



## Select the contact center edition right for you.

Engage with customers anytime, anywhere with our AI-powered contact center solutions.

### CX CLOUD ESSENTIALS

**\$75** USD  
Per User, Per Month

#### INCLUDED CAPABILITIES

- Voice Engagement
- Studio & Routing
- Studio Functions
- Real-time Dashboards (Live)
- Business Intelligence (Explore)
- Knowledge Management
- Virtual Agent
- AI Trainer
- Customer Experience Analytics Starter
- Agent Assist Starter
- Guardian Starter
- Connections
- API Access
- Workspace Designer
- Automation Designer

#### Also Available:

- 70+ out-of-the-box integrations
- 100+ AppConnect marketplace

### CX CLOUD ELEVATE

**\$95** USD  
Per User, Per Month

#### INCLUDED CAPABILITIES

##### Everything in Essentials

- + Digital Engagement (3 channels)
- + Quality Management
- + Screen Recording
- + Conversations Mobile App
- + Feedback
- + Proactive Notifications (Voice & SMS)
- + Virtual Agent

### CX CLOUD ELITE

**\$125** USD  
Per User, Per Month

#### INCLUDED CAPABILITIES

##### Everything in Elevate

- + Custom Reporting with Live & Explore
- + Guardian
- + Performance Management
- + **Pick any 1 add-on package from four options:** Workforce Management, Customer Experience Analytics, Agent Assist, Proactive Outbound Engagement

FIT FOR ENTERPRISE

### CX CLOUD FEDRAMP®

**Request quote**

#### INCLUDED CAPABILITIES

- Voice Engagement
- Digital Engagement (2 channels)
- Studio & Routing
- Real-time Dashboards (Live)
- Business Intelligence (Explore)
- Custom Reporting with Live & Explore
- Quality Management\*
- Workforce Management
- Connections
- API Access
- BYOC (Bring Your Own Carrier)

#### ENHANCED SECURITY

- + FedRAMP-compliant cloud
- + Talkdesk US-only care
- + Talkdesk data centers

\*screen recording not included

**EXPLORE CX CLOUD FEDRAMP**

Talkdesk also offers per hour login consumption pricing, concurrent pricing and Digital Engagement-only pricing. Prices are based on a minimum 3 year commitment to these Editions. Additional telco and usage fees not included. For available local currency pricing, please visit [Talkdesk Contact Center Software Pricing](#) for your relevant region.

Empower your contact center with purpose-built industry products designed to meet the unique needs of specific industries and deliver business value from day one.

## Financial Services Experience Cloud™ for Banking

- [Elite edition capabilities](#)
- Industry Workspace
- Banking Core Systems Integrations
- Industry Workflows
- Industry Virtual Agents
- 100% Uptime SLA

**Pick any 2 [add-on packages](#)\*  
from four options:**

- Workforce Management
- Customer Experience Analytics
- Agent Assist
- Proactive Outbound Engagement

**[EXPLORE FINANCIAL SERVICES  
EXPERIENCE CLOUD](#)**

## Financial Services Experience Cloud™ for Insurance

- [Elite edition capabilities](#)
- Industry Workspace
- Policy Administration and Claims  
Management Systems Integrations
- Industry Workflows
- Industry Virtual Agents
- 100% Uptime SLA

**Pick any 2 [add-on packages](#)\*  
from four options:**

- Workforce Management
- Customer Experience Analytics
- Agent Assist
- Proactive Outbound Engagement

**[EXPLORE FINANCIAL SERVICES  
EXPERIENCE CLOUD](#)**

## Healthcare Experience Cloud™ for Providers

- [Elite edition capabilities](#)
- Industry Workspace
- EHR Integrations
- Industry Workflows
- Industry Virtual Agents
- 100% Uptime SLA

**Pick any 2 [add-on packages](#)\*  
from four options:**

- Workforce Management
- Customer Experience Analytics
- Agent Assist
- Proactive Outbound Engagement

**[EXPLORE HEALTHCARE  
EXPERIENCE CLOUD](#)**

## Retail Experience Cloud™

- [Elite edition capabilities](#)
- Industry Workspace
- E-commerce Integrations
- Industry Workflows
- Industry Virtual Agents
- 100% Uptime SLA

- + Agent Assist
- + Customer Experience Analytics
- + CX Sensors

**[EXPLORE RETAIL  
EXPERIENCE CLOUD](#)**

\*Edition includes a total of two (2) add-on packages.



## Learn more about our capabilities by Edition.

### CX CLOUD Essentials Edition

#### Voice Engagement

Maximize caller satisfaction with exceptional call quality, intelligent routing and customizable voice features. Route calls based on caller data, IVR selection, business hours, agent skills, & more to optimize the caller experience with [Talkdesk Voice](#). Includes unlimited call recording storage on our network.

#### Studio & Routing

Create IVR call routing flows in minutes using [Talkdesk Studio™](#), a visual routing designer that enables non-technical stakeholders to create effortless omnichannel customer journeys with clicks, not code. Design, build and deliver the most intricate customer journeys and easily adapt flows to evolving customer and business needs.

#### Studio Functions

Go beyond Talkdesk's pre-packaged components library and extend routing functionality with [Talkdesk Studio Functions](#), a built-in low code editor that offers customization and agility to fully customize the customer journey.

#### Real-time Dashboards (Live)

[Talkdesk Live™](#) delivers dashboards and wallboards for a live view of performance against SLAs and key metrics. Easily identify areas for improvement to coach agents and impact customer satisfaction.

#### Business Intelligence (Explore)

[Talkdesk Explore™](#) is a historical reporting and business analytics tool that features flexible filtering, scheduling, and customization options for a 360-degree view of contact center performance.

#### Knowledge Management

[Talkdesk Knowledge Management™](#) empowers internal knowledge management teams to grow, refine, format, and orchestrate information that powers tools including Talkdesk Agent Assist, Talkdesk Virtual Agent, and Talkdesk Self-Service Portal to help agents and customers resolve issues faster.



## Learn more about our capabilities by Edition.

### CX CLOUD Essentials Edition continued

#### Virtual Agent

[Talkdesk Virtual Agent™](#) is an AI-powered Intelligent, conversational, AI assistant, offering a natural language interface, to answer customers 24/7.

#### AI Trainer

[Talkdesk AI Trainer™](#) a no-code AI model training tool for better automation. Empower agents to easily apply their practical expertise to continuously improve AI models powering Talkdesk AI products including Virtual Agent, Agent Assist, and Customer Experience Analytics.

#### Customer Experience Analytics Starter

Get started on a data-driven journey to improve customer experience with the starter version of [Talkdesk Customer Experience Analytics™](#). Automatically transcribe and analyze 20% of customer voice interactions using our pre-set intents to identify the most critical issues causing customers to call your contact center.

#### Agent Assist Starter

Use the starter version of [Talkdesk Agent Assist™](#) to get started in solving your customers' issues quickly and correctly with AI-powered assistance tools. In the conversation flow, empower your agents with multilingual search of knowledge articles in your knowledge base or Talkdesk Knowledge Management.

#### Guardian Starter

Mitigate the risk of a distributed workforce, including insider threats, negligence, and system performance issues, with an AI-powered cloud compliance solution. Always have a view of who is logged in, the quality of their connection, and a full history of agent activity. Uncover operational inefficiencies you didn't know you had with the starter version of [Talkdesk Guardian™](#).

#### Connections

Go beyond Talkdesk's out-of-the-box integrations library with [Talkdesk Connections™](#), a simple configuration-based, custom integration builder enabling users to quickly build custom integrations and actions between the Talkdesk CX Cloud and virtually any external system with 'clicks not code'.

#### API Access

Use a variety of easy-to-implement [APIs and SDKs](#) to connect and synchronize other applications (e.g., custom systems, chat system, e-commerce shopping cart, mobile app, etc.) with CX Cloud.



Learn more about our capabilities by Edition.

CX CLOUD Essentials Edition continued

Workspace Designer

[Talkdesk Workspace Designer™](#) is a low-code and no-code development tool to rapidly design, modify, and launch the ideal interface for every role in the contact center with minimal IT and engineering support.

Automation Designer

[Talkdesk Automation Designer™](#) is a design shop for business process automations. It's a no-code, point-click-publish tool that allows frontline workers to design customer-centric, AI-powered automations across the customer journey. Whether you're designing a conversation flow for a Virtual Agent, a conversational survey flow in Feedback, a scripted conversation for an agent in Talkdesk Agent Assist Smart Scripts, or orchestrating a general purpose workflow, Automation Designer is your place to go.

Also Available:

70+ out-of-the-box integrations

CX Cloud has out-of-the-box [Integrations](#) to 70+ business systems such as CRM, Helpdesk & collaboration tools including Salesforce, ServiceNow, Zendesk, Microsoft Teams, Slack & more.

100+ AppConnect marketplace solutions

Extend Talkdesk CX Cloud capabilities with 1-click access to a wide variety of contact center applications, devices and services feature on The [Talkdesk AppConnect Marketplace™](#). One-click installation and 30-day free trials provide flexibility to extend contact center capabilities whenever and wherever the business requires.



## Learn more about our capabilities by Edition.

### CX CLOUD Elevate Edition includes everything in Essentials

#### + Digital Engagement (3 channels)

Reach out and respond to your customers using their preferred communication channel with [Talkdesk Digital Engagement™](#), an all-in-one digital customer engagement solution that includes customer interactions across digital channels. Includes chat, email and SMS.

#### + Quality Management

Efficiently evaluate customer interactions and provide agents the actionable feedback they need to deliver an exceptional customer experience with [Talkdesk Quality Management™](#).

#### + Screen Recording

Capture your agents' desktop activity during calls and let synchronized playback of voice and screen recordings provide the context you need to get a complete picture of every customer interaction with [Talkdesk Screen Recording™](#).

#### + Mobile Agent App for Customer Engagement

Empower your service agents & sales reps to handle both inbound & outbound calls any time, anywhere with [Talkdesk Conversations™ Mobile App](#). Extend the availability of your team and provide flexibility with after-hours or part-time staffing options. (For Android & iOS.)

#### + Feedback

Easily create and deploy surveys on any channel to capture, analyze, and act on customer feedback with [Talkdesk Feedback™](#). Gain the insights needed to discover trends, identify opportunities and pain points, and make informed decisions that lead to happier, more loyal customers.

#### + Automated Notifications

Anticipate customer needs and engage proactively with automatic event-triggered SMS notifications. Configure rules associated with each notification as well as its content to deliver highly personalized messages that improve efficiency and customer satisfaction. Common use cases include appointment reminders, order confirmations, shipping status, and bill pay.

## Learn more about our capabilities by Edition.

### CX CLOUD Elite Edition includes everything in Elevate

#### + Custom Reporting with Live & Explore

Create custom reports and dashboards and get a bespoke view of your contact center data. Use custom calculations to mix & blend more than 900 values to define new measures and report on virtually any metric.

#### + Guardian

Ensure your remote workforce is not a drag on system performance and complies with business processes and regulations. Reroute calls to agents with the best connectivity and notify agents when they are engaging in abnormal or non-compliant behavior with [Talkdesk Guardian™](#).

#### + Performance Management

[Talkdesk Performance Management™](#) provides managers with interactive data visualizations that help them benchmark performance, identify development opportunities and engage agents through personalized coaching.

#### + Pick any 1 add-on package from four options:

**Workforce Management:** Optimize staffing and automate scheduling for greater operational efficiency with AI-powered, omnichannel workforce management that's intuitive, easy to use and designed for the modern workforce with [Talkdesk Workforce Management™](#). Also included is [Talkdesk Schedule mobile app](#) to empower your contact center staff with 24/7 on-the-go access to engagement tools like work schedules & more.

**Customer Experience Analytics:** Turn every conversation into customer intelligence you can act on with powerful [Talkdesk Interaction Analytics™](#) insights and dashboards. Automatically transcribe & evaluate each customer interaction and identify the insights needed to coach more effectively, engage the workforce, and retain top talent with [Talkdesk QM Assist™](#).

**Agent Assist:** Make every agent your best agent by providing real-time assistance with [Talkdesk Agent Assist™](#). Agent Assist uses AI and machine learning to deliver contextualized quick answers, next-best action recommendations, and automated pre-call, on-call, and post-call work.

**Proactive Outbound Engagement:** Leverage a portfolio of automated outbound products. [Select Talkdesk Dialer™](#), next generation predictive dialing for highly efficient and compliant customer outreach or [Talkdesk Dialer for Salesforce™](#), fully integrated power dialing, preview dialing, and [Talkdesk Bulk SMS for Salesforce™](#), the ability for agents to send SMS messages to a list of contacts or leads in Salesforce.





## Learn more about our capabilities by Edition.

### CX CLOUD FedRAMP® Edition

#### Voice Engagement

Maximize caller satisfaction with exceptional call quality, intelligent routing and customizable voice features. Route calls based on caller data, IVR selection, business hours, agent skills, and more to optimize the caller experience with [Talkdesk Voice](#). Includes unlimited call recording storage.

#### Digital Engagement (2 channels)

Reach out and respond to your customers using their preferred communication channel with [Talkdesk Digital Engagement™](#), an all-in-one digital customer engagement solution that includes customer interactions across digital channels. Includes chat and SMS.

#### Studio & Routing

Create IVR call routing flows in minutes using [Talkdesk Studio™](#), a visual routing designer that enables non-technical stakeholders to create effortless omnichannel customer journeys with clicks, not code. Design, build and deliver the most intricate customer journeys and easily adapt flows to evolving customer and business needs.

#### Real-time Dashboards (Live)

[Talkdesk Live™](#) delivers dashboards and wallboards for a live view of performance against SLAs and key metrics. Easily identify areas for improvement to coach agents and impact customer satisfaction.

#### Business Intelligence (Explore)

[Talkdesk Explore™](#) is a historical reporting and business analytics tool that features flexible filtering, scheduling, and customization options for a 360-degree view of contact center performance.

#### Custom Reporting with Live & Explore

Create custom reports and dashboards and get a bespoke view of your contact center data. Use custom calculations to mix & blend more than 900 values to define new measures and report on virtually any metric.





## Learn more about our capabilities by Edition.

### CX CLOUD FedRAMP® Edition continued

#### Quality Management

Efficiently evaluate customer interactions and provide agents the actionable feedback they need to deliver an exceptional customer experience with [Talkdesk Quality Management™](#). (Screen recording not included.)

#### Workforce Management

Anticipate customer demand and plan and develop staff schedules more effectively with accurate, omnichannel forecasts.

#### Connections

Go beyond the Talkdesk out-of-the-box integrations library with [Talkdesk Connections™](#), a simple configuration-based, custom integration builder enabling users to quickly build custom integrations and actions between the Talkdesk CX Cloud and virtually any external system with ‘clicks not code’.

#### API Access

Use a variety of easy-to-implement [APIs and SDKs](#) to connect and synchronize other applications (e.g., CRM, ITSM systems, etc.), with CX Cloud.

#### BYOC (Bring Your Own Carrier)

Gain the benefits of a leading cloud-native contact center platform while maintaining your existing telephony infrastructure and carrier relationships.

#### Enhanced Security

Enterprise-level security with FedRAMP-compliant cloud, Talkdesk US-only care, and Talkdesk data centers for performance you can trust.



## Choose add-on packages to extend your capabilities.

MOST POPULAR

### Optimize staffing and scheduling with Workforce Management

Optimize staffing and automate scheduling for greater operational efficiency with AI-powered, omnichannel workforce management that's intuitive, easy to use and designed for the modern workforce. And, empower your contact center staff with 24/7 on-the-go access to engagement tools like work schedules & more with Talkdesk Schedule Mobile App.

### Turn every conversation into intelligence with Customer Experience Analytics

Turn every conversation into customer intelligence you can act on with powerful speech and text analytics that automatically identifies the issues causing customers to contact customer service.

- Transcribe and analyze each customer interaction and identify key conversation topics and sentiment to uncover trends and provide actionable insights to the business\*.
- Use AI-based QM Assist to analyze agent interactions and identify the insights needed to coach more effectively, engage the workforce, and retain top talent.

### Make every agent your best agent with Agent Assist

Make every agent your best agent by providing real-time assistance. Leverage AI and machine learning for real-time call transcriptions, contextualized quick answers, next-best action recommendations, and automated pre-call, on-call, and post-call work\*.

### Increase customer engagement with Proactive Outbound Engagement

Leverage a portfolio of automated outbound products, including: Talkdesk Dialer - next generation predictive dialing for highly efficient and compliant customer outreach or Talkdesk Dialer for Salesforce - fully integrated power dialing, preview dialing, and Smart SMS (the ability for agents to send SMS messages to a list of contacts or leads in Salesforce).

\*Note: Transcription supports 20 languages including English, Indian English, Chinese, Russian, French, German, Spanish, Portuguese/Brazilian Portuguese, Greek, Turkish, Vietnamese, Italian, Dutch, Catalan, Arabic, Farsi, Filipino (Tagalog), Ukrainian, Kazakh, and Swedish. Additional languages available for additional fee.

\*\*Select capabilities may not be available for add-on with Talkdesk CX Cloud™ FedRAMP edition.



# Learn more about our capabilities by Edition.

## Financial Services Experience Cloud™ for Banking Edition

Elite edition capabilities	Financial Services Experience Cloud for Banking includes all <a href="#">capabilities in the Elite edition</a> .
Banking Workspace	An interface purpose-built for banking agents. One unified desktop to view texts, voice calls, general client information, banking account data, and anything banks need to service their clients quickly.
Integrated with Financial Services Systems	Integrated with core banking systems to connect client’s financial information such as account balance, transactions, and payments due, enabling quick servicing resolution and delivering data insights to automated workflows and the agent workspace.
Banking Flows	Pre-built workflows streamline processes and automate employee actions for account servicing, loan servicing, and payments & collections.
Banking Virtual Agents	Deliver a convenient and connected self-service experience for clients with voice and digital virtual agents integrated across channels and systems. Leverage deep integrations and banking-trained AI to elevate and differentiate automated interactions.
100% Uptime SLA	Financial Services Experience Cloud for Banking offers a 100% uptime SLA. Voice quality is backed by an industry-leading 4.22 MOS.
Pick any 2 add-on packages from four options:	<ul style="list-style-type: none"><li>• Workforce Management</li><li>• Customer Experience Analytics</li><li>• Agent Assist</li><li>• Proactive Outbound Engagement</li></ul> <p>See <a href="#">Page 10</a> for more details on package options.</p>



# Learn more about our capabilities by Edition.

## Financial Services Experience Cloud™ for Insurance Edition

Elite edition capabilities	Financial Services Experience Cloud for Insurance includes all <a href="#">capabilities in the Elite edition</a> .
Insurance Workspace	Empower employees with an interface purpose-built for insurance to surface actionable context from previous customer interactions and core insurance systems. Provide employees with a holistic view of the customer journey that includes policy information, open and closed claims, and conversations across communication channels.
Integrated with Claims Management and Policyholder Administration Systems	Out-of-the-box integrations with core insurance systems connect vital customer data and enable bidirectional exchange of information to streamline policy updates, claims handling, and more.
Insurance Flows	Pre-built workflows streamline processes and automate employee actions for policy servicing, claims, and new business.
Insurance Virtual Agents	Deliver a convenient and connected self-service experience for customers with voice and digital virtual agents integrated across channels and systems. Leverage deep integrations and insurance-trained AI to elevate and differentiate automated interactions.
100% Uptime SLA	Financial Services Experience Cloud for Insurance offers an unprecedented 100% uptime SLA. Voice quality is backed by an industry-leading 4.22 MOS.
Pick any 2 add-ons packages from four options:	<ul style="list-style-type: none"><li>• Workforce Management</li><li>• Customer Experience Analytics</li><li>• Agent Assist</li><li>• Proactive Outbound Engagement</li></ul>

See [Page 10](#) for more details on package options.



# Learn more about our capabilities by Edition.

## Healthcare Experience Cloud™ for Providers Edition

Elite edition capabilities	Healthcare Experience Cloud for Providers includes all <a href="#">capabilities in the Elite edition</a> .
Provider Workspace	Turn agents into experts with an interface purpose-built for healthcare to surface actionable context from previous touchpoints and the EHR. Give agents a full view of the patient journey that includes health information, past encounters, and previous inbound and outbound conversations across channels.
Integrated with Electronic Health Records System	Create a synchronized patient journey with EHR integration, that connects demographic data, treatment, and condition information, upcoming and past encounters, and other key data to automated workflows and the agent workspace.
Provider Flows	Pre-built workflows simplify and streamline patient access, appointment management, billing and payments, and patient services interactions.
Provider Virtual Agents	Deliver a convenient and connected self-service experience for patients with voice and digital virtual agents integrated across channels and systems. Ready-to-launch bots for patient access and revenue cycle management leverage deep integrations and healthcare-trained AI to elevate and differentiate automated interactions.
100% Uptime SLA	Healthcare Experience Cloud for Providers offers a 100% uptime SLA. Voice quality is backed by an industry-leading 4.22 MOS.
Pick any 2 add-on package from four options:	<ul style="list-style-type: none"><li>• Workforce Management</li><li>• Customer Experience Analytics</li><li>• Agent Assist</li><li>• Proactive Outbound Engagement</li></ul> <p>See <a href="#">Page 10</a> for more details on package options.</p>



## Learn more about our capabilities by Edition.

### Retail Experience Cloud™ Edition

#### Elite edition capabilities

Retail Experience Cloud includes all [capabilities packaged in the Elite edition](#).

#### Retail Workspace

Improve resolution rates and handle time by equipping agents with a unified view of the customer journey (including customer profiles, past orders, and previous interactions) and of the brand's product catalog – all in one place.

#### Integrated with E-commerce Systems

Automatically connect customer, product, order, and inventory data from your system of record to streamline service and create a holistic view of each and every customer.

#### Retail Flows

Turn agents into experts with pre-built workflows that enable them to track, cancel, or modify orders in just a few clicks – all without having to leave the Retail Workspace.

#### Retail Virtual Agents

Deliver a convenient and connected self-service experience for customers with bots that are integrated across channels and systems. Human-in-the-loop technology that is already fluent in retail understands and responds to common retail terms.

#### 100% Uptime SLA

Retail Experience Cloud offers a 100% uptime SLA. Voice quality is backed by an industry-leading 4.22 MOS.

#### Agent Assist

Make every agent your best agent by leveraging AI and machine learning for real-time call transcriptions, contextualized quick answers, next-best action, and automated pre-call, on-call, and post-call work.

#### Customer Experience Analytics

Tap into the goldmine of data in your contact center by automatically transcribing and analyzing customer and agent interactions. Interaction Analytics and AI-based QM Assist identify key conversation topics and sentiment to uncover trends, personalize agent trainings, and provide actionable insights to the business.

#### CX Sensors

Protect your brand image and customer loyalty by staying on top of all customer issues that need your attention or intervention. Define a set of keywords you'd like to be alerted on in real-time, and fine-tune them by setting parameters based on the number of hits, time range, and frequency.



## Choose additional products to meet more needs.



### Talkdesk Local Presence™

Increase connection rates by automatically selecting the phone number that has the same area code or country code as the call recipient.



### Talkdesk Identity™

Verify caller identity with individual voiceprints powered by voice biometrics. Eliminate fraudsters and quickly connect customers with agents.



### Talkdesk Phone™

A fully-featured, modern cloud business phone system that empowers every employee to collaborate internally, receive incoming calls or place outbound calls to anyone anywhere in the world you do business.



### Talkdesk Hybrid Cloud™

Take advantage of the agility, scalability, and cost-efficiency of the public cloud, while also leveraging private storage to meet legal requirements and provide an additional layer of security with Talkdesk Hybrid Cloud.



### Talkdesk Secure Payments™

Easily and securely manage agent-assisted credit card transactions in a PCI-compliant environment.



### Talkdesk Social Messaging

Bring together customer interactions across more digital channels including Twitter, Facebook, WhatsApp, and Apple Business Chat.



### Talkdesk CX Sensors™

Get instant notifications of issues that require a time-sensitive response by automating call transcription analysis in real-time and triggering alerts based on rules set on keywords or sentiments\*.



### Talkdesk Studio Text-to-Speech

Turn text into lifelike natural sounding human speech to greet and navigate your customers through a fully automated voice experience. Select from a large number of voices and languages to customize the voice experience for your customers.



### Talkdesk Fax - powered by eFax

Receive and send fax messages from Talkdesk Digital Engagement like any other digital channel. Automate fax processes through our built-in Automation Tools.

\* Note: Transcription supports 20 languages including English, Indian English, Chinese, Russian, French, German, Spanish, Portuguese/Brazilian Portuguese, Greek, Turkish, Vietnamese, Italian, Dutch, Catalan, Arabic, Farsi, Filipino (Tagalog), Ukrainian, Kazakh, and Swedish. Additional languages available for additional fee.

\*\*Select capabilities may not be available for add-on with Talkdesk CX Cloud™ FedRAMP edition.





## Select additional integrations for your unique environment.



### Talkdesk for Salesforce

Comprehensive contact center functionality for the Salesforce experience. Boost efficiency, and provide customers with highly personalized engagements with the industry's deepest integration. Maintain a comprehensive view of the customer and improve contact center performance with unified reporting, right from within Salesforce. And manage it all with clicks, not code.



### Talkdesk for Salesforce Service Cloud Voice (BYOT)

Salesforce and Talkdesk all-in-one CRM and contact center solution joins phone, digital channels, and CRM data seamlessly within the Service Cloud console. Integrate Salesforce 360° view of the customer with Talkdesk global and reliable voice communications - all within the Salesforce User Interface (UI).



### Talkdesk BYOC (Bring Your Own Carrier)

Use a rich feature set with Talkdesk CX Cloud, including intelligent routing, desktop & mobile call control, contact center analytics, WEM, and more, while continuing to take advantage of your PBX investment and your preferred carrier relationship.



### Talkdesk Pega Connector

Bring together the AI and customer-journey driven Pega CRM with Talkdesk's industry leading CCaaS platform to deliver all the tools customers need to meet the expectations of consumers today.



### Talkdesk Microsoft Teams Connector

Connect your entire enterprise and provide seamless customer support by integrating Microsoft Teams with Talkdesk. Embed collaboration capabilities directly in the agent interface and automate key contact center notifications to relevant individuals or teams.



### Talkdesk ServiceNow Connector

Unify the agent experience by providing a deep integration between your call center and IT/customer service desks. Two-way contact and agent sync ensures that data remains consistent and up-to-date.



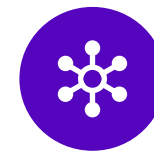
### Talkdesk Zoom Connector

Integrates Zoom with Talkdesk to enable collaboration between your agents and subject matter experts across the entire organization to work together to provide the best customer experience.



### Talkdesk SAP Cloud for Customer (C4C) Connector

Combine the power of Talkdesk CX Cloud Contact Center platform with SAP C4C enabling your agents to use C4C as a 'single pane of glass' when supporting your customers. This pre-built connector allows customers to embed Talkdesk in the C4C user interface working in the background to provide telephony and customer communication capabilities.



### Talkdesk Verint WFM and QM Connector

Optimize contact center resources and provide a unified omnichannel customer service experience with seamless contact center integration with Verint WFM and QM.



### Talkdesk Verint Case Management (CM) Connector

Create a "single pane of glass" for customers using Talkdesk with Verint® Case Management. Talkdesk Verint CM Connector establishes a continuous data flow between Talkdesk CX Cloud and Verint CM that can help you plan, manage, and track employee work more effectively.



### Talkdesk HubSpot Connector

Talkdesk Hubspot Connector enables seamless contact center integration with your CRM system. This integration enables businesses to optimize contact center resources and provide a unified omnichannel customer service experience.



### Talkdesk Oracle Service Cloud Connector

Talkdesk Oracle Service Cloud Connector combines the capabilities of Oracle SC and Talkdesk to deliver optimized and personalized customer experiences. Maintain up-to-date contact information and empower agents with the insight necessary to provide quick and positive engagements all directly from the Oracle workspace.

\*Select connectors may not be available with Talkdesk CX Cloud™ FedRAMP edition.



Select from our service options for everyone & everything you need for a better way to reimagine the customer experience.

## Premium Support

Leverage a dedicated Support Engineer—backed by 24x7 service centers—as a single point of contact for escalation management, best practice recommendations, and custom training based on ticket patterns and needs.

## Optimization Assessments

Optimize your contact center operations with support from Talkdesk Technical Account Managers who will evaluate the overall effectiveness and efficiency of your Talkdesk solution. Ensure you are maximizing your operations to support desired business outcomes and engaging in opportunities to enhance your CX business value.

## Managed Services

Outsource advanced administrative services to act as an extension of your admin team, solve for specific competency gaps, or help you flexibility scale based on market or seasonal demands.

## Custom Hosting

For Elite Edition customers with custom applications, Talkdesk offers custom hosting on the Talkdesk platform.