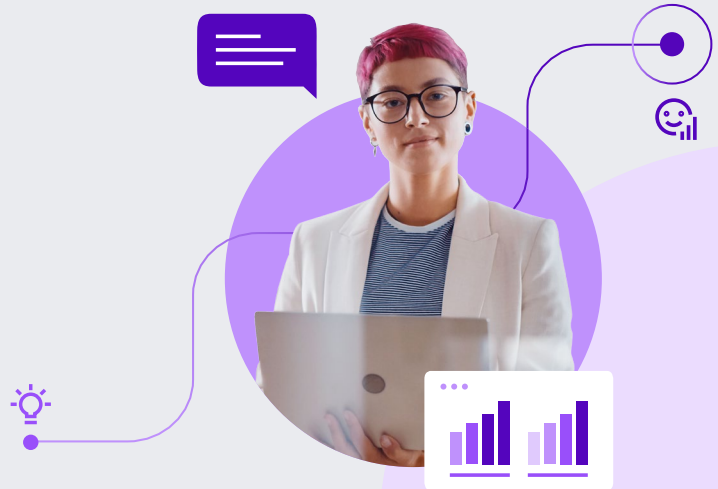




CONTACT CENTER AS A BUSINESS ADVANTAGE

# Talkdesk for IT and operations

Lead enterprise-wide growth, transformation, and innovation.



IT and operations teams have the power to transform the contact center from a cost center into a strategic, business-driving department for the entire organization. A secure, end-to-end cloud contact center platform rapidly scales to meet dynamic market and business needs.

## Talkdesk capabilities for IT and operations teams



### Streamline your tech stack through cloud migration, automation, and consolidation

- Build any open API integration in minutes.
- Customize your contact center with a click—not code—approach.
- Access all CX applications from a single pane of glass.
- Implement quickly, with enterprise-class control.
- Rely on effective training and change management with easy-to-use and out-of-the box capabilities.
- Get UCaaS and CCaaS through one partner versus investing in multiple systems.



"The flexibility of Talkdesk cloud solutions allowed us to make a significant shift during implementation and enable dozens of our agents to work from home, to support social distancing during the coronavirus pandemic. We are very excited for the future with Talkdesk as our customer service solutions provider."

— JARED ARNOLD, CHIEF INFORMATION OFFICER, [ADVISORS EXCEL](#)



### Maintain data, information security, and privacy

- Mitigate the risk of insider threats, fraud, identity theft, employee negligence, and lagging system performance.
- Improve visibility of your remote or hybrid workforce.
- Transition employees to voice over cloud (rather than VPN) for speed, cost savings, and reliability.
- Encrypt call recording storage and require authentication for access within Talkdesk.
- Accept payments in a PCI-compliant environment.
- Register and receive full caller ID verification for all numbers associated with your Talkdesk account.



"One of the things that attracted us to Talkdesk is its reputation for high reliability. Knowing we'll be there every time when our customers call gives us great peace of mind."

— SPENCER PETTY, SUPPLIER RELATIONS MANAGER, [AVETTA](#)



### Create seamless customer journeys that drive brand loyalty and revenue

- Improve collaboration and unify communications across the organization (marketing, sales, R&D and more).
- Quickly identify, route, and respond to customer support issues across multiple channels.
- Improve agent productivity and contact center performance with a strong Salesforce (or other CRM) integration.
- Transform the way you organize and provide information to your customers and agents.
- Give your team AI-powered knowledge-bases, next best recommendations, and insights.



“Our agents have already started using Talkdesk, the online training has enabled faster and easier agent ramp time. Our call center supervisors are now able to control the system by making updates that instantly address the needs of our customers. We’re always looking to improve our customer experience, and Talkdesk lets us do that very quickly and easily.”

– TERESA ERWIN, CALL CENTER OPERATIONS MANAGER, [THE SCOTTS COMPANY](#)



### Improve reporting accuracy, gain real-time analytics, and provide cross-functional visibility into data

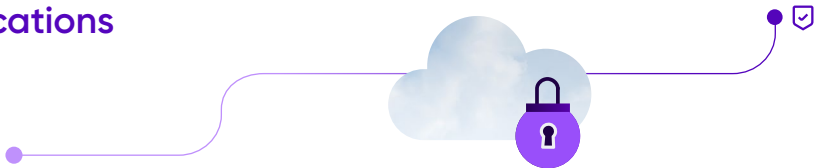
- Turn real-time analytics into great customer service improvements with live reporting dashboards.
- Monitor and report customer sentiment and agent effectiveness simply and effectively.
- Improve agent performance, CSAT, and NPS with proactive coaching and quality management.
- Easily create and deploy surveys—on any channel—to capture, analyze, and act on customer feedback.
- Leverage business intelligence to improve and transform your contact center KPIs and ROI.



“We needed a solution with advanced routing capabilities and a view into call behaviour. Talkdesk CX Cloud gives us a sophisticated, yet simple-to-use tool with smart routing right out of the box. By allowing us to respond more efficiently, from anywhere, and provide a better overall experience, our customers can come away not only feeling good about choosing a clean energy solution, they also feel added confidence in having entrusted Zolar to power it.”

– MARKUS SCHAFFRINSKI, CHIEF TECHNOLOGY OFFICER, [ZOLAR](#)

## Security & compliance certifications



“We’ve had a 34% increase in staff satisfaction compared to our previous system.”

– BRAD ADAMS, COO, UNIVERSITY PARTNERSHIPS & SERVICE, [2U, INC.](#)

### About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings, and profitability.



Experience. A better way.

[talkdesk.com/growth](https://talkdesk.com/growth)

