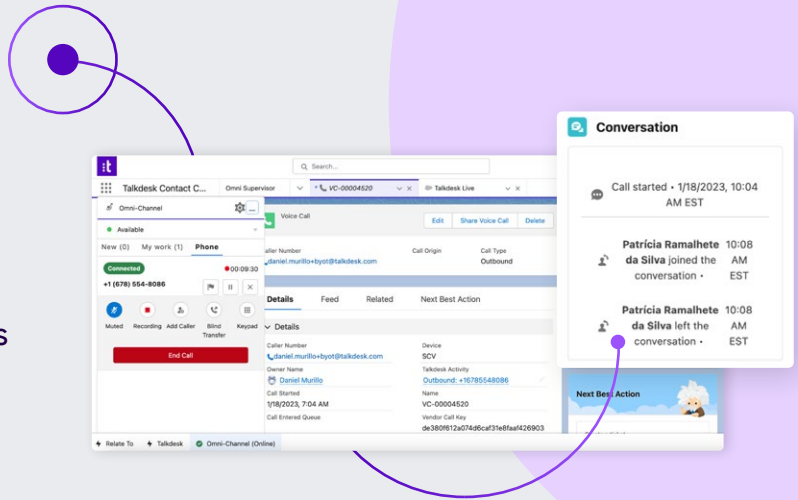




# Talkdesk for Service Cloud Voice

Deliver exceptional customer experiences and optimize efficiency with seamlessly embedded CRM data and voice communications.

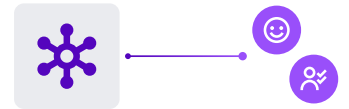


Talkdesk for Service Cloud Voice (SCV) integrates Salesforce's 360° view of the customer with Talkdesk's global and reliable voice communications to provide you with the right customer experience and management tools - all in one central view within the Salesforce User Interface (UI).

## Main capabilities

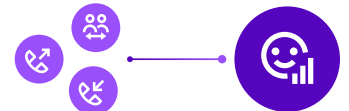
### Fully embedded within Salesforce.

Make the most out of your CRM investment by servicing all customer interactions while maintaining a consistent and familiar Salesforce experience. Manage calls directly with the omni-channel widget, and rely on a single platform to optimize productivity and improve customer experiences.



### All the right tools in one place.

Call controls within Salesforce's omni-channel widget and direct access to CRM data provide agents with the right information to quickly assist customers. Support for transfers between agents, ring group transfers, inbound and outbound use cases, and more to provide a complete customer service solution.



### Optimize the customer journey.

Gain a better understanding of the customer journey and improve customer experience by leveraging Salesforce's complete view of the customer coupled with Talkdesk Live reporting, comprehensive call monitoring, embedded call recordings, and live transcriptions. Enhance post-call coaching, streamline onboarding, and enhance quality management - all without having to leave Salesforce.



### Global reach and coverage.

Consistent and robust call connectivity improves and maintains customer satisfaction. Nine global data centers and Talkdesk's Global Carrier Network (GCN) ensure that you can have reliable telephony so that customers can always get to the right agent, at the right time.



### Choose the best Salesforce experience for you.

Provide an optimal environment for each contact center role. Easily choose which reps need the embedded Salesforce experience of Talkdesk for Service Cloud Voice, and those that have to switch applications. These agents can benefit from Talkdesk rich Salesforce integration, Talkdesk for Salesforce. Easily switch between both solutions with a simple toggle switch.



# Key Features



Call controls within Salesforce's omni-channel widget



Toggle between Service Cloud Voice and Talkdesk for Salesforce



Standard inbound and outbound use cases with support for Preview and Power dialing



Pause and resume call recordings and transcriptions



Blind and warm agent transfers and ring group transfers



Listen in and monitor live transcriptions with Salesforce Omni Supervisor



Advanced routing capabilities, global reach, and best in class calls quality



Talkdesk Mobile App compatible



Supports Salesforce Shield Encryption

The screenshot displays the Salesforce interface during a call. On the left, a 'Conversation' window shows a chat history with messages: 'Hi. How can I help you today?' (Agent - 2:48 PM) and 'I'd like to update my shipping address.' (+351918027926 - 2:48 PM). A response 'Sure, go ahead.' (Agent - 2:48 PM) is also visible. In the center, a call control overlay is active, showing 'Omni-Channel' at the top, 'Available' status, and 'Phone' as the selected channel. It displays 'Connected' with a timer at 00:00:34 and the number '+1 (678) 554-8086'. Below this are icons for Mute, Recording, Add Caller, Blind Transfer, and Keypad, with a prominent red 'End Call' button. On the right, another 'Conversation' window shows the same chat history. At the bottom left, a 'Next Best Action' widget suggests 'Create a ticket' with a 'Yes create a ticket' button.

**Talkdesk Contact Center** | Voice Calls | Talkdesk Admin | VC-00004345

**Actions & Recommendations**

Actions History

Add

Omni-Channel

Available

We couldn't create the call record, so the call won't be tracked in Salesforce.

**Details** | Feed | Related | Next Best Action

Details

Caller Number: [daniel.murillo+byot@talkdesk.com](mailto:daniel.murillo+byot@talkdesk.com)

Owner Name: [Daniel Murillo](#)

Call Started: 12/22/2022, 6:55 AM

Call Entered Queue

Call Accepted: 12/22/2022, 6:55 AM

Call Ended: 12/22/2022, 6:58 AM

Related Record

Device: SCV

Talkdesk Activity: Outbound: +16785548086

Name: VC-00004345

Vendor Call Key: cf131e21d3f34738b5fa121e4729ce07

Longest Hold Duration

Number Of Holds: 0

Caller

**Voice Call** | Edit | Share Voice Call | Delete

Caller Number: [daniel.murillo+byot@talkdesk.com](mailto:daniel.murillo+byot@talkdesk.com)

Call Origin: Outbound

Call Type: Outbound

**Call Audio Player** | Outbound

Participants: +16785548086, daniel.murillo+byot@talkdesk.com

THURSDAY, DECEMBER 22, 2022 AT 9:55 AM

00:00/01:58 | 1x

**Conversation**

Call started - 12/22/2022, 09:55 AM EST

Call ended - 12/22/2022, 09:58 AM EST

**Next Best Action**

Create a ticket

Yes create a ticket

Not at this time

**Talkdesk Contact Center** | Voice Calls | Talkdesk Admin | VC-00004345

**Actions & Recommendations**

Actions History

Add

Omni-Channel

Available

New (0) | My work (0) | **Phone**

1 2 3  
4 5 6  
7 8 9  
\* 0 #

Call

**Related** | **Details**

User: [Daniel Murillo](#)

Type: Outbound

Disposition Code

Notes

Channel Voice

SMS Status

Start Time: 12/22/2022, 6:55 AM

End Time: 12/22/2022, 6:57 AM

In Business Hours

Hangup - Dis disconnect

Talkdesk id: cf131e21d3f34738b5fa121e4729ce07

Call id: CA2d6d2cbe62592

Recording: <https://byot.nsf/cf131e21d3f34738b5fa121e4729ce07/recording>

Sentiment

CSAT Icon

Mood Face

**Chatter**

Post | Poll

Question

What would you like to ask?

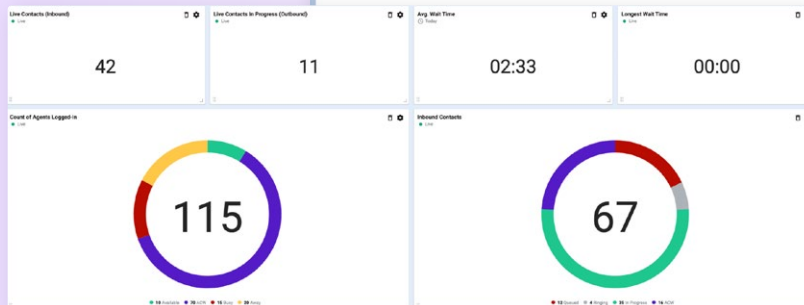
**Talkdesk Contact Center** | Omni Supervisor | VC-00004520

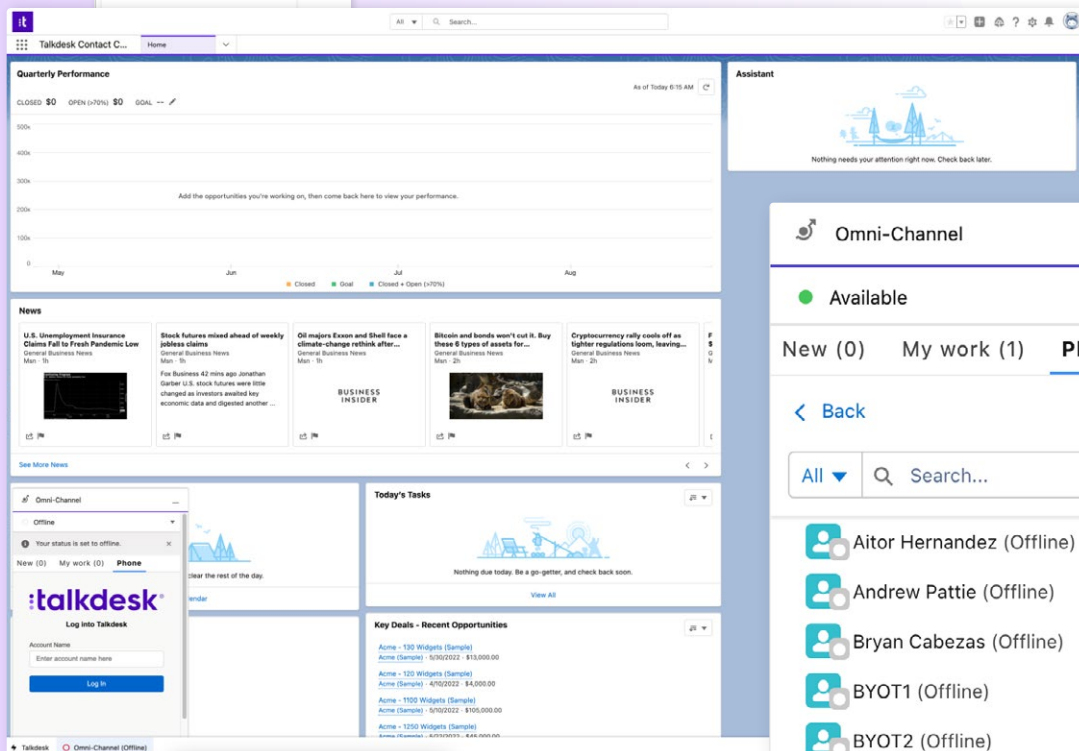
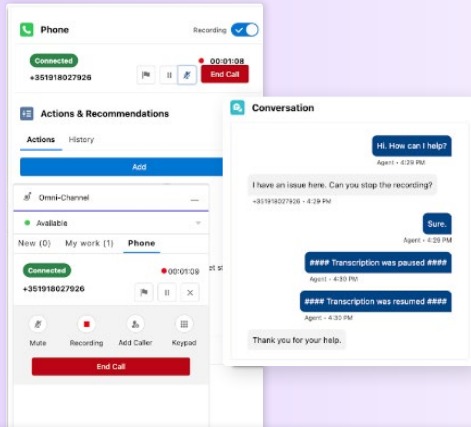
**Agents** | Queues Backlog | Assigned Work

**Agent Summary**

All Agents | Agents by Queue

AGENT	STATUS	FLAG	ACTION	WORK SUMMARY	STATE	LOGIN	ACCEPT	CAPACITY	ACW	WORKLOAD	CHANNELS	ASSIGNED QUEUES
<a href="#">Daniel Murillo</a>	Available		Change Status	1 Voice Call	4 min 58 s	4 min 58 s	3 min 59 s	100%		100 / 100		
<a href="#">Patricia Ramalhe da Silva</a>	Available		Change Status		1 min 8 s	1 min 8 s		0%		0 / 100		





## 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 for Service Cloud Voice](#)

