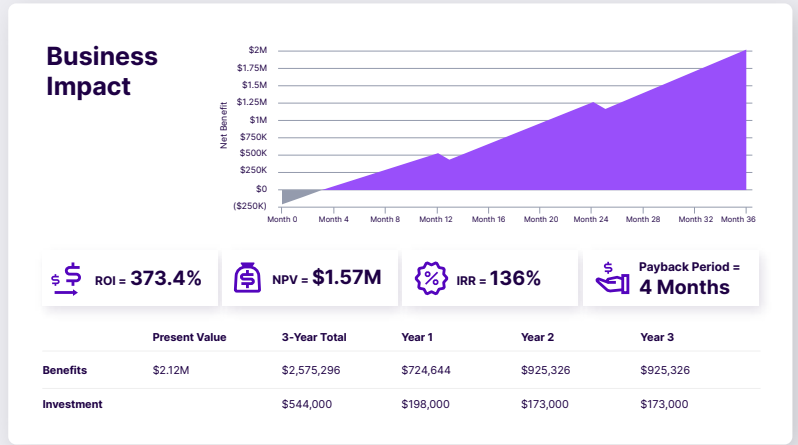




Value Consulting

Maximize the operational and financial impact of your CX transformation.



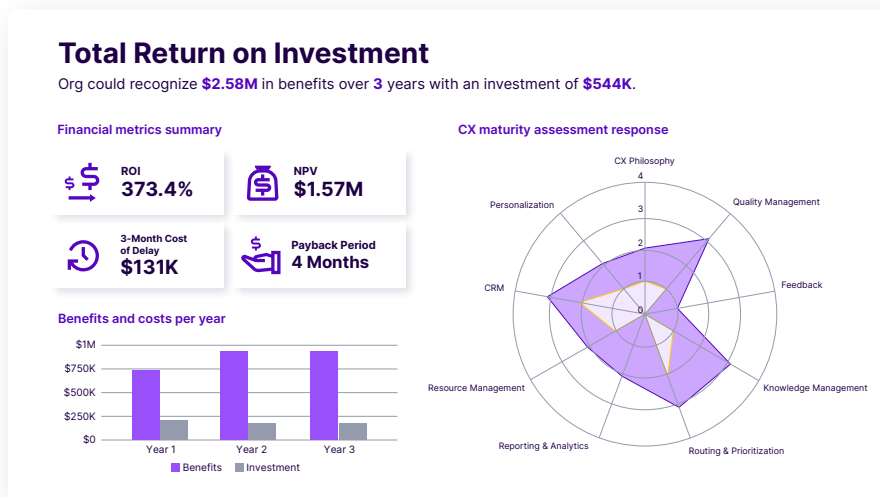
Talkdesk Value Consulting™ partners with organizations to align on strategic priorities and desired business outcomes to recommend tailored initiatives that maximize operational and financial impact.

Align with a Value Consulting engagement.

Talkdesk Value Consultants will partner with your team to evaluate where your CX stands today and set a strategic plan for how we will partner with you to achieve your desired state over an appropriate timeframe.

We will identify and quantify the potential value of a Talkdesk partnership and the specific initiatives that will drive that value. Then, we will deliver a customized engagement unique to your business and use case, identifying actionable targets for your support, sales, or any function in between.

Your team will receive a robust set of deliverables tailored to your organization, including an executive business case analysis, a roadmap of recommendations to achieve your business goals, and a financial analysis.



The above assessment illustrates the business outcomes that will drive the partnership between a customer and Talkdesk.

Talkdesk impact reported by customers

74% Growth in revenue.



17x Increase in first contact resolution.



15% Increase in positive CSAT response rates.



20% Increase in clinic answer rates.



90% Reduction in authentication time.



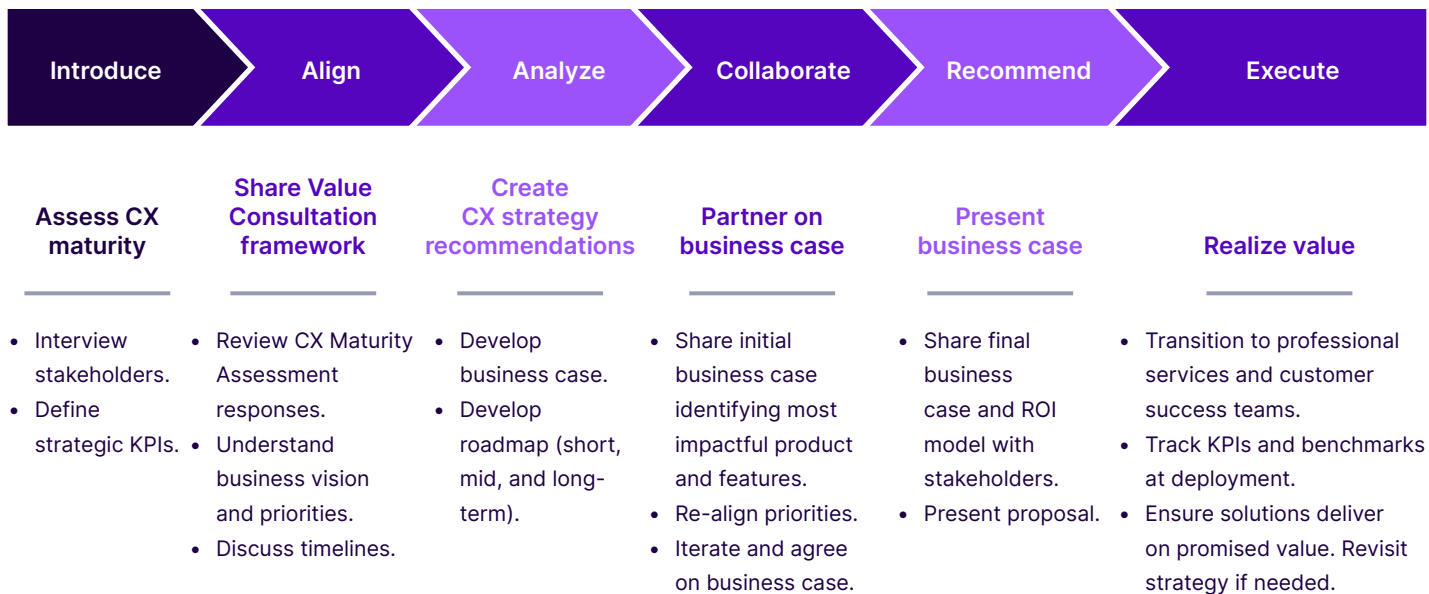
60% Reduction in operation costs.



73% Reduction in administrative debt.



Value Consulting engagement



A Value Consulting engagement is an iterative and collaborative consultation. During this engagement, the Talkdesk team will:

1. Collect data to understand the client's strategic goals and current contact center maturity, operational KPIs, and metrics.
2. Conduct a vision and strategy alignment discussion to confirm the overall process, goals, and priorities.
3. Assess the usage of best practices and areas of improvement and efficiencies.
4. Discuss the preliminary outcomes of the evaluation with the project champion and provide a business case report on the perceived pain points, our recommendations, opportunity for KPI improvements, and potential financial benefits.
5. Deliver an executive business case summary to stakeholders.
6. Provide a follow-up consultation to address outstanding questions or concerns (if needed). Transition findings and insights to internal Talkdesk teams to provide consistent focus on CX objectives through deployment and ongoing evolution over time.



Location
Onsite or remote.



Cost
Complimentary.

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.

[Value Consulting](#)

