



Talkdesk Voice Capabilities

Connect with your customers anytime, anywhere with crystal-clear voice quality and an enterprise grade SLA.



As customers become more savvy and have more access to information online and digital self-service options, the average issue that makes it through to a live agent is more complex and far less predictable than it used to be.

When a customer does connect with a live agent, they expect them to know who they are and why they are calling. And they expect the utmost in call quality.

Main Capabilities



Enterprise-grade SLA

Talkdesk offers an enterprise-grade uptime SLA, so your customers can always reach you no matter what.



Agent Workspace

Manage all voice and digital customer conversations with a single, unified interface wherever customers are located.



Global call quality

Talkdesk Global Communications Network™ (GCN) delivers the industry's highest reliability and call quality in the cloud contact center industry.



Mobility

Talkdesk Conversations mobile app is a native mobile contact center that puts the power of Talkdesk in an agent's mobile phone, tablet, or smartwatch.



Advanced IVR and routing

Leverage all of the enterprise ACD, IVR, and call routing capabilities you require to connect your customers to the appropriate agent, team, or department and drive a great customer experience.



Self-service SDKs

Build a powerful voice self-service solution that preserves context upon connecting to an agent, offers callback requests, and provides direct access to knowledge base articles.



Orchestration

Empower your frontline administrators with Talkdesk Studio™, a self-service visual flow designer that enables you to implement routing flows simply with clicks, not code.



Outbound dialer

Intelligently pace outbound call volume and filter out unproductive calls—such as voicemail, busy signals, and no answers—for maximum productivity.

Key Benefits

Reliable

Make every conversation count, anywhere in the world, with the industry's highest uptime backed by an enterprise-grade uptime SLA.

Flexible

Scale to meet shifting customer demands at a moment's notice with a full range of low-code and traditional development tools that accelerate contact center customization.

Personalized

Leverage pre-built CRM integrations and real-time digital context to ensure agents are equipped to deliver a highly personalized customer experience every time.



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.

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