:talkdesk®

US-only support

Delivering secure, compliant
US-based support.

With US-only support, you can rely on Talkdesk to support the most stringent government security requirements —such as FedRAMP compliance—and offer you timely and effective assistance to guide you on your path to success.

Main benefits

A team you can count on.

Our intuitive platform and self-service, online support resources empower your administrators to freely configure your Talkdesk solution and autonomously resolve issues your users might encounter. In the event you need hands-on assistance, rely on our technical support experts located in the continental United States to quickly and efficiently handle incident management and ticket resolution with empathy and transparency.
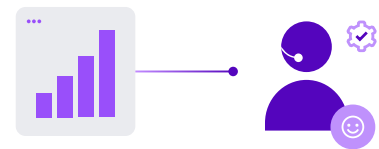
Strong data security.

Comply with the data provision requirements in heavily regulated industries —such as government, utilities, healthcare, and finance—that require speaking with technical support engineers located in the United States.

Scaled support model.

The US-only support team includes Tier 1 support representatives to effectively manage the scope and severity of your requests. The support team follows an expeditious and reliable triage and reassignment process to assign tickets to the appropriate tier.
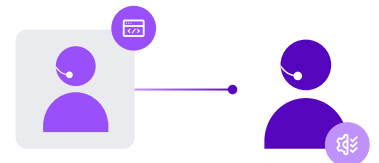
Available when you need us most.

When every minute matters, Talkdesk Support is your strategic partner to solve your issue quickly and ensure you have a successful experience. Contact our US-based support engineers during standard US business hours: from Monday to Friday, between 6 a.m. and 6 p.m. Pacific Time (9 a.m. to 9 p.m. Eastern Time).