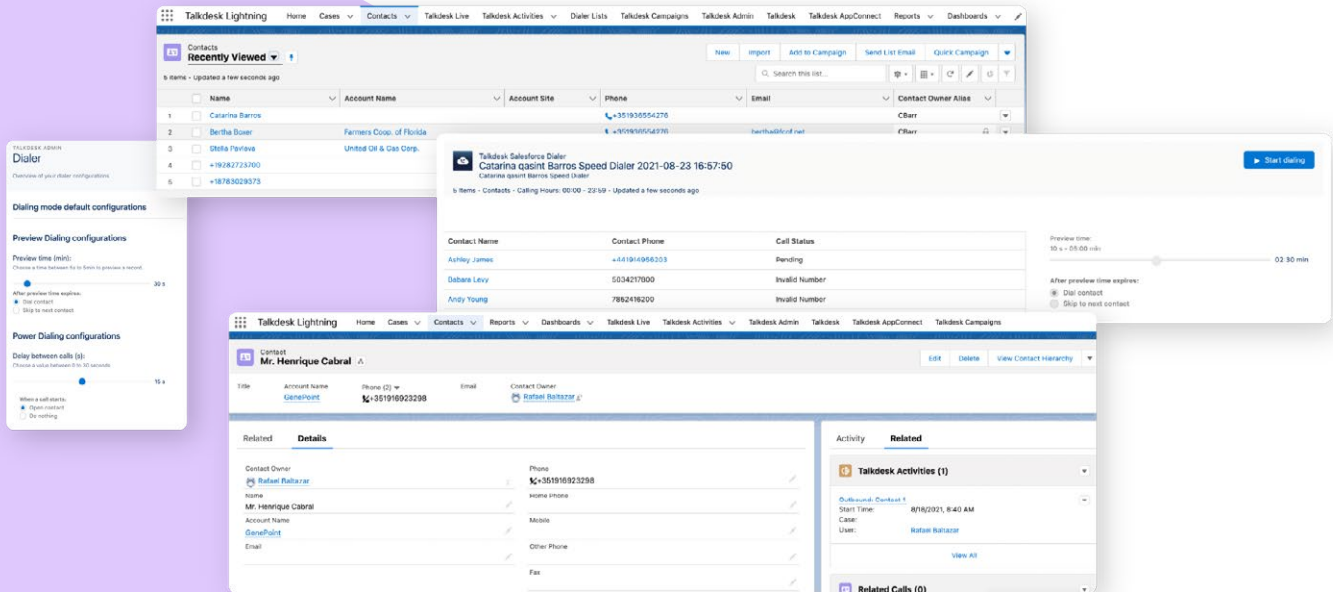
Custom object support



Campaign creation wizard



Dynamic dialer lists



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 Dialer for Salesforce](#)

