



Talkdesk Enterprise Cloud Contact Center

talkdesk®

Talkdesk Enterprise Cloud Contact Center empowers companies to make customer experience their competitive advantage. With enterprise class performance and consumer-like ease of use, over 1,800 innovative companies rely on Talkdesk to power their customer interactions.



Powerfully Simple

Be more productive with an enterprise contact center platform that's easy to implement and easy to use. With Talkdesk, setup takes days or weeks, not months, and a modern UI means new reps can get up and running with little or no time spent in training.



Seamlessly Connected

Deliver personalized customer experiences by leveraging over 50 out-of-the-box integrations including Salesforce and ServiceNow, plus open APIs that enable integration across your entire ecosystem. AppConnect lets you add new tools to your contact center with a single click.



Endlessly Adaptable

Satisfy rapidly-changing customer expectations with a nimble platform. Quickly design IVRs, configure routing flows, add agents and provision numbers with clicks, not code. Leverage a steady stream of new capabilities delivered in three updates per year.



Enterprise Class

Talkdesk powers contact centers in any area of the globe and offers the scalability, reliability and security required by large global organizations. The microservices API-driven architecture gives you flexibility to serve your customers anywhere, on any device and through any channel.



Actively Intelligent

Talkdesk IQ infuses the power of AI into every element of Talkdesk to drive higher efficiency, cost reduction and improved customer experience. Talkdesk IQ is AI so simple, all you see is results.

Key Capabilities



**GLOBAL
SCALABILITY**



**100% UPTIME
SLA**



**CLOUD-NATIVE
ARCHITECTURE**



ACD/IVR



**INTELLIGENT
ROUTING**



CTI



OMNICHANNEL



**REAL-TIME AND
HISTORICAL
REPORTING**



DIALER



**WORKFORCE
MANAGEMENT**



**QUALITY
MANAGEMENT**



**SPEECH
ANALYTICS**



SELF-SERVICE



**ONE-CLICK APP
ECOSYSTEM**



**50+ PRE-BUILT
INTEGRATIONS**



**ADVANCED
VOICE SERVICES**



**PCI
COMPLIANCE**



**ARTIFICIAL
INTELLIGENCE**

Visionary

Gartner

North America CCaaS Magic Quadrant, 2018

Strong Performer

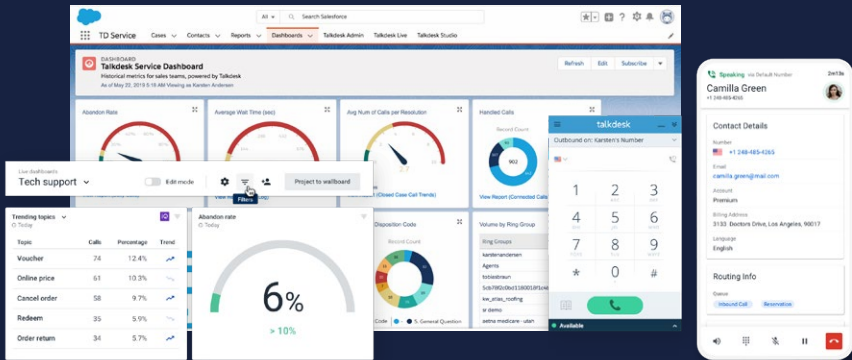
Forrester Wave™

Cloud Contact Centers, Q3 2018

Fastest Growing Contact Center

Frost & Sullivan

Cloud Contact Center Buyers Guide 2018, North America



“We expect that Talkdesk will continue to raise the bar on the next generation of customer interactions.”

— MIKE ZARZEKA, SVP OF INFORMATION TECHNOLOGY AND SYSTEMS AT XENIAL

The Contact Center for Innovative Enterprises



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talkdesk®

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