



Talkdesk Premium Care

Delivering personalized, full coverage support.



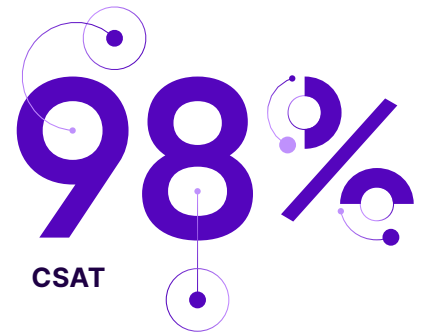
The award-winning Talkdesk Customer Care organization provides timely and effective assistance to ensure your business consistently delivers exceptional customer experiences. We take your success seriously and are always available to quickly and efficiently handle incident management and ticket resolution with empathy and transparency. When every minute matters, Talkdesk Customer Care is your strategic partner to solve your issue quickly and ensure you have a successful experience with our solutions. With Talkdesk Premium Care, you go beyond standard support. Receive specialized guidance, expert coaching, and 24x7 assistance with faster response times from Talkdesk product and industry experts to help you confidently deploy, optimize, and unlock the full power of your Talkdesk solution.

Get direct access to a dedicated technical team

A dedicated team of a premium technical support engineer (PSE) and a technical account manager (TAM) will gain a comprehensive understanding of your contact center systems, operations, goals, and overall strategy to maximize the value of your CX investment.

TALKDESK CARE PACKAGES

SUPPORT	STANDARD	PREMIUM
Online resources	✓	✓
Multi-channel support	✓	✓
24x7 support	✓	✓
Dedicated technical team	×	✓
Technical product consulting and training	×	✓
Monthly ticket reviews	×	✓
Escalation management	×	✓
Priority phone number access	×	✓
Quarterly technical reviews	×	+
Business continuity consulting	×	+



2022 PSE CSAT score

+ Premium Care Plus

Key features of Talkdesk Premium Care



Online resources

Onboard and develop your skills with hands-on trainings and certifications.



24x7 support

Support teams are available whenever you need their help.



Dedicated technical team

Lead support engineer and technical account manager provide consistent, personalized service.



Priority channels

Unique phone number and priority ticket handling ensure you receive faster response times.



Monthly case reviews

Receive insights on case trends and recommendations for agents, supervisors, and stakeholders.



Custom technical training

Based on case topics and operational reviews, technical consultations and training sessions actively address and fill any knowledge gaps.



Escalation transparency

Receive regular updates and connect with stakeholders in timely engagements until resolution.



PSE as point of contact.



Consistent contact.



Prompt resolution.



Capstone communication.



Quarterly technical reviews⁺

Evaluation of the overall effectiveness and efficiency of your Talkdesk solution to maximize operations.



Business continuity consulting⁺

Incorporate risk management processes and procedures to optimize contact center resilience.



“From day one of our partnership, the contact with the Talkdesk support team was perfect. They came up with solutions fast and I couldn’t be more satisfied.”

— FRANCISCO LISBOA, HEAD OF COMMERCIAL AND CUSTOMER CARE, [INDIE CAMPERS](#)

⁺ Included as part of Premium Care Plus

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 Customer Care](#)

