:talkdesk®

Hybrid Cloud

Choose your storage deployment model

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

Experience the advantages of both clouds.

Enjoy your own private storage instance combined with powerful public cloud processing capabilities. Take full advantage of the public cloud's benefits, including flexibility, agility, scalability, uptime, cost-efficiency, and innovation. Get your own storage instance without losing access to cloud-native capabilities. Leverage the Talkdesk globally-managed platform to keep your contact center up-to-date with all the latest features and product releases.

Highly customizable to your needs.

Customize your private storage instance to adhere to your specific security and IT policies and make a smooth and simple transition into the cloud. Implement your policies while benefiting from enterprise-class security frameworks and gain flexibility to adapt and integrate with other systems as your business evolves.

Comply with industry requirements.

Store your call recordings in a private storage instance, which is ideal for highly regulated industries with specific data protection requirements, and for countries with strong sovereignty laws. Comply with data privacy and sovereignty laws to protect your company, and avoid huge penalties for non-compliance with established regulations. Increase customer satisfaction by maintaining call recordings for historic record and quality assurance purposes.

●●●

"We see great benefits for enterprise clients of having data safely stored in a private cloud to comply with their specific internal security and IT requirements, and combining it all with the amazing benefits of having a cutting edge cloud-native contact center platform."

— **PEDRO POMBO,** MANAGING DIRECTOR, ACCENTURE DIGITAL

Key features

Private storage

Globally managed multi-tenant solution

International data privacy compliance

Cutting-edge security standards

Adaptive to evolving IT requirements

Full control over security and compliance policies