

:talkdesk®

Modern customer service. Your way.

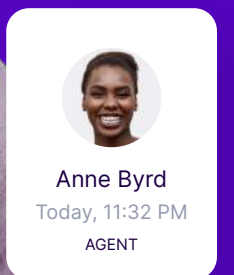
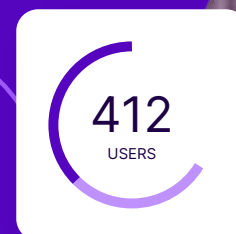


Table of contents.

The CX imperative	03
Talkdesk mission	07
Why companies choose Talkdesk	08
Product overview	09
Industry & customer recognition	16
The Talkdesk services advantage	22
Global footprint & partner ecosystem	24
Talkdesk values and history	26

The CX imperative.

Companies with best-in-class customer satisfaction generated:



Source: BCG: [CEOs Need a Customer Experience Revolution](#); [Building Customer Experience for the Future](#)

But the bar for customer service has never been higher or harder to reach.

75%

of consumers would leave a brand they love after multiple bad experiences.

54%

of consumers say customer experience at most companies needs improvement.

49%

of CX leaders reported increased agent attrition in the last 12 months.

Sources: [HBR: 10 Ways to Boost Customer Satisfaction](#); [PWC: Experience is everything. Get it right](#) and [McKinsey: The State of Customer Care in 2022](#)

You can't provide good customer experiences with yesterday's technology.

The world has changed. AI is no longer the art of the possible; it's the art of the doable. But most enterprises have contact center technology that doesn't rise to the occasion. These systems operate as channel silos, with little or no integration to critical business systems. They are hard to adapt to changing business needs and expensive to maintain. As technology advances and customer expectations grow, these legacy contact center platforms are a liability. Their inability to innovate with AI limits your ability to deliver modern customer service.



What if you could...



Grow customer lifetime value

Engage with your customers anywhere, any time, across any channel with personalized, context-driven support.



Operate more efficiently

Reduce your cost per interaction with AI and automation that increases self-service resolution, boosts workforce productivity, and extracts insights from your valuable customer data.

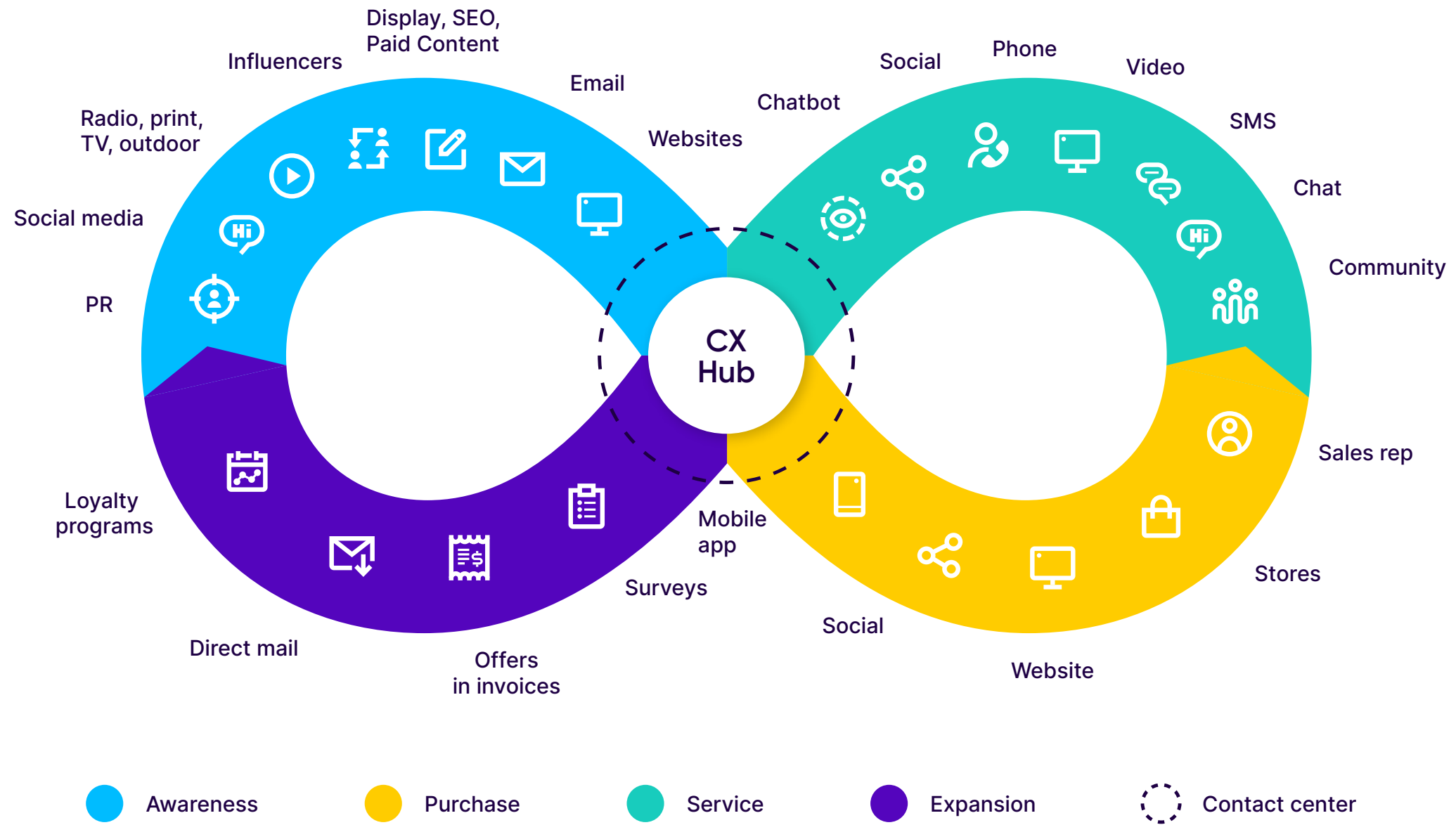


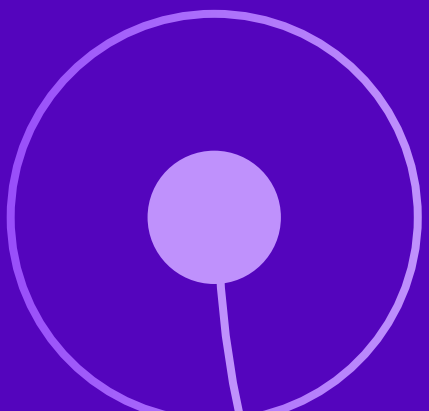
Maximize technology investments

Consolidate, integrate, and customize your technology in ways that reduce costs and IT overhead, while increasing business agility.

The contact center is the core of a great CX strategy.

The ability to resolve customer service issues on first contact is the #1 driver of customer loyalty.



A decorative graphic on the left side of the slide. It consists of a small solid blue circle inside a larger thin blue circle. A thin blue line extends from the bottom of the small circle, curves around the bottom and right side of the large circle, and ends at a small solid blue circle on the right edge of the large circle.

TALKDESK MISSION

We want to **end bad customer service** by empowering enterprises with **AI that actually improves** customer experiences, increases efficiency, and grows revenue.

Talkdesk is a global cloud contact center leader for enterprises of all sizes.

We help companies around the world transform customer experiences with AI.

1,750

Employees worldwide

94%

CSAT

>50%

Investment in R&D

20+

Industries served

#8

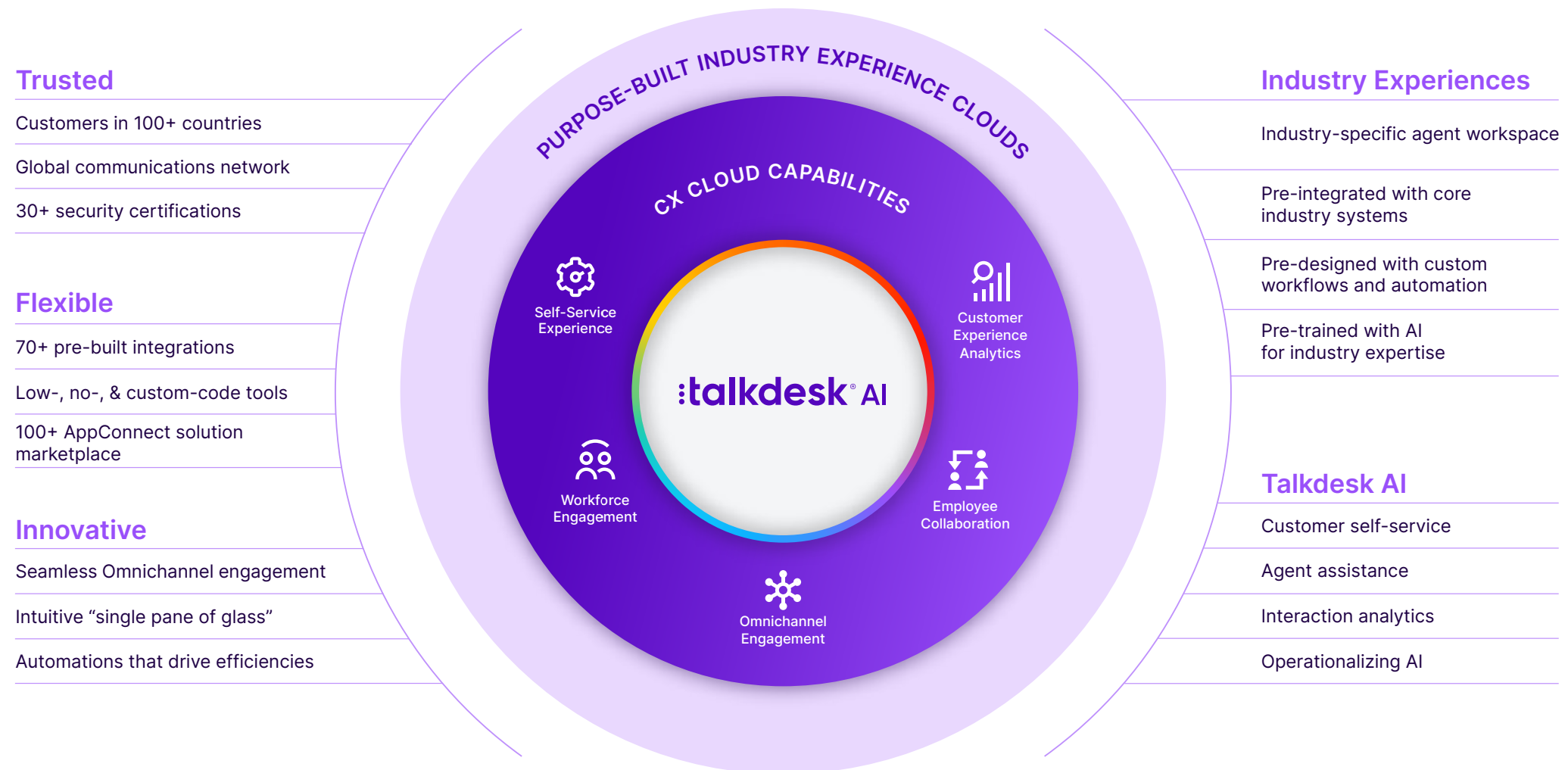
Forbes Cloud 100

100+

Countries where we serve customers

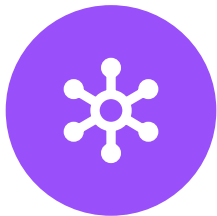
We believe that better customer experiences start with AI.

Talkdesk CX Cloud™ helps brands harness the full potential of AI in the contact center and achieve unprecedented cost savings and operational efficiencies.



Talkdesk AI powers the entire contact center platform to improve outcomes throughout every stage of the customer journey.

INDUSTRY-SPECIFIC PRODUCTS



AI for Omnichannel Engagement

One platform to engage across every channel, **voice or digital**, with automations to make every agent your best agent.



AI for Customer Experience Analytics

Analytics, automation and insights to know everything about the customer and interaction.



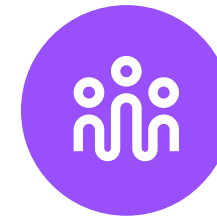
AI for Self-Service

Automation to help customers help themselves and get answers faster.



AI for Workforce Engagement

Engagement and management capabilities to make the lives of agents, managers, and decision makers easy.



AI for Employee Collaboration

Tools and integrations for seamless communication between departments, teams, and employees.



AI that actually automates (and resolves!) interactions through self-service.

Provide laser-precise answers (not articles) with **Talkdesk AI**. Virtual Agents provide human-like support and make it easy for customers to resolve questions quickly and at any time of the day.

AI for Self-service

AI for Omnichannel Engagement

AI for Workforce Engagement

AI for Employee Collaboration

AI for Customer Experience Analytics

The Identity interface shows a list of 1311 contacts with columns for Name, Call risk, and Voice authentication. The Contact details interface shows information for Gwendolyn Satterfield, including her last call status (Risk 80%, Voice authentication Failed, Phone validation Suspicious) and a history of calls.

Name	Call risk	Voice authentication
MV Maria Vincent	90%	Failed
BW Benjamin Wilson	85%	Failed
GS Gwendolyn Satterfield	70%	Failed
LH Lannie Harper	60%	Successful
+44 0795 280 7527	50%	Successful
CW Caitlin Wilkinson	40%	Successful
GS George Sippel	30%	-
JJ Joe Jackson	20%	Successful
+1 817-428-4738	10%	Successful
HM Helen McCoy	0%	Error occurred

SELF-SERVICE AUTHENTICATION

The Cards interface shows a list of cards with columns for Name, Topic, and Status. The Knowledge Management interface shows a search bar and a list of knowledge articles.

Name	Topic	Status
Kettle content capabilities	Product	Active
...	...	...

KNOWLEDGE MANAGEMENT

The Session monitor interface shows a list of sessions with columns for Channel & contact, Virtual agent, Sentiment, and Started. The Overview interface shows a dashboard with metrics for Active sessions, Sessions per channel, Top intents, and Total sessions vs. escalations. The Virtual Agent interface shows a chat conversation with a virtual agent named Harmen Porter.

Channel & contact	Virtual agent	Sentiment	Started
Harmen Porter	Book flight	Negative	Today, 8:20 PM
Unknown	Order requests	Positive	Today, 2:20 PM
Marco Alves	Book flight	Negative	Today, 11:20 AM
+1 361-726-2539	Car rental	Neutral	Today, 8:20 AM

VOICE AND DIGITAL VIRTUAL AGENTS

AI that actually helps agents answer issues quickly & correctly.

Meet your customers where they are, with **Talkdesk Omnichannel Engagement**, an integrated suite of intelligent, intuitive solutions that allow you to engage with customers and prospects on their channel of choice and solve their questions on first contact.

AI for Self-service

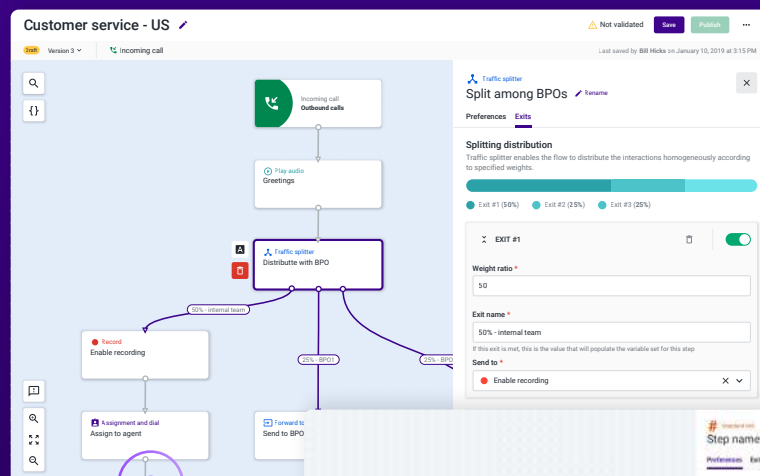
AI for Omnichannel Engagement

AI for Workforce Engagement

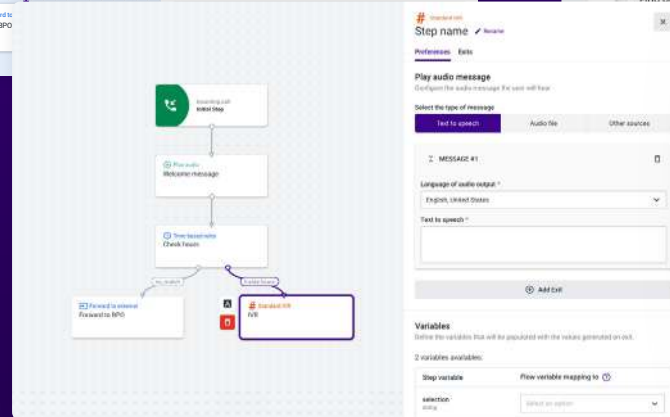
AI for Employee Collaboration

AI for Customer Experience Analytics

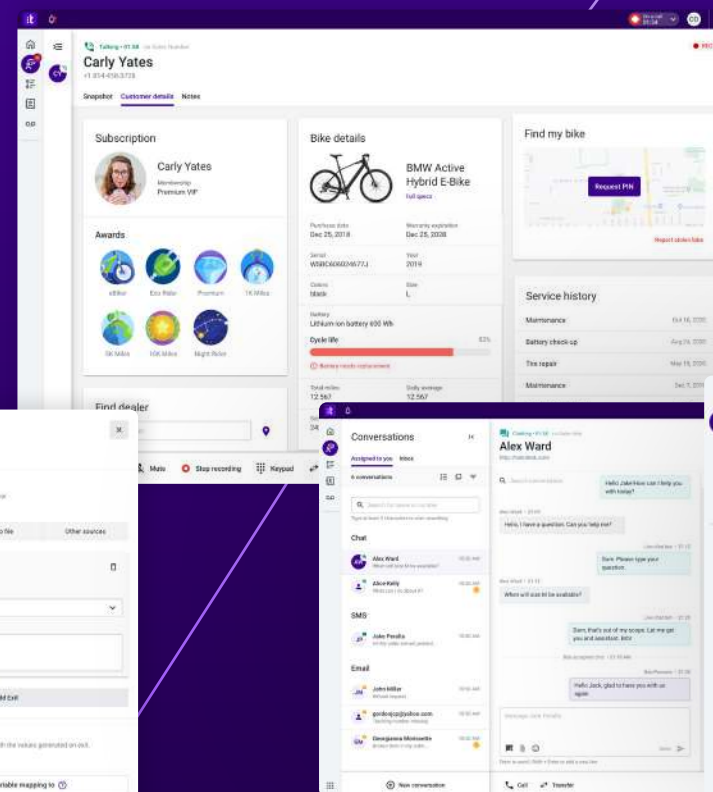
ORCHESTRATION & ROUTING



VOICE ENGAGEMENT

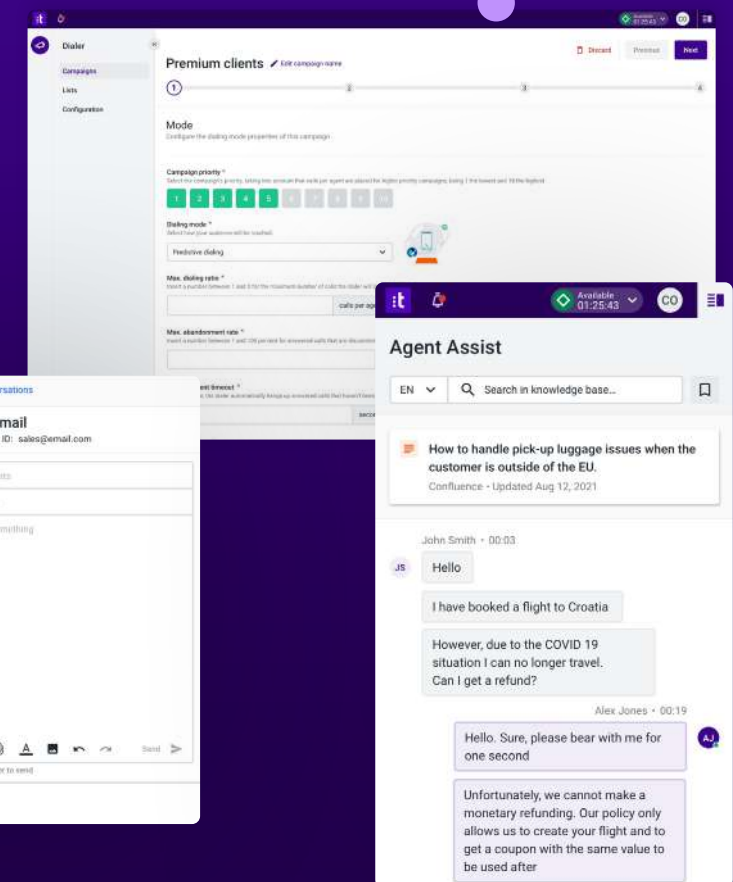


AGENT WORKSPACE & MOBILE APP



DIGITAL ENGAGEMENT

OUTBOUND ENGAGEMENT



AGENT ASSISTANCE

AI that actually maximizes your contact center staff.

Manage, develop, and engage your agents throughout the employee lifecycle, regardless of their location, with **Talkdesk Workforce Engagement**.

AI for Self-service

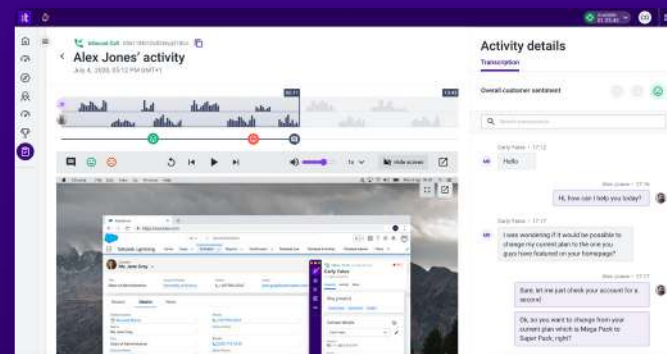
AI for Omnichannel Engagement

AI for Workforce Engagement

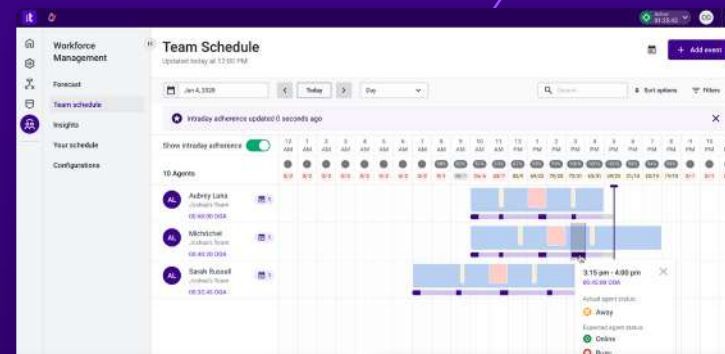
AI for Employee Collaboration

AI for Customer Experience Analytics

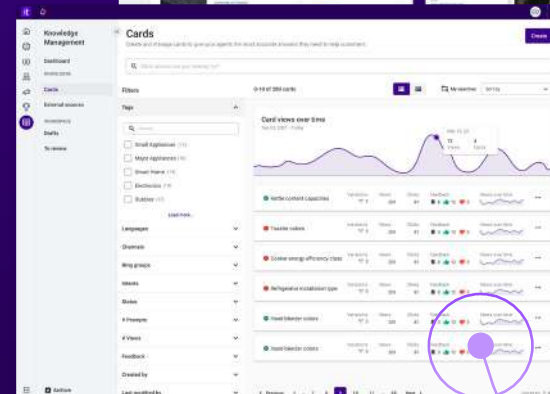
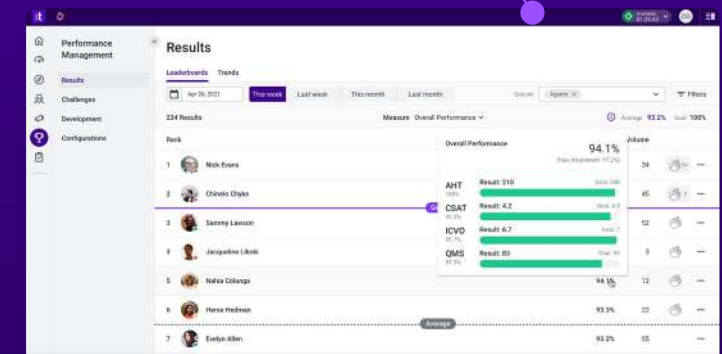
INTERACTION RECORDING



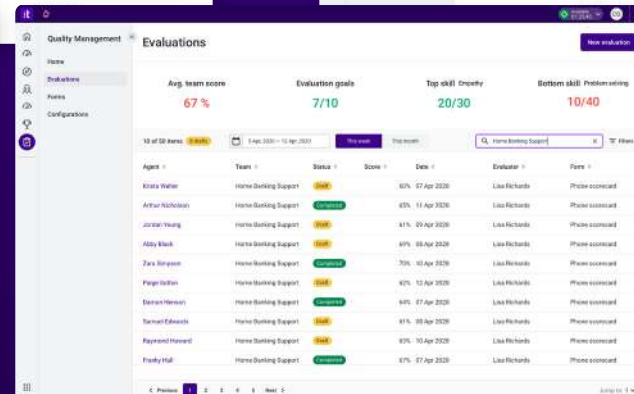
WORKFORCE MANAGEMENT



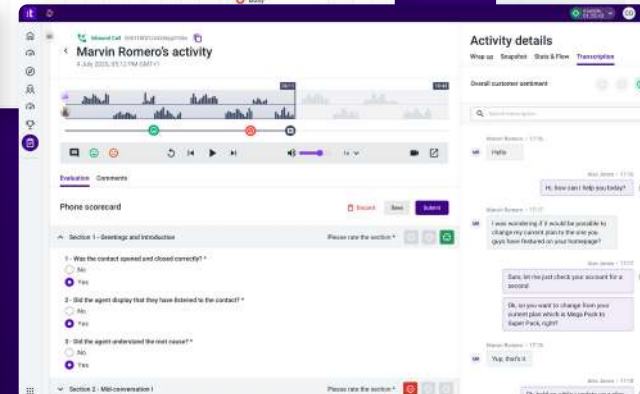
AGENT COACHING & PERFORMANCE



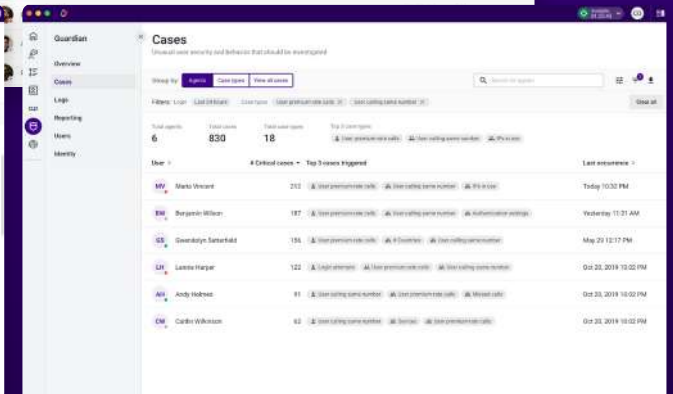
KNOWLEDGE MANAGEMENT



QUALITY MANAGEMENT



AI-AUTOMATED QM ASSISTANCE



WORKFORCE COMPLIANCE & MONITORING

AI that actually eliminates the silos in your organization.

Extend customer service beyond the contact center with **Employee Collaboration**. Talkdesk integrates your contact center, business phone system, and collaboration tools for seamless communication between departments, teams, and employees.

AI for Self-service

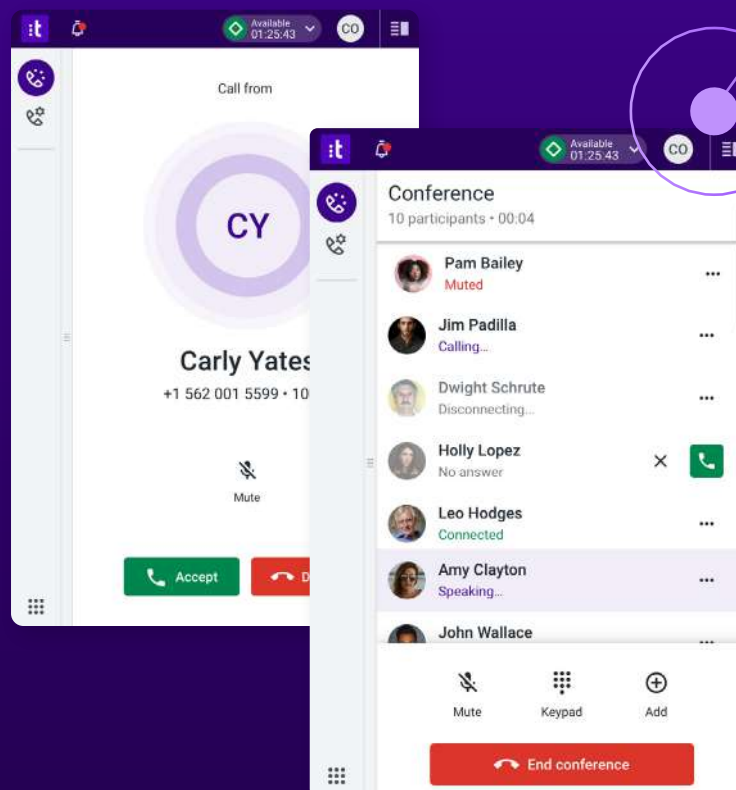
AI for Omnichannel Engagement

AI for Workforce Engagement

AI for Employee Collaboration

AI for Customer Experience Analytics

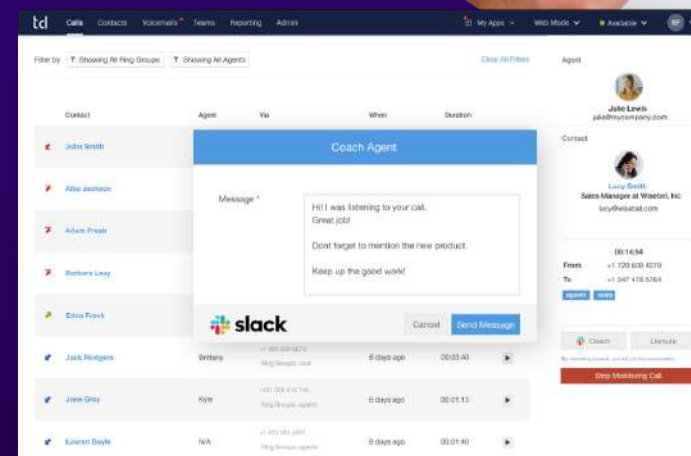
BUSINESS PHONE SYSTEM



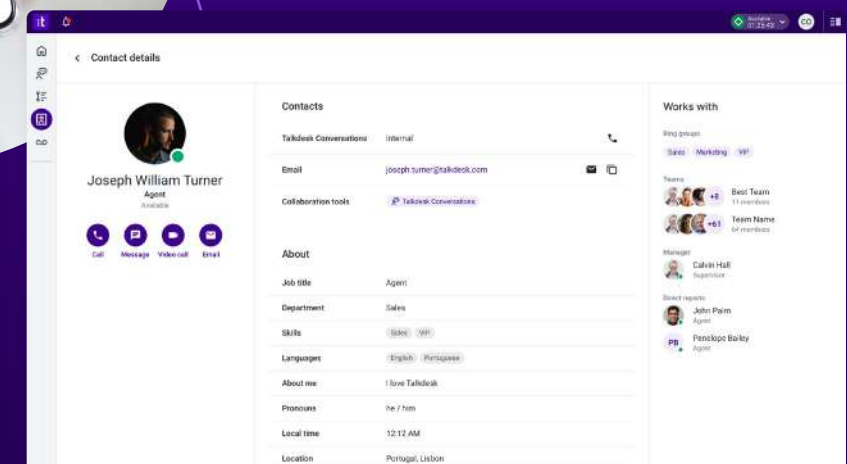
PLUG & PLAY COMMUNICATIONS



TALKDESK ZOOM CONNECTOR



TALKDESK SLACK CONNECTOR



TALKDESK MICROSOFT TEAMS CONNECTOR

AI that actually extracts insights from every interaction.

Turn every conversation into actionable customer intelligence and operational excellence with **analytics, automation and insights tools**. Identify causes of customer issues, friction points, and areas of opportunity you wouldn't have known about otherwise.

AI for Self-service

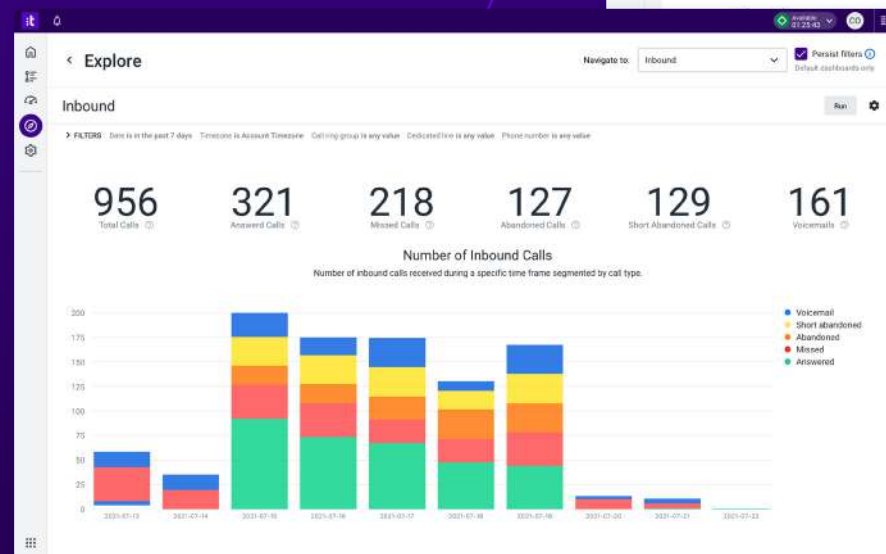
AI for Omnichannel Engagement

AI for Workforce Engagement

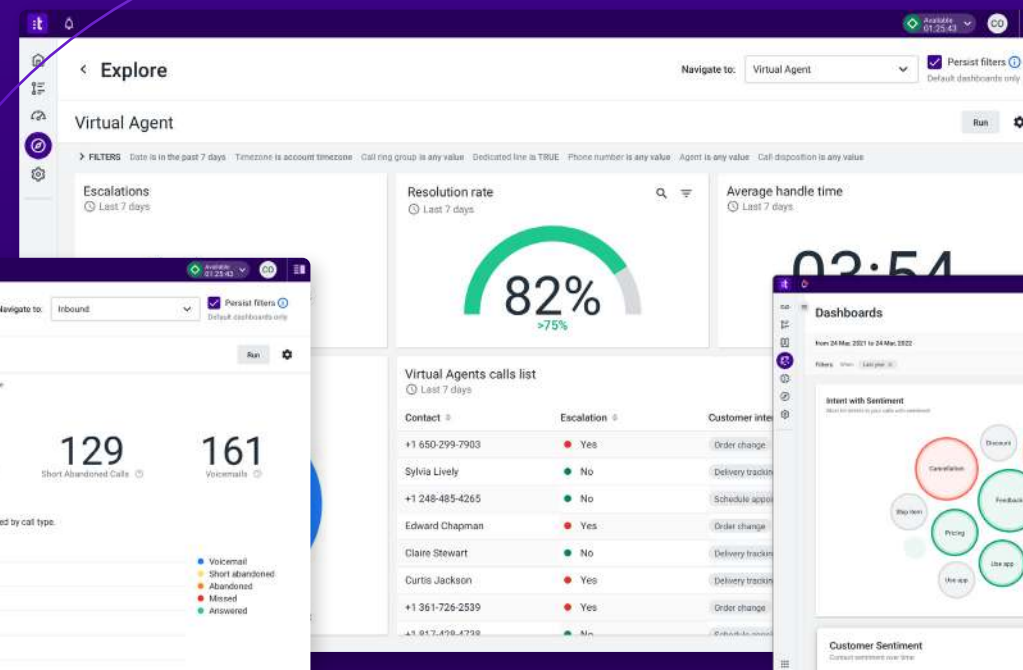
AI for Employee Collaboration

AI for Customer Experience Analytics

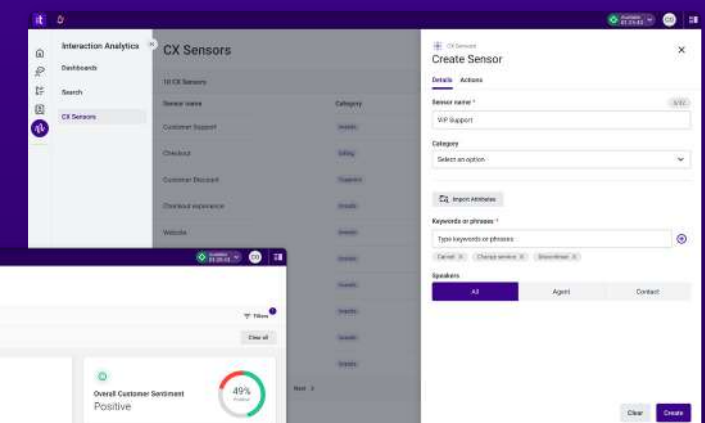
BUSINESS INTELLIGENCE



REAL-TIME DASHBOARDS



REAL-TIME SENSORS & AUTOMATIONS



INTERACTION ANALYTICS & SENTIMENT



Customer service is not 'one size fits all.'

That's why we offer Talkdesk Industry Experience Clouds™ that are purpose-built to meet specific vertical needs and bring business value from day one.

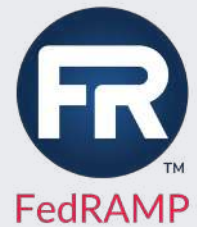
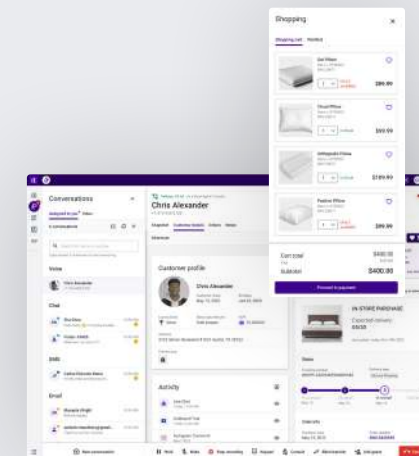
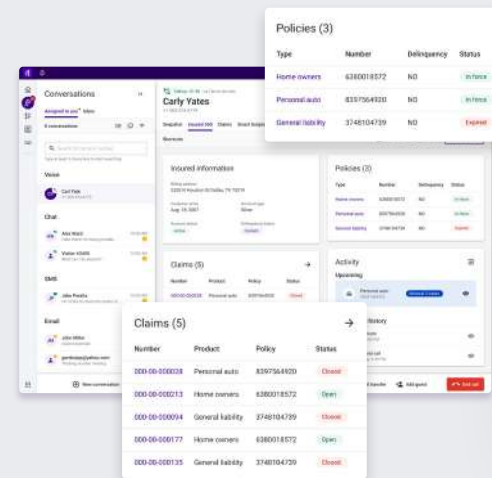
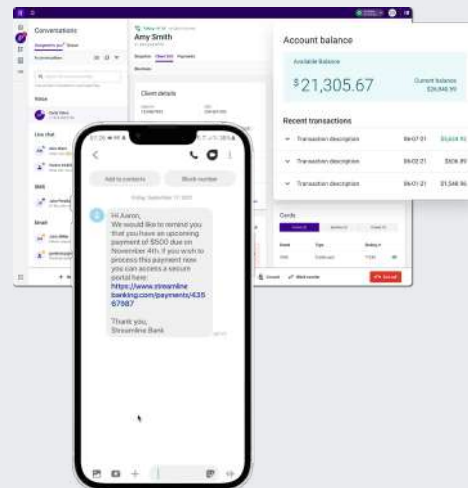
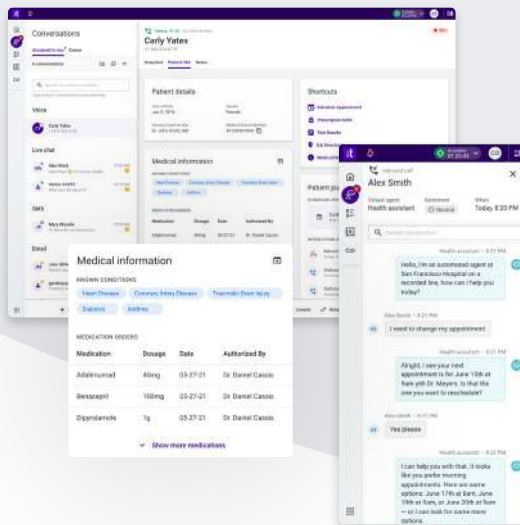
**Healthcare Experience
Cloud™ for Providers**

**Financial Services
Experience
Cloud™ for Banking**

**Financial Services
Experience
Cloud™ for Insurance**

**Retail Experience
Cloud™**

**CX Cloud™
FedRAMP®
Edition**



Gold Winner
B2B Products



Best Patient
Relationship Management
Solution



Customer Support
Software of the Year



Silver Winner
FinTech Solution



Bronze Winner
Healthcare Tech
Solution



Best Practices Customer
Value Leadership
Healthcare and Retail

**Real talk:
Our customers'
ratings have
consistently ranked
us a leader among
contact center
vendors.**

Talkdesk is ranked #1 overall
in the global G2 Grid®
Scoring for contact centers
for 6 consecutive seasons.

[SEE OUR RATING](#)



Everything we do is for our customers.

Our customer-obsession, innovation,
and trusted partnership translate to top
ratings and reviews.

94%
CSAT

Our ratings.

As of June 2023

		
	# OF REVIEWS	RATING
Talkdesk	2122	4.4
Five9	359	4.0
NICE CXone	1572	4.3
Genesys Cloud	1404	4.3

		
	# OF REVIEWS	RATING
Talkdesk	696	4.7
Five9	129	4.4
NICE CXone	102	4.6
Genesys Cloud	8	3.6

		
	# OF REVIEWS	RATING
Talkdesk	561	8.7
Five9	87	7.9
NICE inContact	767	8.6
Genesys Cloud	544	8.5

Talkdesk is used by agents and specialists in over 95 countries.

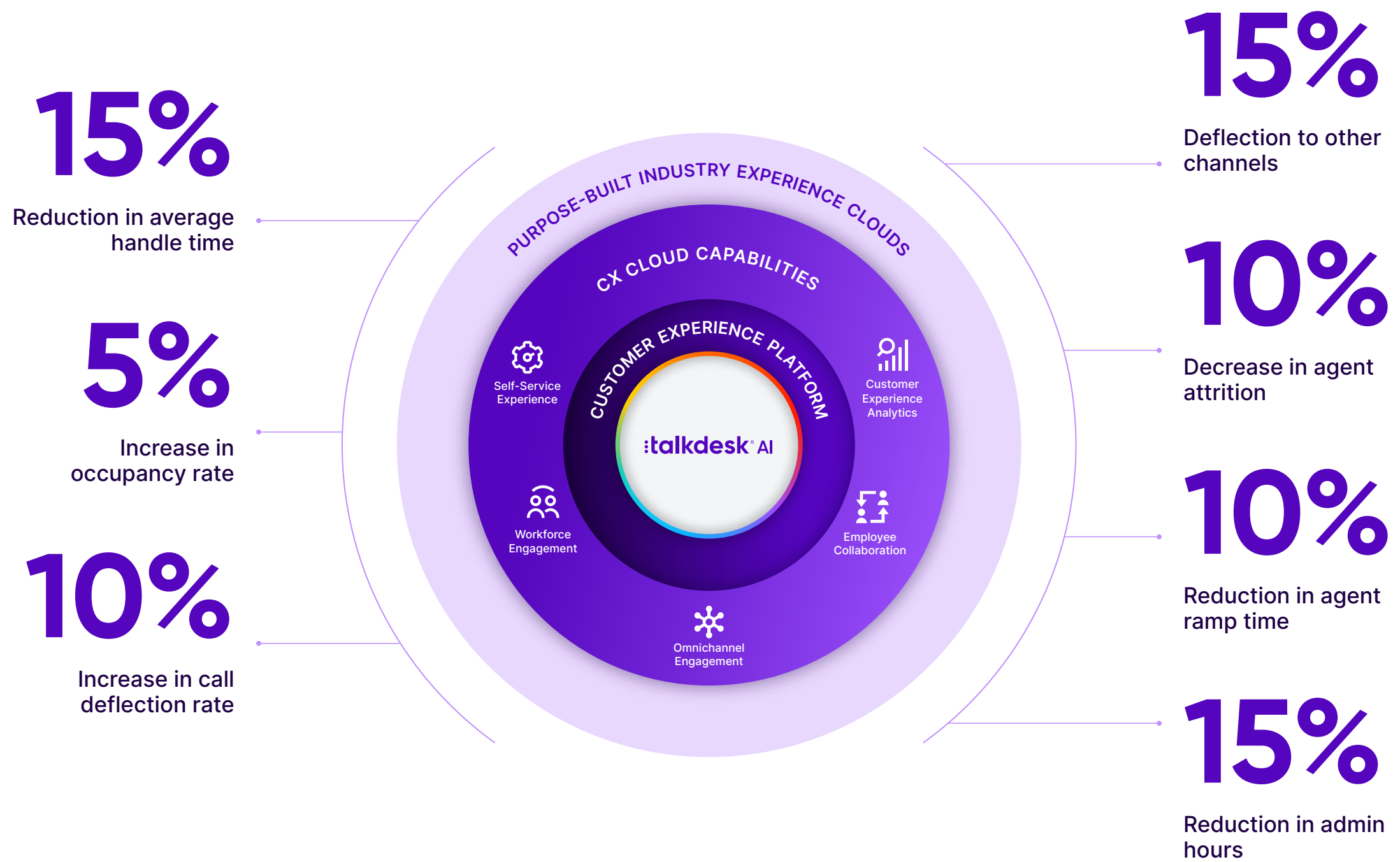
To get real ROI from customer service AI.

Find out more about our [customers](#).



Driving value in the contact center.

See specific customer results at [TechValidate Research on Talkdesk](#).



And delivering value to the business.

“We were looking for a solution to **help us scale our support** operations for the long term. We’re a self-serve, fast-moving team. We became convinced that Talkdesk was the **only solution that could keep that pace.**

In Talkdesk, we found a partner that would develop with us as we grew, and quickly.”

— **ALEXANDER COHEN**,
DIRECTOR OF PRODUCT, CARBON
HEALTH



“We were looking for a solution that is **reliable and flexible**, that we could implement anywhere, anytime without any big changes in our infrastructure. We selected Talkdesk.”

— **WIJNANDA BENNEKER**,
PROJECT MANAGER, CANON
EUROPE



“In less than a year, Talkdesk has changed our outdated call center to **a modern cloud experience that identifies actionable insights.** We have consolidated 12 call centers into one Patient Access Center ... Historically, we couldn’t measure anything, and now we’re measuring everything.”

— **JEFF STURMAN**,
SVP & CHIEF DIGITAL OFFICER,
MEMORIAL HEALTHCARE SYSTEM



The Talkdesk global services advantage.

We're here for you every step
of your journey.

Why do our customers love us and stay with us?
Because we partner with organizations right from
start, before any contracts are signed. And we stay
with our customers through the entire customer
journey. We call this CX Services.



Value Consulting.

We partner with you to define your specific
business needs and ideal future state.



Professional Services.

We help you enable the people,
processes and technologies to realize
a best-in-class customer experience.

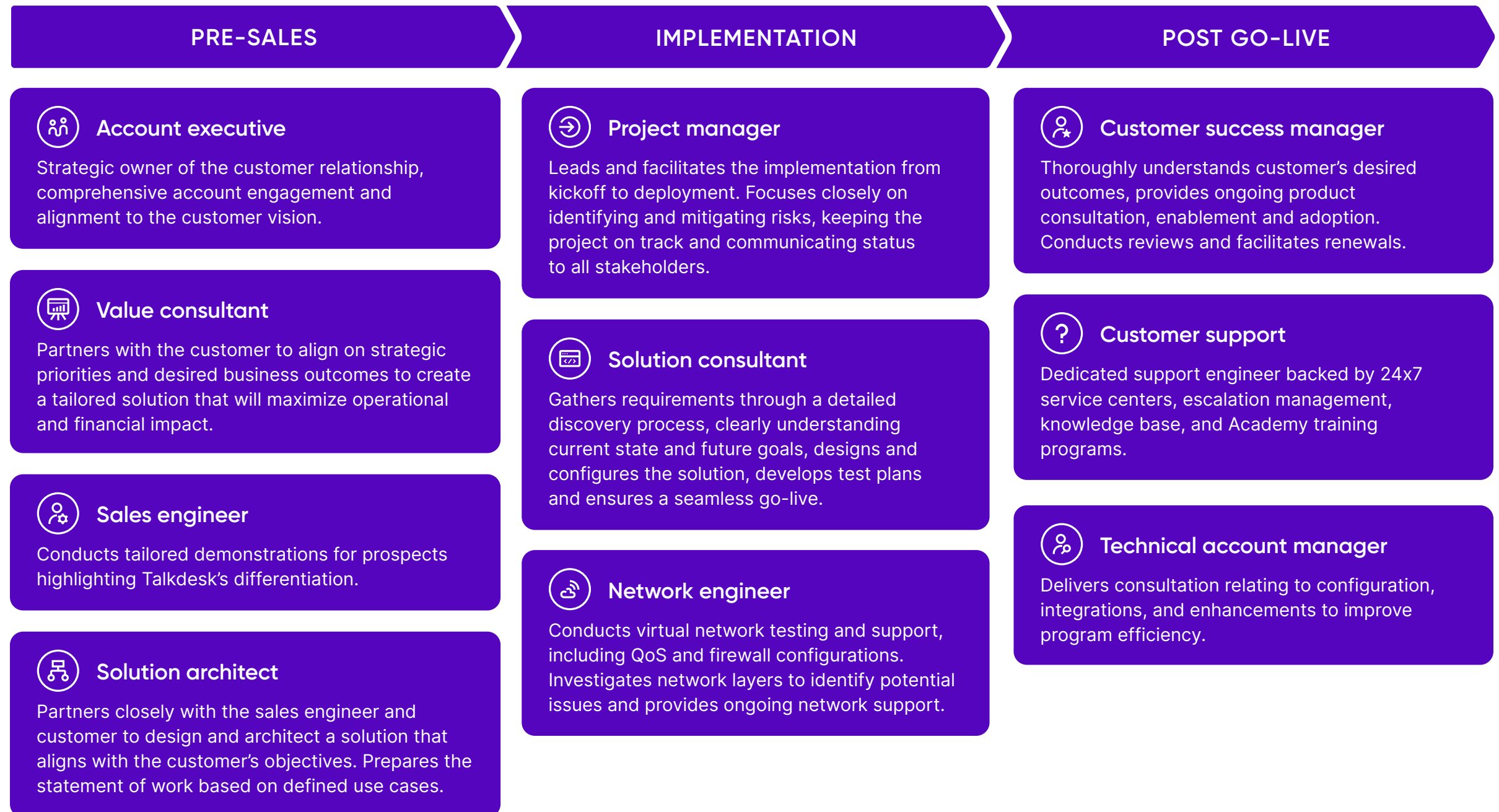


Customer Success.

We offer a variety of services to enable
your organization to unlock and realize
the value of your contact center business
transformation.

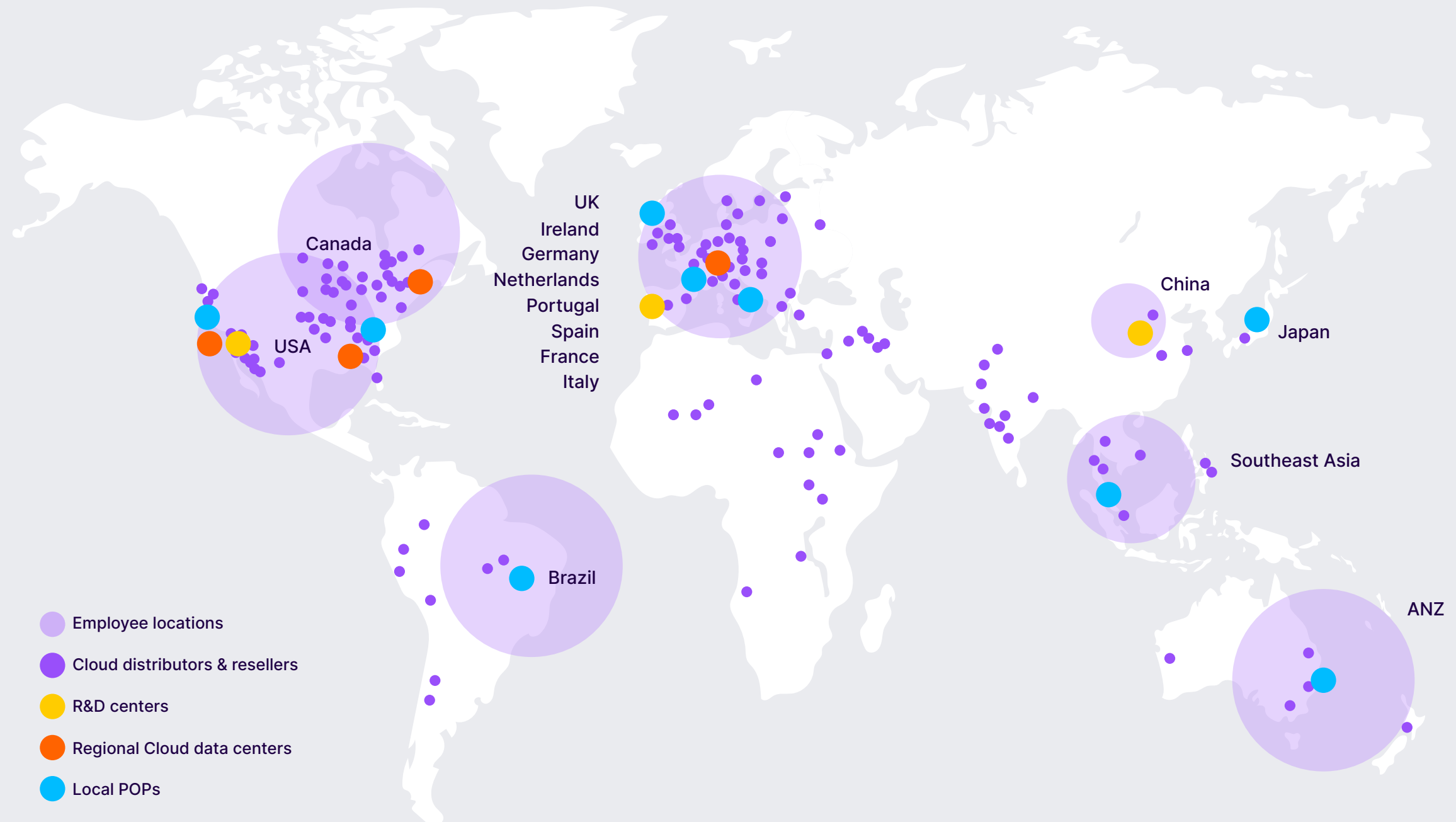
Specialists to support you along the way.

Our customer-facing teams are specialists designed to support customers at every phase of the journey—from pre-sales to implementation and post go-live. While every member of the team has a unique role to play, they work together harmoniously to provide a cohesive and comprehensive experience to customers.



We're everywhere you need us to be.

With a global footprint of employees, resellers, data centers and R&D.



And a global partner ecosystem to support you.

Cloud Distributors



Resellers



Strategic Alliances



AppConnect Marketplace



Talkdesk values.

The moral code that defines, guides and inspires us every day.



Community & environmental giving.

We believe in giving back to our community by volunteering our time, supporting nonprofits and minimizing our global footprint.



Trust & transparency.

We do what we say we will do. We invest in the highest security in our products and we believe transparency builds trust with our employees, customers, and partners.



Courageous innovation.

We have an innovative and courageous mindset, focused on offering products & solutions that redefine customer experience, making the impossible possible.



Customer-obsessed.

Everything we do is for our customers.



Diversity, equity & inclusion.

We believe that breakthrough results are obtained when we work together, represent the diversity of the communities in which we live and serve, and all feel a sense of belonging.

About Talkdesk.

Talkdesk® is a global AI-powered cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line. Serving enterprise customers in over 100 countries, we partner with our customers to deliver continuous innovation and breakthrough results. Our unwavering commitment to doing what we say we will do and our investment in the highest levels of security and reliability for our products make us second to none in the industry. Improve customer experiences, increase efficiency, and grow revenue with Talkdesk, a cloud contact center platform built for your industry.

[Learn more](#) and take a [self-guided demo](#) at www.talkdesk.com.