

:talkdesk®

**A better way
to great customer
experience.**



Anne Byrd
Today, 11:32 PM
AGENT

A white rounded rectangle containing a circular profile picture of a woman, the name 'Anne Byrd', the time 'Today, 11:32 PM', and the role 'AGENT'.

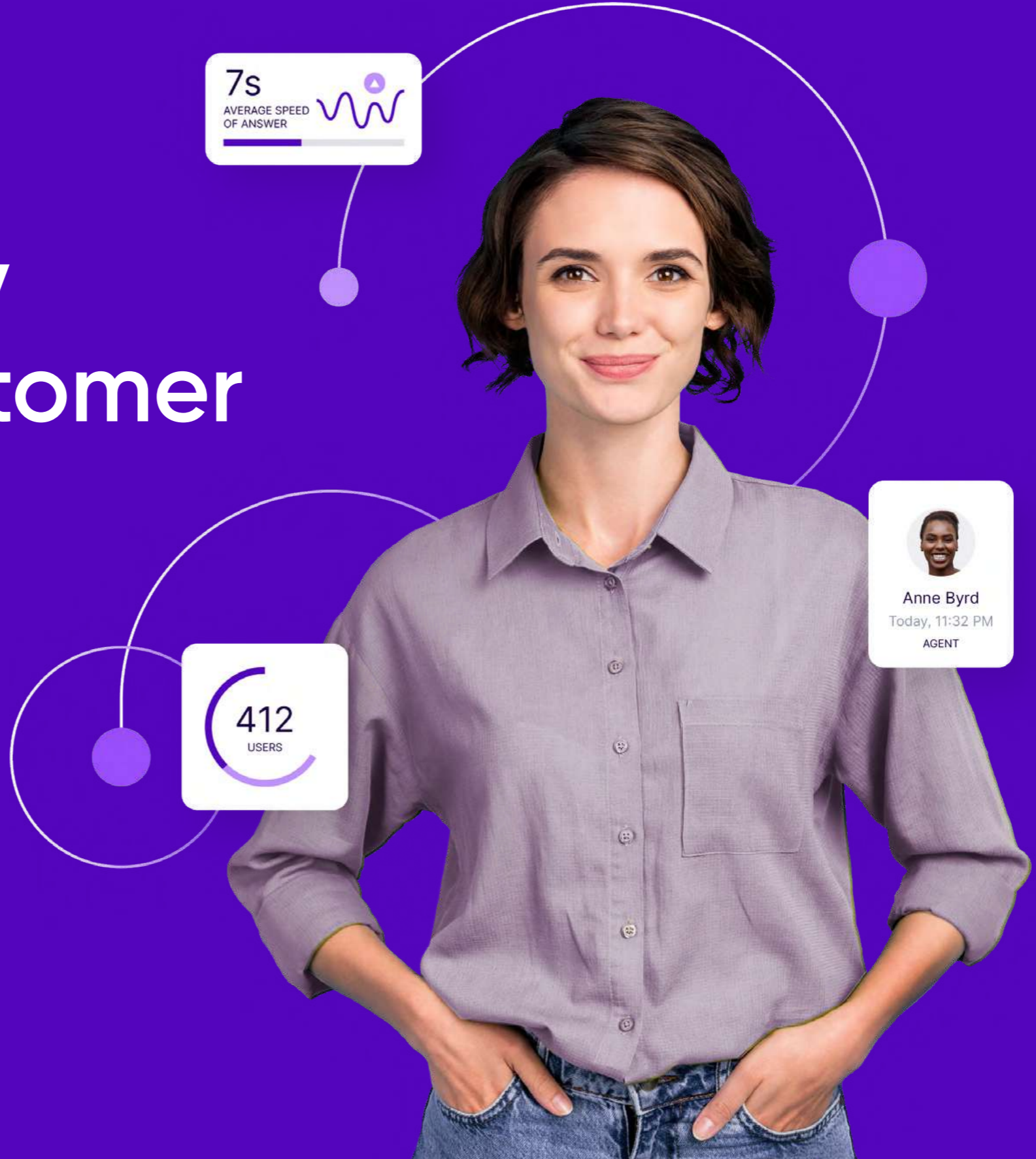


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2020 has pushed companies to rethink their customer experience strategy.

Consumers have more choice and control in how they interact with brands than ever before. In this world of digital connections, every experience is an opportunity to build trust and loyalty. Every conversation is a moment that matters. At the same time the pandemic has accelerated the pace of digital transformation.

These two trends are driving the heightened emphasis **on customer experience as a growth driver.**

Source: Talkdesk Research, Industry Revolution Series, Financial Services & Insurance Dec. 7, 2020, Healthcare Feb. 15, 2021, and Retail March 29, 2021.

Customer expectations are higher than ever before

68%

of customers say a single poor customer service experience will negatively impact their brand loyalty.

The pandemic has accelerated the pace of digital transformation

72%

of CX professionals cite leading the digital transformation of their contact center as a top priority.

Companies have got to become customer-obsessed.

32%

of all customers would stop doing business with a brand they loved after one bad experience.

— PWC

77%

of CEOs said their company will fundamentally change the way it engages with its customers... for business growth, durability and relevance.

— ACCENTURE



“Great experiences are no longer a nice-to have —they’re a necessity for business survival.”

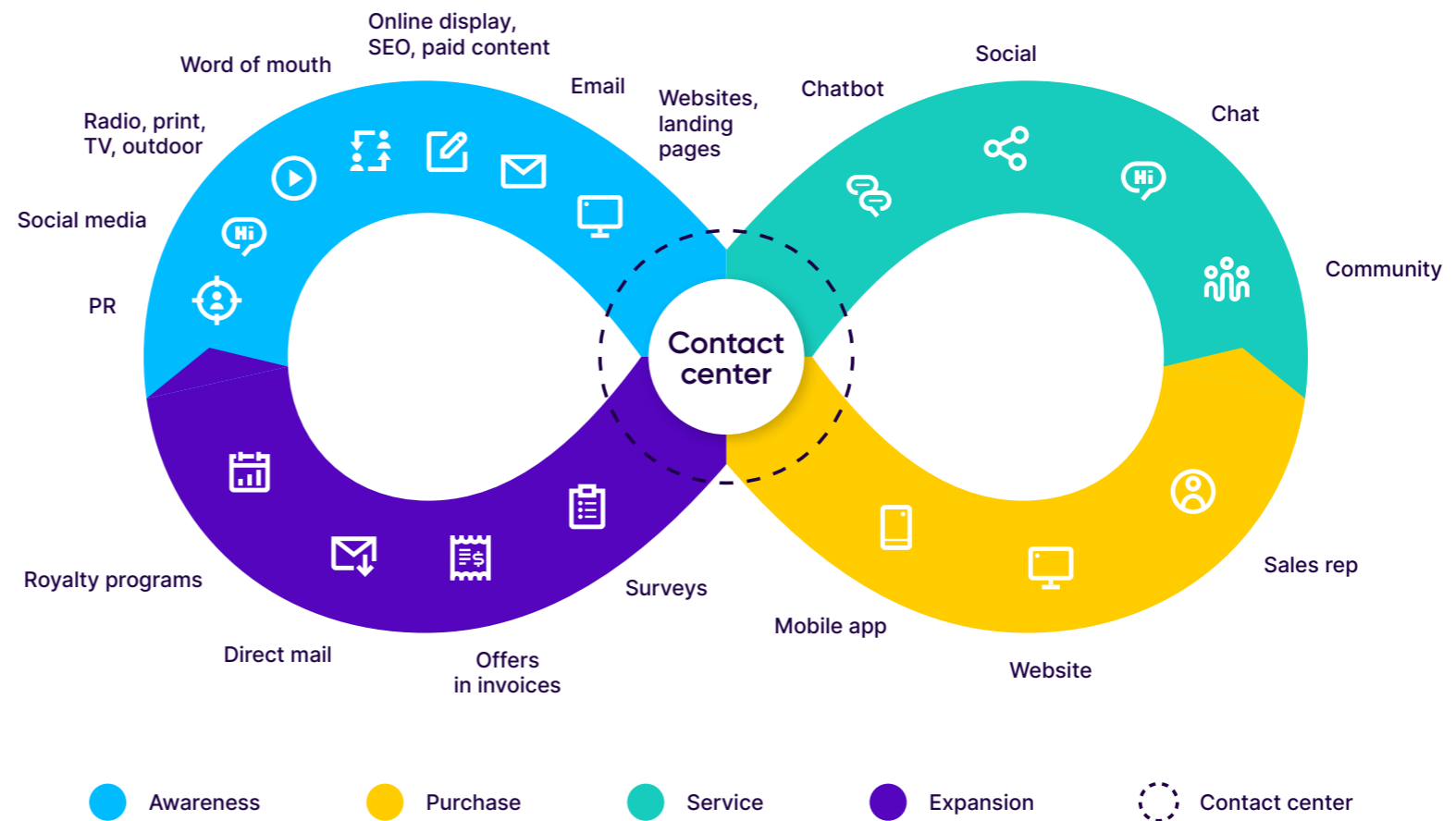
 **accenture**

The contact center is now the core of your CX strategy.

Great customer experience requires insights driven by a 360 degree view of your customers, the ability to make great data-driven decisions, and engaging experiences across all touchpoints. We have built our contact center solution to be the engine at the heart of our customer's CX strategy.

89%

of CX professionals say the call/contact center is a meaningful contributor to their CX strategy.*



*Source: Talkdesk Research, Industry Revolution Series, [Financial Services & Insurance Dec. 7, 2020](#), [Healthcare Feb. 15, 2021](#), and [Retail March 29, 2021](#).

You can't be a customer-obsessed company with yesterday's technology.

The experience your customers demand is that they want you to help them, to know them and to wow them. Companies need to meet these heightened customer expectations with seamless channel choice to help customers any time anywhere. Companies need deep, data-driven insights to truly know their customers, and they need AI-powered automation to truly wow them. But it's impossible to achieve these goals with outdated legacy contact center technology.

Customers want:

- Help me
- Know me
- Wow me

Challenges with yesterday's technology

- Built before the digital age
- Siloed channels
- Little or no integration
- Slow to adapt
- Stagnated innovation
- High cost of operation
- Lack of artificial intelligence

Companies need:

- Channel choice
- Data-driven insights
- AI-powered automation



TALKDESK MISSION

We offer a better way
for organizations to
unlock the promise
and potential of great
customer experience.

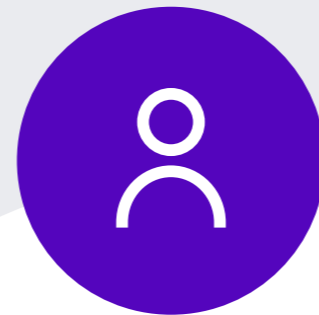
Talkdesk is a global customer experience leader for customer-obsessed companies.

Here's why companies across the globe partner with us.



Industry innovators

Born Cloud Native
AI-Powered
AppConnect Marketplace
Industry focus
25 recent patents granted



Customer-obsessed

100% Uptime SLA
White Glove Customer Services
Leader in Gartner Peer Insights
97% CSAT
Community & CAB



Global leader

Leader in Gartner CCaaS MQ
Leader in Forrester Wave for CCaaS
Ventana Value Index 2021
Frost Radar Innovation Leader 2020
G2 Crowd Winter 2020 Leader
2020 Forbes Cloud 100 (#53)

Customers in 75 countries rely on Talkdesk.

To deliver a better way to great customer experience.



Our customers span multiple industries.

And we support them with products and solutions built for their unique needs.

Read more about [industry solutions](#).

Financial Services & Insurance



Healthcare & Life Sciences



Retail, E-commerce & Consumer Goods



Technology



Travel & Hospitality



Our customers get results.

Impacting not only traditional KPIs but also strategic growth metrics.

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

Business outcome	Streamlined call handling	Resource optimization	Increased agent productivity	Increased self-service rates	Reduced interaction costs	Increased service automations	Increased CSAT and retention rates	Reduced agent ramp time and attrition
Contact center KPI	Reduce average handle time	Reduce headcount costs	Reduce ACW and manual effort	Reduce support costs	Optimize customer interactions	Increased agent efficiency	Increased revenue	Reduce training costs
Talkdesk solution	Talkdesk Workspace with CRM integration	Talkdesk Workforce Management	Talkdesk Workspace with CRM integration and Talkdesk Outbound Dialer	Talkdesk Studio with CRM integration	Talkdesk Omnichannel	Talkdesk Agent Assist and Virtual Agent	Talkdesk CX Cloud	Talkdesk Quality Management and Speech Analytics
Typical Talkdesk benefit	25% reduction in authentication time	7% increase in occupancy rate	15% reduction in manual call work	10% call deflection rate	15% reduction in interaction costs	10% decrease in agent effort	5% increase in CSAT scores	10% reduction in ramp time and attrition

Global choice for enterprises.

Talkdesk is a leader in Gartner's 2020 Contact Center as a Service Magic Quadrant. We're one of only three vendors listed as a Leader in the report.

READ THE GARTNER
REPORT NOW

Compliments of Talkdesk.

Talkdesk is a leader in the 2020 Gartner MQ for CCaaS.

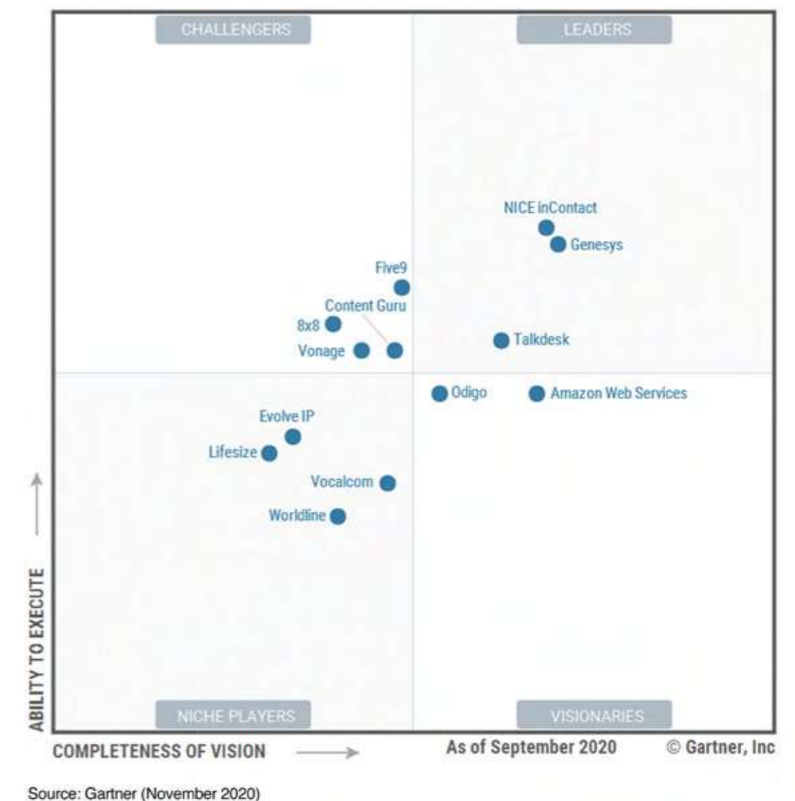
We're one of only three vendors listed as Leader in the report.



“Talkdesk demonstrates a strong commitment to the four pillars of great customer service with a good vision for analytics-driven engagements for both the customer and the employee.”

Gartner

Figure 1. Magic Quadrant for Contact Center as a Service

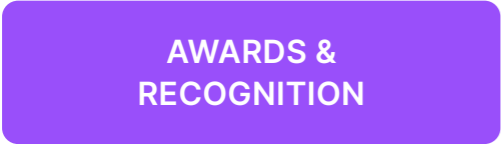


Gartner, Magic Quadrant for Contact Center as a Service, 9 November 2020. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved. This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from Talkdesk. Gartner does not endorse any vendor, product or service depicted in its research publications and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

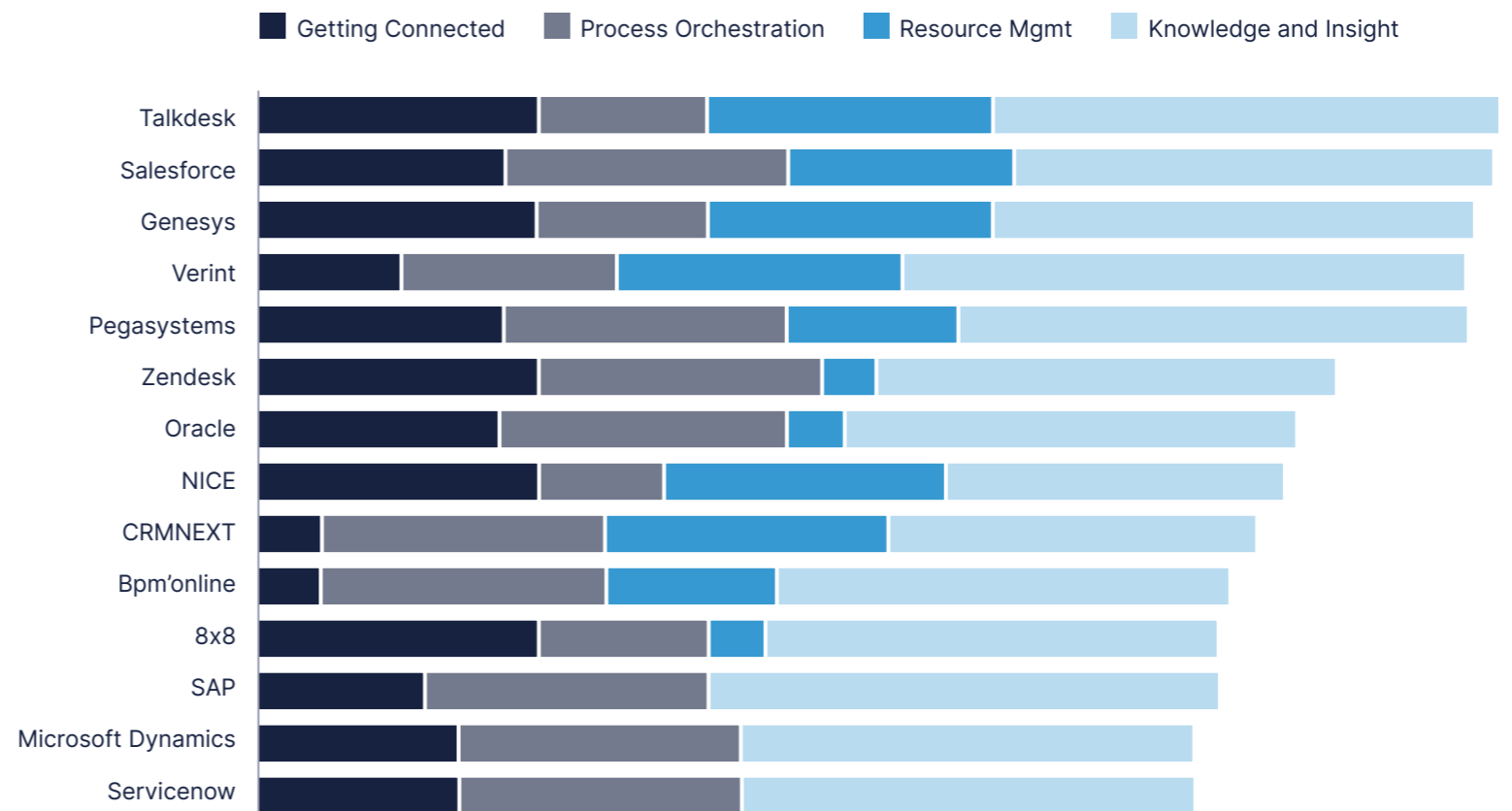
End-to-end customer service solution.

Gartner also puts Talkdesk at the top of the list for our 3-year roadmap that best addresses customer service requirements. That makes us an excellent choice for companies needing an end-to-end solution for contact centers across the globe.

[Read more about Talkdesk's](#)



Customer Service Pillar Coverage



Source: Gartner report: Prepare for the Impact of a Consolidating Customer Service Technologies Marketplace, October 2019

Leader in the 2020 Forrester Wave for CCaaS.

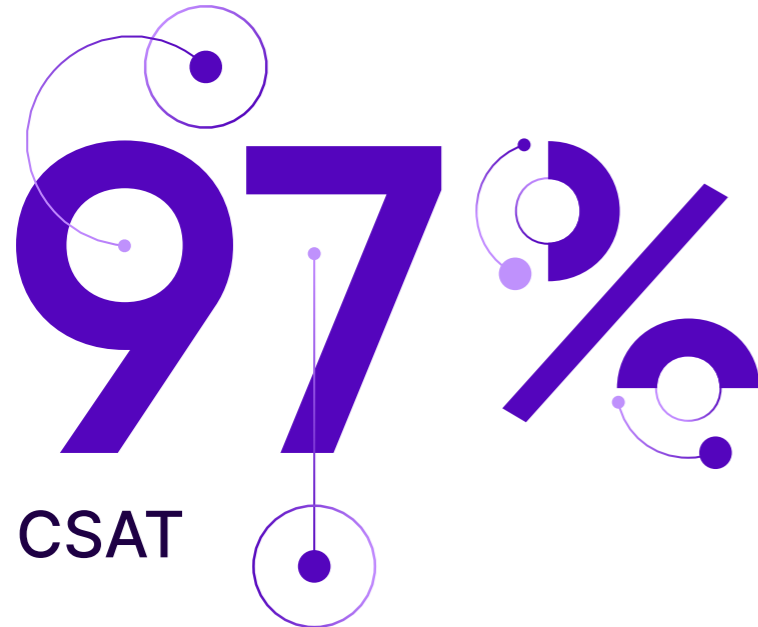


“Shortlist Talkdesk for a navigable solution that scales with a broad range of capabilities and innovative support services.”

FORRESTER®


Loved by customers.

Great products and white glove service translates to customer love.



The most and best reviews.

As of May 2021.



	# OF REVIEWS	RATING
Talkdesk	1202	4.4
Five9	238	3.9
NICE inContact	879	4.2
Genesys Cloud	457	4.3



	# OF REVIEWS	RATING
Talkdesk	407	4.6
Five9	197	4.6
NICE inContact	191	4.2
Genesys Cloud	103	4.4



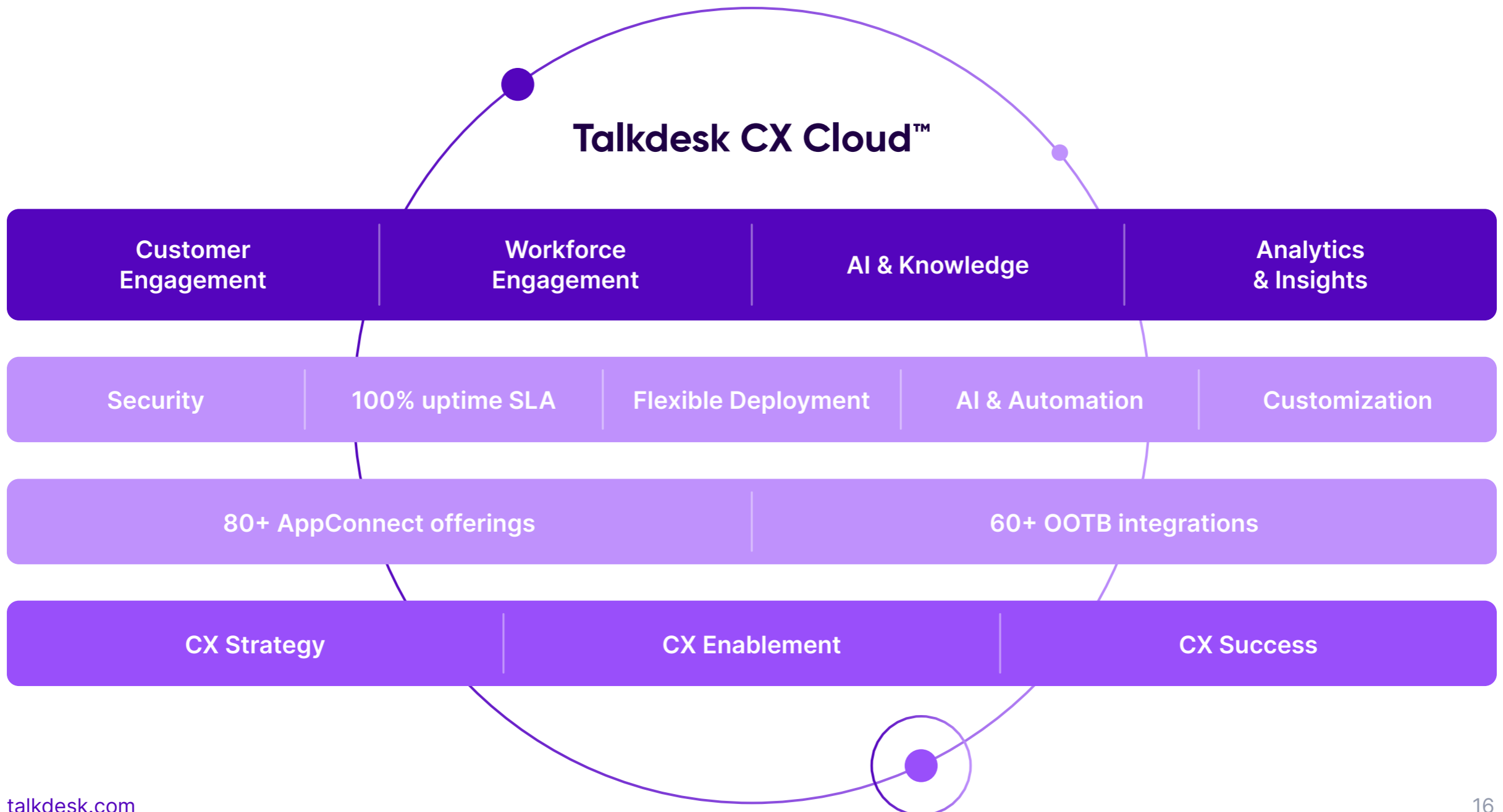
	# OF REVIEWS	RATING
Talkdesk	265	7.9
Five9	25	7.8
NICE inContact	283	8.2
Genesys Cloud	212	7.7



	# OF REVIEWS	RATING
Talkdesk	686	4.7
Five9	117	4.3
NICE inContact	97	4.7
Genesys Cloud	4	4.8







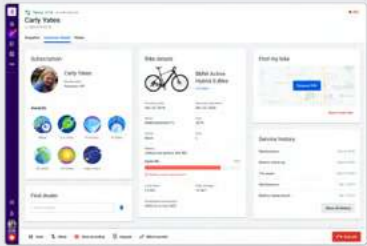
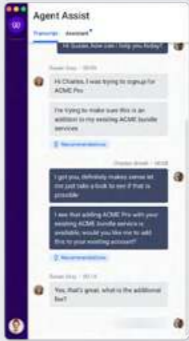
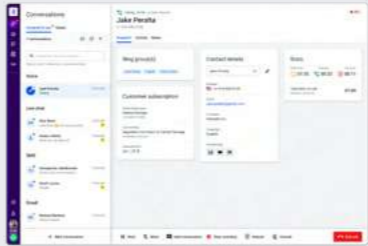
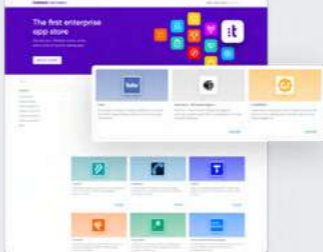
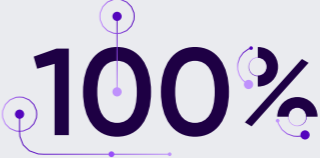
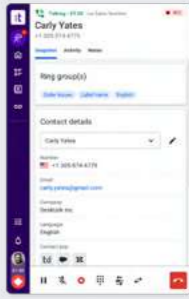
This is all made possible by CX Cloud.

An end-to-end customer experience solution that combines enterprise scale with consumer simplicity to deliver a better way to great customer experience.



The Talkdesk CX Cloud advantage.

Helping you innovate a better way to great customer experience.

End-to-end 	AI-infused 	Adaptable 	Integrated 	Trusted 	Intuitive 
<p>Broadest suite of native apps</p> <p>One unified platform</p> <p>One user experience</p> 	<p>Automation</p> <p>Intelligent engagements</p> <p>Operational efficiency</p> 	<p>Flexible to change with your business</p> <p>Customizable Workspace</p> <p>“Clicks not code” administration</p> 	<p>60+ pre-built integrations</p> <p>Easy custom integrations</p> <p>AppConnect app marketplace</p> 	<p>Enterprise scale</p> <p>30+ security certifications</p> <p>100% uptime SLA, global call quality</p> 	<p>Fast deployment</p> <p>Fast onboarding</p> <p>Fast time to value</p> 

A better way to serve your customers.

With an end-to-end solution that includes self-service experience, omnichannel engagement, and contact center operations.

Self-Service Experience

- Voice Virtual Agent
- Digital Virtual Agent
- Guide Helpdesk Portal

Omnichannel Engagement

- Voice Engagement
- Omnichannel Routing & Reporting
- SMS, Digital & Social Channels
- Outbound Engagement
- AI Based Agent Assistance
- Guide Knowledge Base

Contact Center Operations

- Workforce Management
- Unified Recording
- Agent Coaching & Performance
- Customer Feedback Management
- Speech & Text Analytics
- Real Time Sensors & Automations

AI Trainer | Customizable Platform | 100% Uptime SLA | Security & Fraud Prevention | Integration & Ecosystem

A better way to engage.

With powerful tools that allow you and your customers to connect any time, anywhere.

SMART CUSTOMER JOURNEYS

ANY CHANNEL

PROACTIVE OUTBOUND

A better way to manage.

With AI-powered onboarding, mentoring and workforce scheduling and forecasting tools to engage CX employees.

SPEECH AI COMPLIANCE MONITORING

Dead air
Last updated: 9:35 AM, Sept. 9, 2019

46.4%

Agents with biggest dead air
Lisa McCartney 54,1%
John Powers 50,5%
Yu Amosaki 43,2%

Since last update: **> 23,5%** Defined limit: **45%**

Net Emotional Score
Based on 30,234 calls

Average Dead air in a call is above the limit of **45%**

Satisfaction
There's a new topic created based on the last 32 calls

Your customers happiness is divided

Forbidden words
Last updated: 7:43 PM, Sept. 8, 2019

Guarantee 32
Cancel 21
OxfordBank 8
Your fault 50+

Topic Cloud
Last updated: 9:35 AM, Sept. 9, 2019

Where's my order?

AGENT SHIFT SCHEDULING MOBILE APP

talkdesk

Hello Kate!
Nice to see you again

Notifications

Your time-off was approved! 32 minutes ago

New schedule: 14-18 Dec Yesterday - 6:43PM

Average daily calls: 32 Yesterday - 8:29AM

AHT (min) Last 7 days

WORKFORCE SCHEDULING & FORECASTING

WFM

Forecast

Agent schedule

Team Schedule

Insights

Configurations

Team schedule
Updated yesterday at 12:00 PM

Jan 4, 2020 Today 12h

Showing intraday adherence Last updated 5 minutes ago (05:03 PM)

111 Agents

Fyodor Dyuzhenko Joshua's Team 00:00-00:00 OOA

Michrichel Joshua's Team 00:40:20 OOA

Sarah Russell Joshua's Team 00:32:45 OOA

9:15 am - 9:38 am 00:22:00 OOA

Actual agent status: Away

Expected agent status: Online

AGENT COACHING

Inbound call - Alex Jones
Audio - 07 Aug 17:16

04:48

Add comment

Comment Margaret Drake · Today

The intro was good but can be more assertive and less formal, as it should. There's other details to go over later.

A better way to automate.

With a digital-first & automation-first vision. Give your customers better answers, faster with AI-powered agent assistance and customer self-service.

70% of all interactions digital*

80% of all interactions automated*



*In 3 years.

The screenshot shows the Talkdesk Guide dashboard with various metrics and sections:

- Incidents:** 726 (All time)
- Articles with incorrect information:** 241 (16.1% of all time)
- Missing Topics:** Dictionary (31), Deleting Agents (33), SMS Pricing (28), Datasets (8)
- Recommended improvements:** 38 (Last 24 hours)
- Top articles with negative feedback:** Installing CallBar App on Mac (221), CallBar FAQ (32), CallBar Settings (33)
- Articles not accessed:** 187 (Last year, 12.7%)
- Most discussed topics in the community:** Includes a bubble chart showing topics like 'Talkdesk Mobile App', 'Call Bar', 'Agents and Customers', 'Talkdesk Live', 'Training Tools', 'Integrations', and 'Troubleshooting'.
- Suggested keywords:** Support (150), Sales (102), Marketing (83), Billing (32), Orders (8)

The screenshot shows the Agent Assist chat interface with a transcript and an assistant's response:

Agent Assist
Transcript Assistant

Hi Susan, how can I help you today?

Susan Gray · 00:05

Hi Charles, I was trying to sign up for ACME Pro

I'm trying to make sure this is an addition to my existing ACME bundle services

Recommendations

Charles Orwell · 00:08

I got you, definitely makes sense let me just take a look to see if that is possible

I see that adding ACME Pro with your existing ACME bundle service is available, would you like me to add this to your existing account?

Recommendations

Susan Gray · 00:14

Yes, that's great, what is the additional fee?

A better way to work.

With the power to personalize and customize the Talkdesk experience to make work easy and adapt to your changing business needs.

AGENT WORKSPACE

The Agent Workspace interface for Carly Yates shows a customer profile with a subscription, bike details for a BMW Active Hybrid E-Bike, and a 'Find my bike' map. The interface is clean and organized, with a sidebar on the left and a main content area.

BUILDER

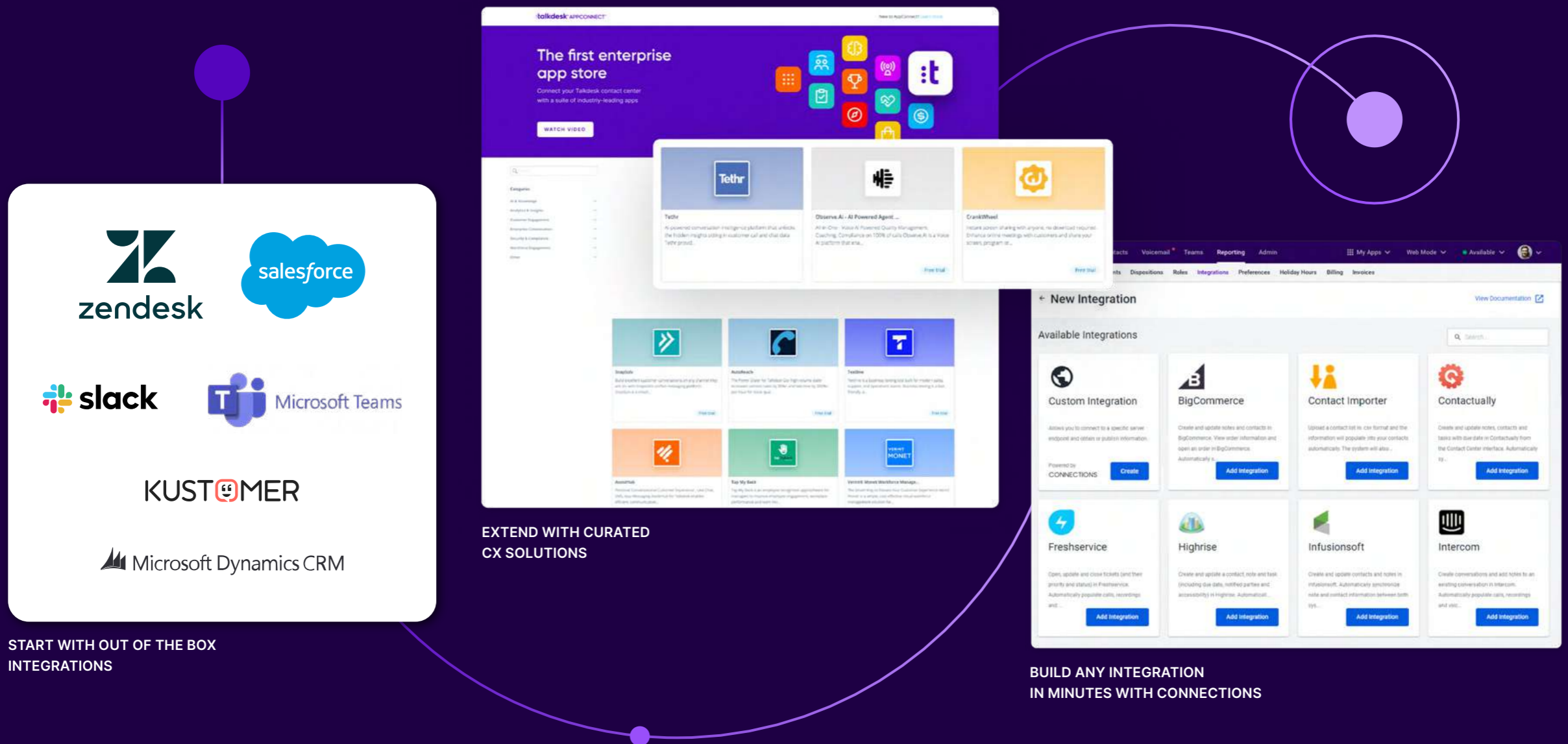
The Builder interface for Andrea Sanchez shows a customer profile with contact details, ring group(s), and e-bike order status. The interface is more complex, with multiple sections and a sidebar on the left.

The Supervisor Workspace interface shows a home dashboard with various metrics and lists. The 'Home' section includes a 'Hi Sofia' greeting, 'Schedule Requests' (41 pending), 'Service level' (94%), 'Customer feedback' (85% positive), and 'Evaluations to do'. The 'Trending topics' section shows 'Voucher' (74%), 'Online price' (61%), and 'Cancel order' (58%). The 'Agent Leaderboard' shows top performers like Jacob Bush and Glen Abbott.

SUPERVISOR WORKSPACE

A better way to integrate.

With a Talkdesk ecosystem that offers 60+ out-of-the-box integrations, 80+ offerings on AppConnect, plus endless options with Connections.



START WITH OUT OF THE BOX INTEGRATIONS

EXTEND WITH CURATED CX SOLUTIONS

BUILD ANY INTEGRATION IN MINUTES WITH CONNECTIONS

A better way to safeguard.

With AI-powered tools you can trust to secure your contact center from threats.

The image displays three overlapping screenshots of the Guardian Identity dashboard. The central screenshot shows the 'Overview' page with a 'Critical cases' line chart and a 'Top 10 risky agents' table. The top-right screenshot shows the 'Identity' page with a table of user contacts. The bottom-left screenshot shows the 'Reporting' page with a table of reports.

GUARDIAN IDENTITY

Overview

Last 24 hours

Critical cases

Current period	Previously period	1 month ago	3 months ago	6 months ago	12 months ago
392	311	432	500	230	398
	↓ 20.6%	↑ 10.2%	↑ 27.5%	↓ 41.3%	↑ 1.5%

Top 10 risky agents

Agent	# Critical cases	Top 3 cases triggered
Daniel Webster	213	Missed calls, Password resets, Speed of answer
Benjamin Wilson	211	After-hours work, Devices, Password resets
Robert Scholz	187	# Calls, # Countries, After-hours inbound calls
Alice Kelly	165	After-hours inbound calls, After-hours outbound calls, Missed calls
John Murrah	94	Accessing contacts, Accessing recording files, After-hours work

Top 5 critical cases

Case Type	Count
Accessing call recordings	422
IPs in use	123
Outside business hours	221
Unusual countries	221
Accessing contacts	221
Other (7)	221

GUARDIAN GUARDRAILS

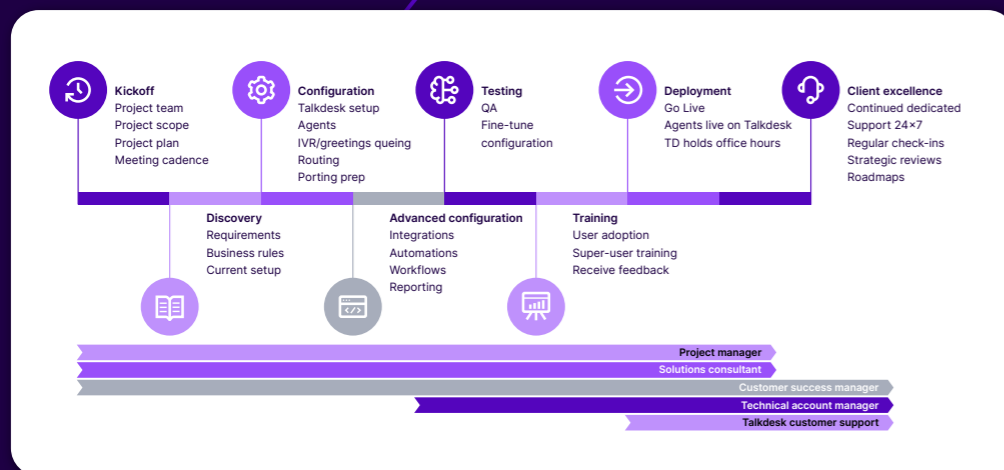
Reporting

Name	Description	Status	Last run
Log in	Users logged in at expected login time	Enabled	Today, 08:00 AM
User status	Status of users at expected login time	Enabled	Today, 08:00 AM
Log out	Users logged out at expected logout time	Enabled	Today, 05:00 PM
ANT by user	Users with an higher than normal ANT per call	Enabled	Today, 09:00 AM
Missed calls by user	Users with an higher than normal number of missed calls	Disabled	-
Account status	Status of accounts at the end of the month	Enabled	Mar 31, 12:00 PM
IPs in use by user	Users with an higher than normal number of IP addresses	Enabled	-
User roles	Status of user roles at the end of the month	Enabled	Mar 31, 12:00 PM
User registrations	Status of user registrations at the end of the month	Enabled	Mar 31, 12:00 PM
# of inbound calls by user	Users with an higher than normal number of inbound calls	Enabled	Mar 31, 12:00 PM

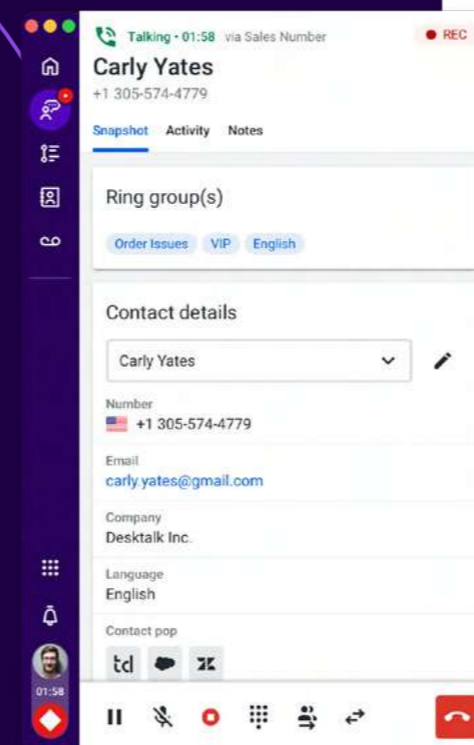
A better way to operate.

With an intuitive customer experience solution that is fast and easy to deploy, administer, and use.

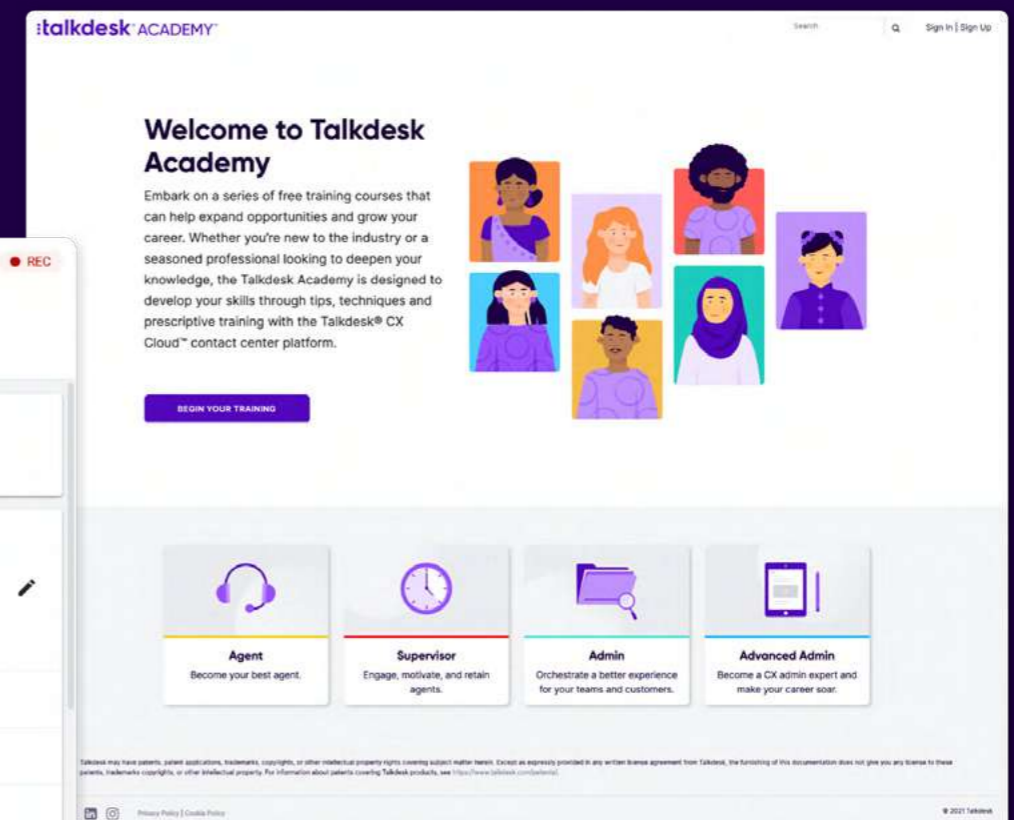
FAST IMPLEMENTATION



INTUITIVE USER EXPERIENCE

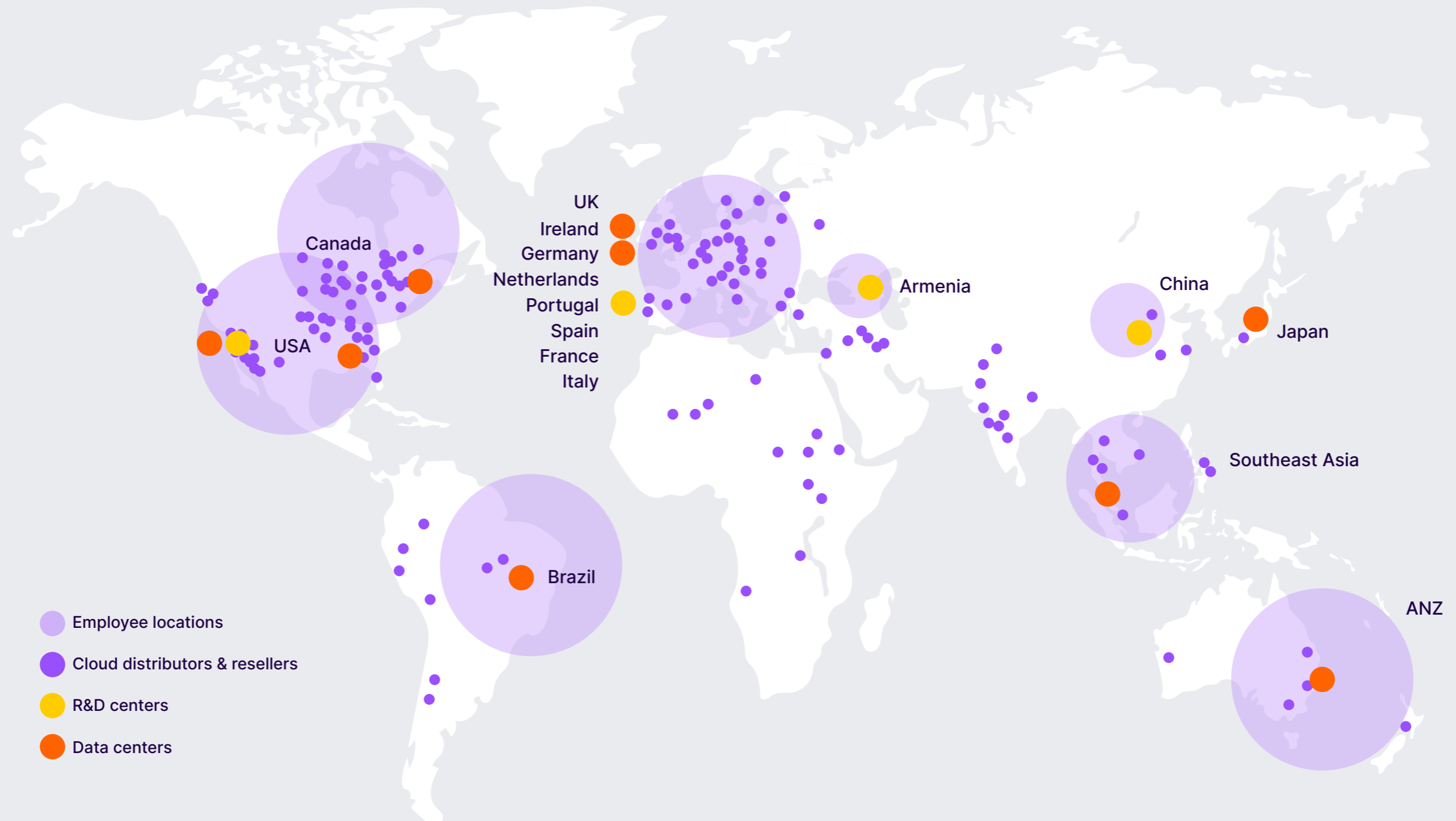


TALKDESK ACADEMY



We're everywhere you need us to be.

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



An expanding global partner ecosystem.

Providing expertise when and where you need it.

Cloud distributors	 INTELISYS Independence. No limits.	 TELARUS AVANT	 TCG TELECOM CONSULTING GROUP	 TBI Technologically Brilliant	 PlanetOne BRIDG3P01NT3 YOUR SIGNAL IN THE NOISE	 microcorp Empowering Excellence	 SANDLER PARTNERS cx effect	
Resellers	 carahsoft.	 Claro	 Humach.	 welltel	 HOLD MARKETING	 vordistechnologies	 vodafone	
	 alorica	 amtech Business Solutions	 TPC	 unifii	 SpectrumVoIP	 NEORIS	 evolutics	 bluepoint
	 netnordic	 ITALTEL	 intelegencia	 CW Squared	 BULLSEYE TELECOM	 ICS		
Strategic alliances	 salesforce	 Microsoft	 aws	 zoom	 zendesk			
Marketplace	 krisp	 Jabra ^{GN}	 CALABRIO™	 zingtree	 airkit	 HOOPLA	 Forethought	
	 SENTIMENT	 TEXTLINE	 VERINT MONET	 Tethr	 assisthub	 zappix	 SMS-Magic	
	 OBSERVE AI	 autoreach	 KUSTOMER	 tapmyback	 ENVISION	 crank wheel		
	 ACQUIRE	 slybroadcast	 C ² PERFORM	 eyeson	 ProcedureFlow	 snapsolv		

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.



CX Strategy.

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



CX Enablement.

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

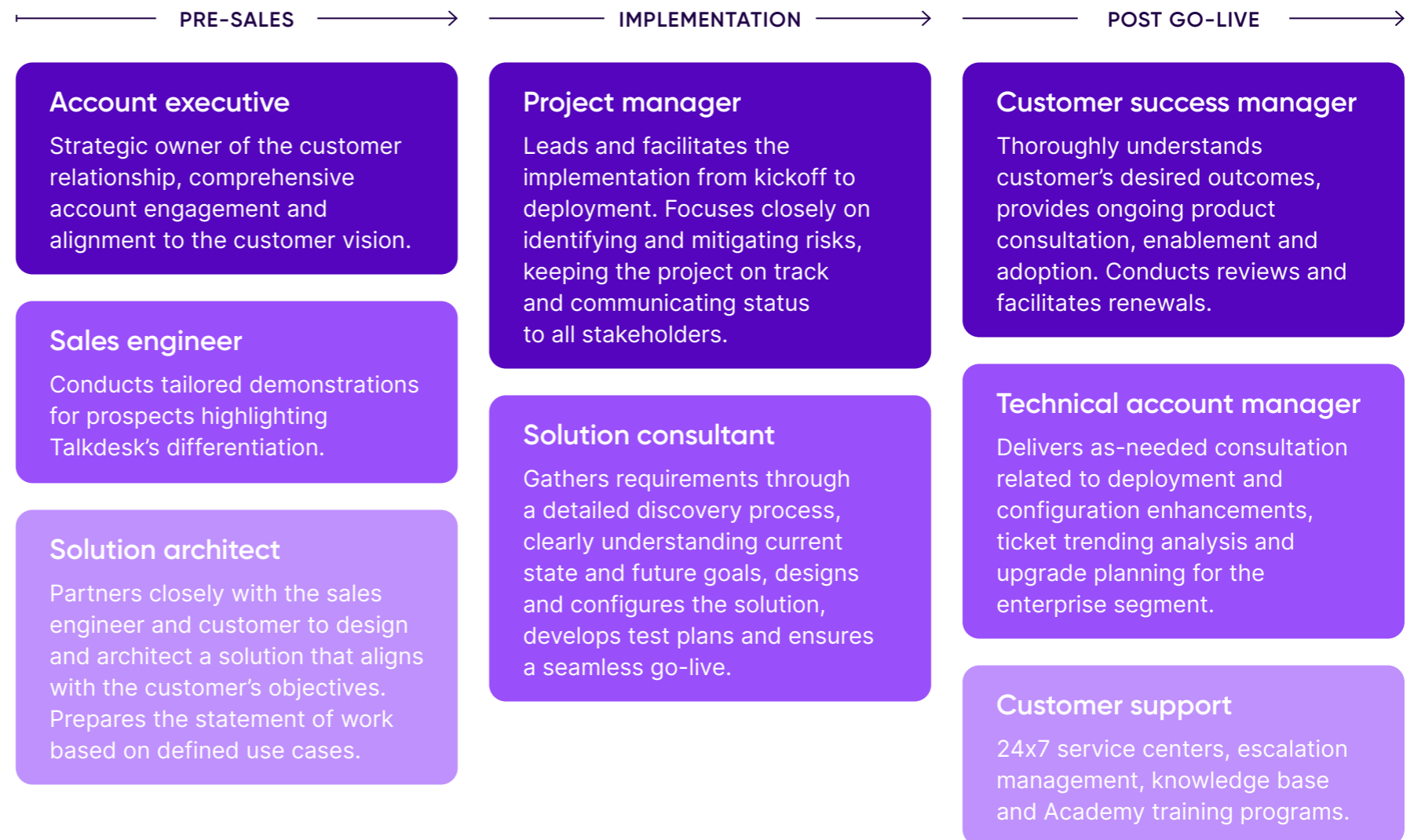


CX Success.

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.



Talkdesk values.

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

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

We believe in giving back to our community by volunteering our time, supporting non-profits and minimizing our global footprint. Talkdesk employees are given 1 day a quarter to give back to their communities.

Everything we do is for our customers. As evidenced by our 97% CSAT.



About Talkdesk.

Talkdesk® is a global leader in redefining customer experience in the enterprise. We provide a better way for businesses and their customers to engage with one other. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings and profitability.

Talkdesk was founded in 2011 by current founder and CEO Tiago Paiva. In July 2020, Talkdesk announced a Series C funding of \$143 million, backed by Franklin Templeton, Willoughby Capital, Skip Capital, Lead Edge Capital and Top Tier Capital Partners, along with existing partners. This brings Talkdesk's valuation to more than \$3 billion, reflecting strong investor confidence and highlighting the strategic role of superior customer experience among top global brands. Talkdesk is recognized as a leader in the 2020 Gartner Magic Quadrant for CCaaS (Contact Center as a Service) and the 2020 Forrester Wave for CCaaS. Today, Talkdesk has over 1,700 employees across the globe and is headquartered in San Francisco.

Innovative companies around the world, including IBM, Acxiom, Trivago and Fujitsu partner with Talkdesk to deliver a better way to great customer experience.

Read more about [Talkdesk](#).

Want to learn more? Contact Talkdesk at 1-844-332-2859

:talkdesk®