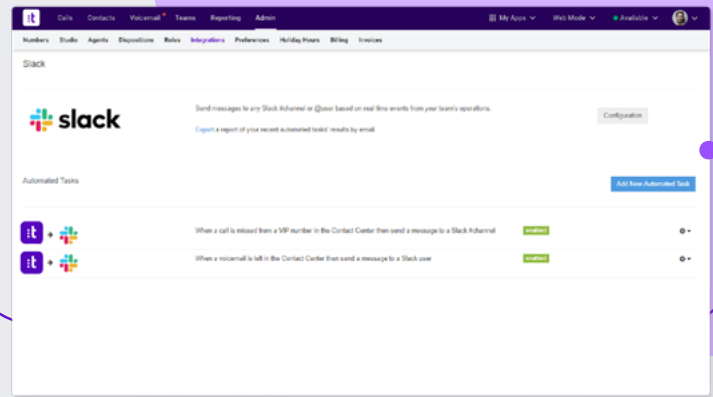




Talkdesk Slack Connector

The enterprise cloud contact center built for Slack.



Talkdesk Slack Connector pairs the power of Talkdesk with Slack's leading collaboration platform, empowering contact centers to streamline their support efforts and respond quickly to evolving contact center conditions.

Respond immediately to changing conditions.

Send custom alerts and notifications to users and channels in Slack based on any event in Talkdesk, such as when a voicemail arrives or the wait time is longer than five minutes. Talkdesk Slack Connector reduces queue waiting times, provides immediate assistance to VIP customers, and helps to meet and exceed contact center SLAs.

Effortlessly coach and train agents.

Talkdesk Slack Connector provides supervisors with intuitive tools to coach and train agents in real time via Slack messages and call barging, without disrupting the agent and caller's conversation. Moreover, it improves agent coaching efforts, eliminates intrusive whispering to reduce agent distraction during calls, and enables agents to get help at the click of a button.

Get started in minutes and maintain with ease.

Getting started with Talkdesk Slack Connector takes minutes and doesn't require any IT or technical resources to set up or maintain. The connector is up and running fast, enables a quick and simple training of new agents, and cuts operating costs with a self-service model.



"Talkdesk Slack Connector allows us to monitor calls and alert agents of voicemails, enabling agents to address our customers' inquiries faster or more efficiently."

— TYSON NIX, TECHNICAL OPERATIONS MANAGER, ZUMIEZ

Features



Automated alerts



Customizable notifications



Easy agent coaching



Simple setup



Fully-embedded interface