



A better way to great customer experience.

Talkdesk helps your organization unlock the promise and potential of exceptional customer service.

Talkdesk CX Cloud™ is an automation-first customer experience solution that optimizes our customers' most critical customer service processes. It includes Talkdesk AI and a full set of enterprise-level, integrated, CX applications for customer self-service, omnichannel engagement, workforce engagement, employee collaboration, and customer experience analytics to align and drive CX winning behaviors across your organization.

Why Talkdesk.



Industry innovator

We're innovating a better way to improve customer experience.

Our platform is cloud-native and purpose-built to enable automation and intelligent decision-making. With over 50% of Talkdesk employees in R&D, we deliver continuous innovation, launching 40 solutions in the last 2 years with 25 recent technology patents granted. It's our speed of innovation and deep vertical expertise that helps our customers stay ahead of their own customers' needs and drive tangible business growth.



Customer-obsessed

We don't just value our customers, we obsess over them.

Our industry reputation for "white glove" support means that we're a business partner dedicated to the success of our customers. And they love us for it. We have a 95% CSAT rating in addition to top ratings on customer review sites such as G2, AppExchange, and Gartner Peer Insights.



Global leader

We lead by example and are acknowledged globally for our effort.

We're recognized as a Leader in the 2022 Gartner® Magic Quadrant™ for Contact Center as a Service for the fourth consecutive year. We're a leader in the 2020 Forrester Wave for CCaaS and we're #8 on the 2022 Forbes Cloud 100.

Talkdesk CX Cloud™ platform advantage.

Our CX Cloud platform combines enterprise scale with consumer simplicity. We were born cloud-native with a platform that provides advantages of speed, agility, reliability, and security with low-code, no-code and custom-code tools.

Smart

AI for everyday
AI-powered applications to optimize your business.

Human-in-the-loop technology
Use AI Trainer for better automation.

Easy to use
Quick onboarding.

Scalable

Cloud native
Unified platform expands with your business needs.

Microservices
Scale dynamically.

60+ pre-built integrations
Including industry-specific.

Rapid deployment
Fast time to value.

Adaptable

Easy to customize
Using low-, no-, and custom-code tools and APIs.

Customizable Workspaces
Plus reporting and integrations.

AppConnect Marketplace
Instantly access a wide variety of solutions.

Reliable

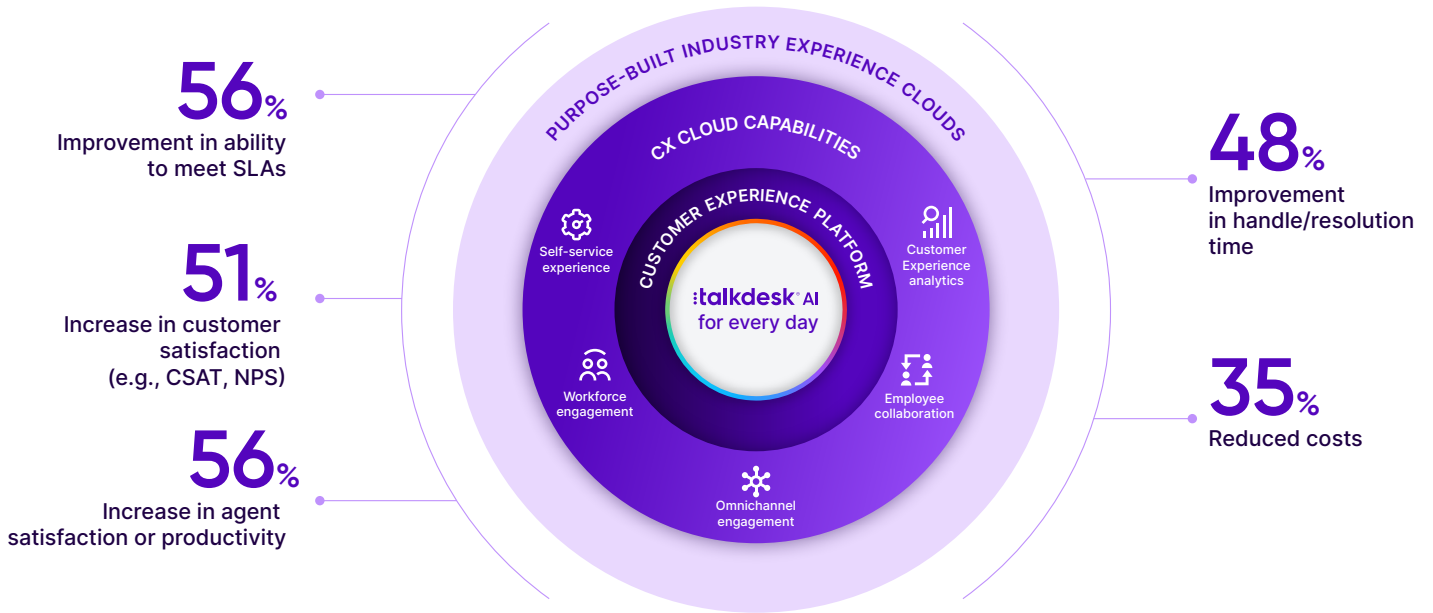
Global Communications Network (GCN)
Optimal global call quality and reliability.

Geographical redundancy
Across the globe.

Secure

Enterprise-class security and compliance
30+ security certifications, automated authentication, and proactive threat protection.

Automation-First Customer Experience delivers success.



Average percent improvements reported by Talkdesk customers.

Source: Talkdesk customer relationship survey, conducted November 2021 by an independent third party, TechValidate. Sample size equals 156 customers. See more customer results at [TechValidate Research on Talkdesk](#).

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



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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.

talkdesk.com

