

talkdesk®

Let's Build Great  
Customer Service  
Together



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# Every Moment is an Experience that Matters

We have transitioned into the age of the customer where buyers have more choice and control in how they interact with brands than ever before. Today it's all about the experience.

Your customers demand real-time service - either via self-service or direct to an agent. They expect seamless service across channels, and they expect intelligent service, meaning you need to know who they are and have a basic understanding of their problem.

And if they don't get it, we'll switch brands.



Would try a new brand or company for a better service experience.

— AMERICAN EXPRESS SURVEY

# Expectations Aren't Being Met With Yesterday's Technology

The challenge is that most contact center technology today can't meet these modern customer needs. Most were built 20+ years ago, before the digital revolution. These systems operate as channel silos, with little or no integration to CRM or other systems. They are inflexible, hard to adapt to your changing business needs and expensive to maintain. These systems lack innovation so adopting new technology like AI is virtually impossible.

- **Built before the digital age**
- **Channel silos**
- **Little or no integration**
- **Slow to adapt**
- **Innovation stagnation**
- **High cost of operation**

# Talkdesk's Mission is to End Bad Customer Service

“Our mission to end bad customer service is aspirational and motivational. This, along with our goal to help companies reduce customer service cost, drives our passion and our purpose for everything we do”.

— TIAGO PAIVA, FOUNDER & CEO, TALKDESK

# 1,800 Customers in 75 Countries Rely on Talkdesk

to power their contact centers  
and help make customer  
experience their competitive  
advantage.

IBM

acxiom

Anaplan

FUJITSU

PELOTON

airbnb

GENERAL  
DYNAMICS

bp

OpenTable

Scotts

SAP

mongoDB

HORNBLOWER  
CRUISES & EVENTS

sodexo

the  
YMCA

petco

trivago

PBS

Ferrara

aruba  
a Hewlett Packard  
Enterprise company

WOUNDED WARRIOR  
PROJECT

Canon

accenture

EVERNOTE

# Our Customers Get Results

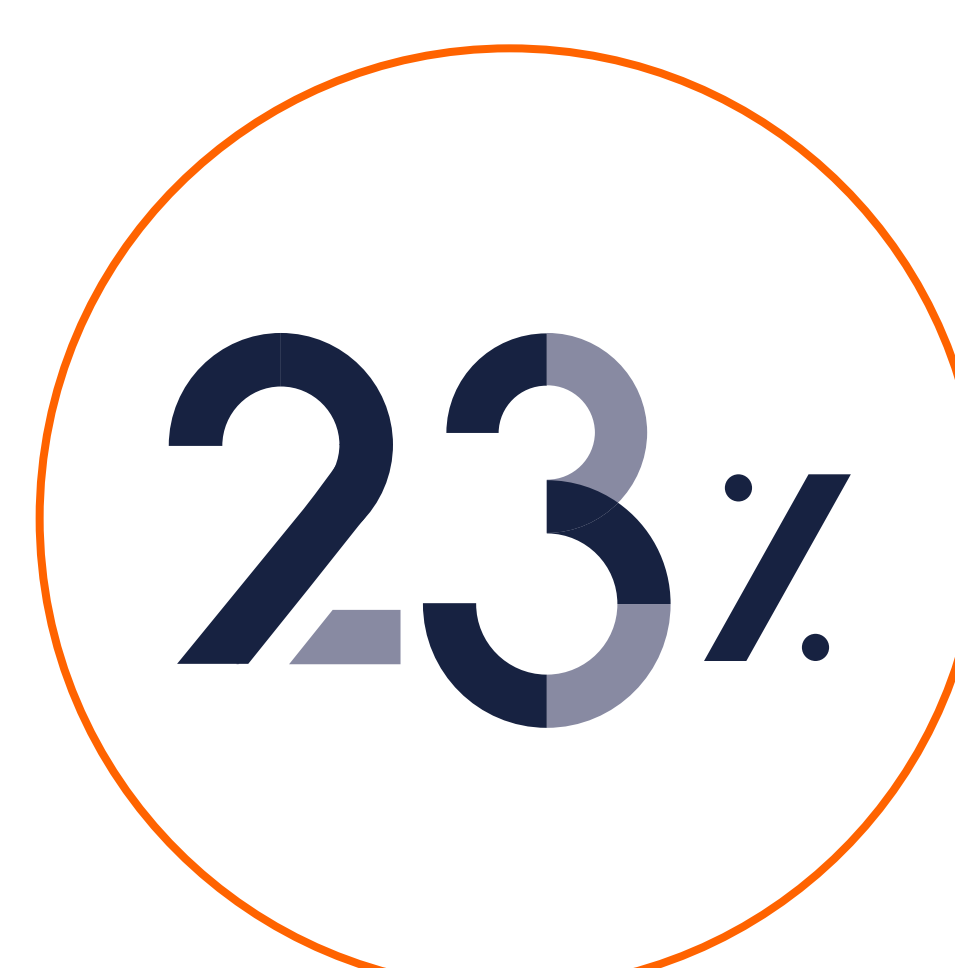
Find out more about our [Customers](#)



CSAT  
Improvement



Agent Productivity  
Improvement



Wait Time  
Reduction



Time to Answer  
Reduction

Data from an annual Talkdesk customer survey.



# Why Companies are Successful with Talkdesk



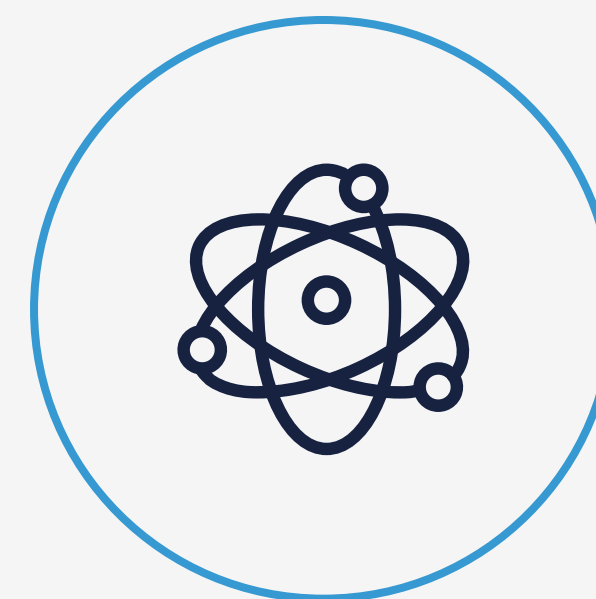
## **Market Leader**

Leader in Gartner CCaaS MQ  
G2 Crowd Winter 2020 Leader  
Forbes Cloud 100



## **Customer-Obsessed**

100% uptime SLA  
White glove customer services  
98% CSAT, 124% net retention



## **Innovative**

Born Cloud Native  
AI-Infused: Talkdesk iQ  
AppConnect ecosystem



# Innovation for You to Stay Ahead

We move fast to provide the industry with disruptive solutions that innovate the way enterprise contact centers deal with customer experience. Our end-to-end approach sets a new path for the contact center industry and helps organizations place CX as their competitive advantage in the market.

200 U.S. patents filed in last 100 days of 2019

600 features released in 18 months

20 new products launched in first 20 weeks of 2020

“Talkdesk’s commitment to innovation and development philosophy stood out to us, making it clear that Talkdesk was the right partner to advance and future-proof our customer service operations.”

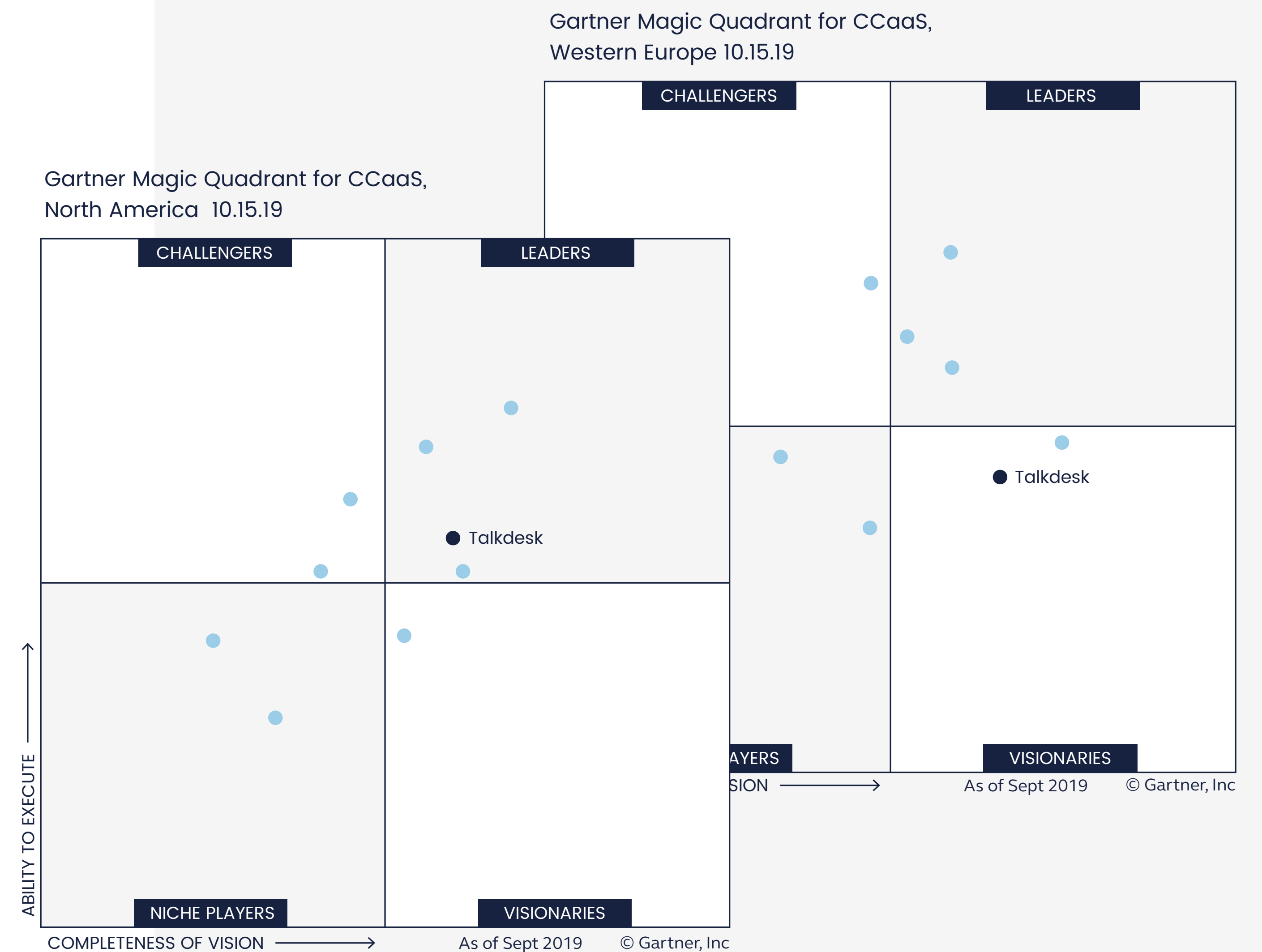
– JARED ARNOLD, CHIEF INFORMATION OFFICER



# Global Choice for Enterprises

Talkdesk is a leader in Gartner's 2019 Contact Center as a Service Magic Quadrant. We're one of only three vendors appearing in both the North American quadrant and Western Europe MQ.

Read more about [Talkdesk's Awards & Recognition](#)

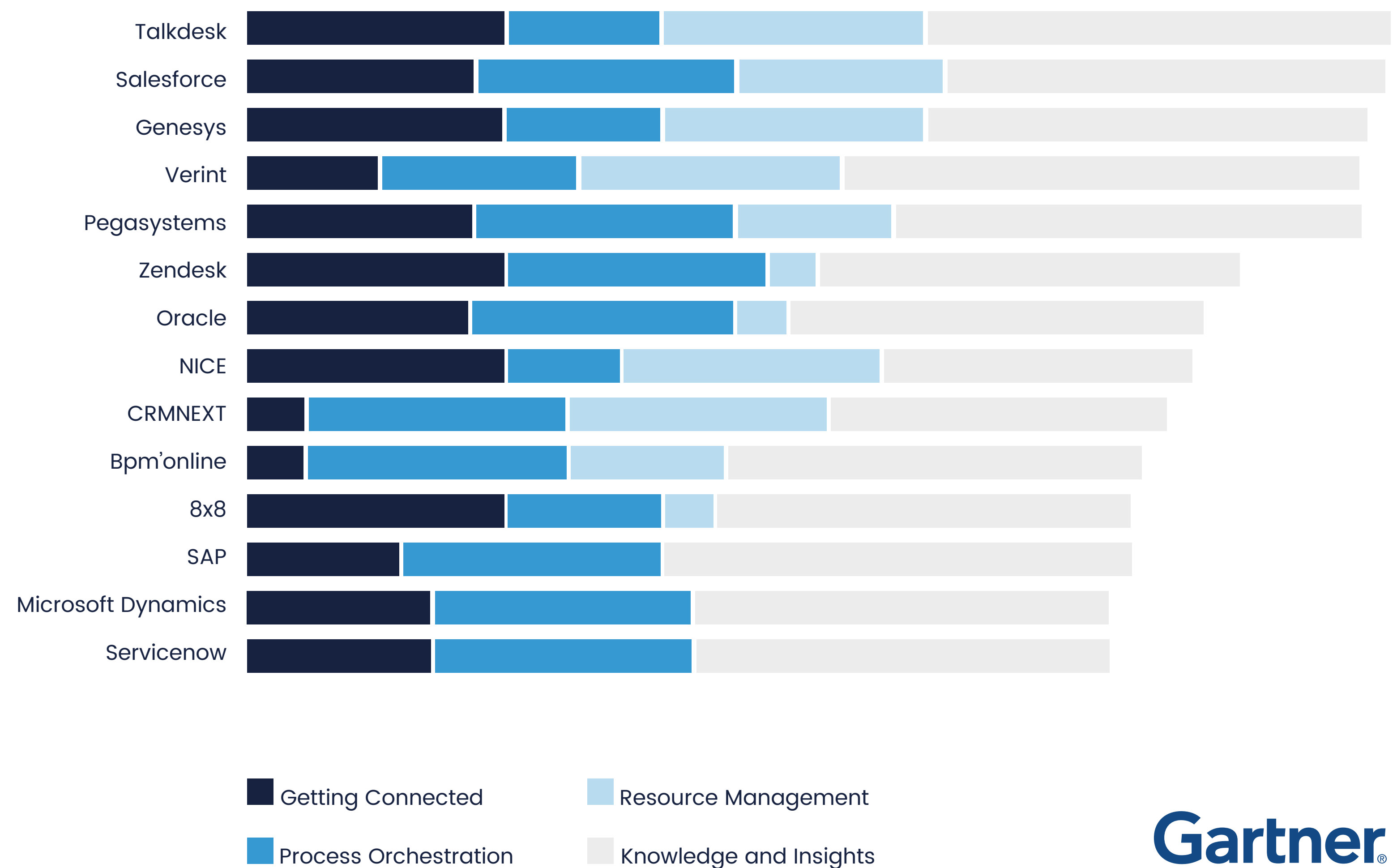


Gartner®

# 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.

## Gartner Report: Prepare for the Impact of a Consolidating Customer Service Technologies Marketplace



Gartner®

# Loved by Customers

Great products and white glove service translates to customer love.



CSAT

## The Most and Best Reviews



★★★★☆  
4.4 out of 5  
> 1029 Reviews



★★★★★  
4.7 out of 5  
> 659 Reviews



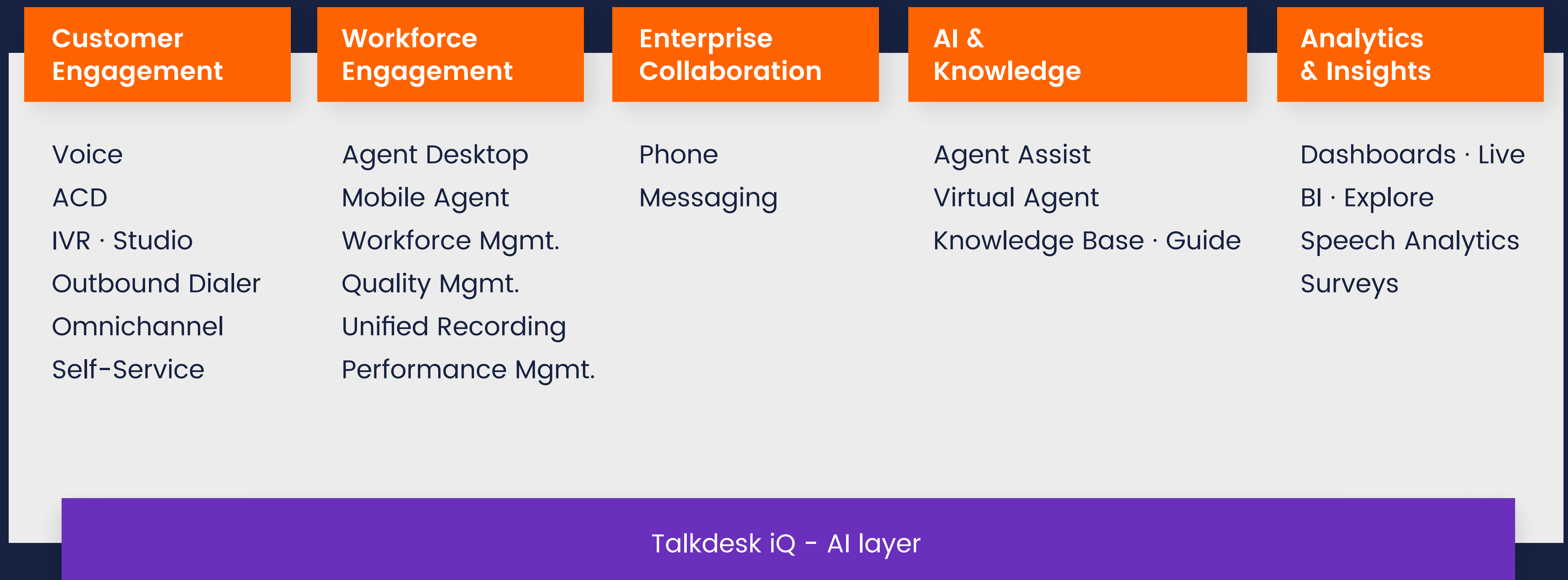
★★★★★  
4.7 out of 5  
> 612 Reviews



★★★★★  
4.7 out of 5  
> 354 Reviews

# Talkdesk CX Cloud™

This is all made possible by Talkdesk CX Cloud™, an end-to-end customer experience solution. Talkdesk provides the most comprehensive native suite of contact center apps.

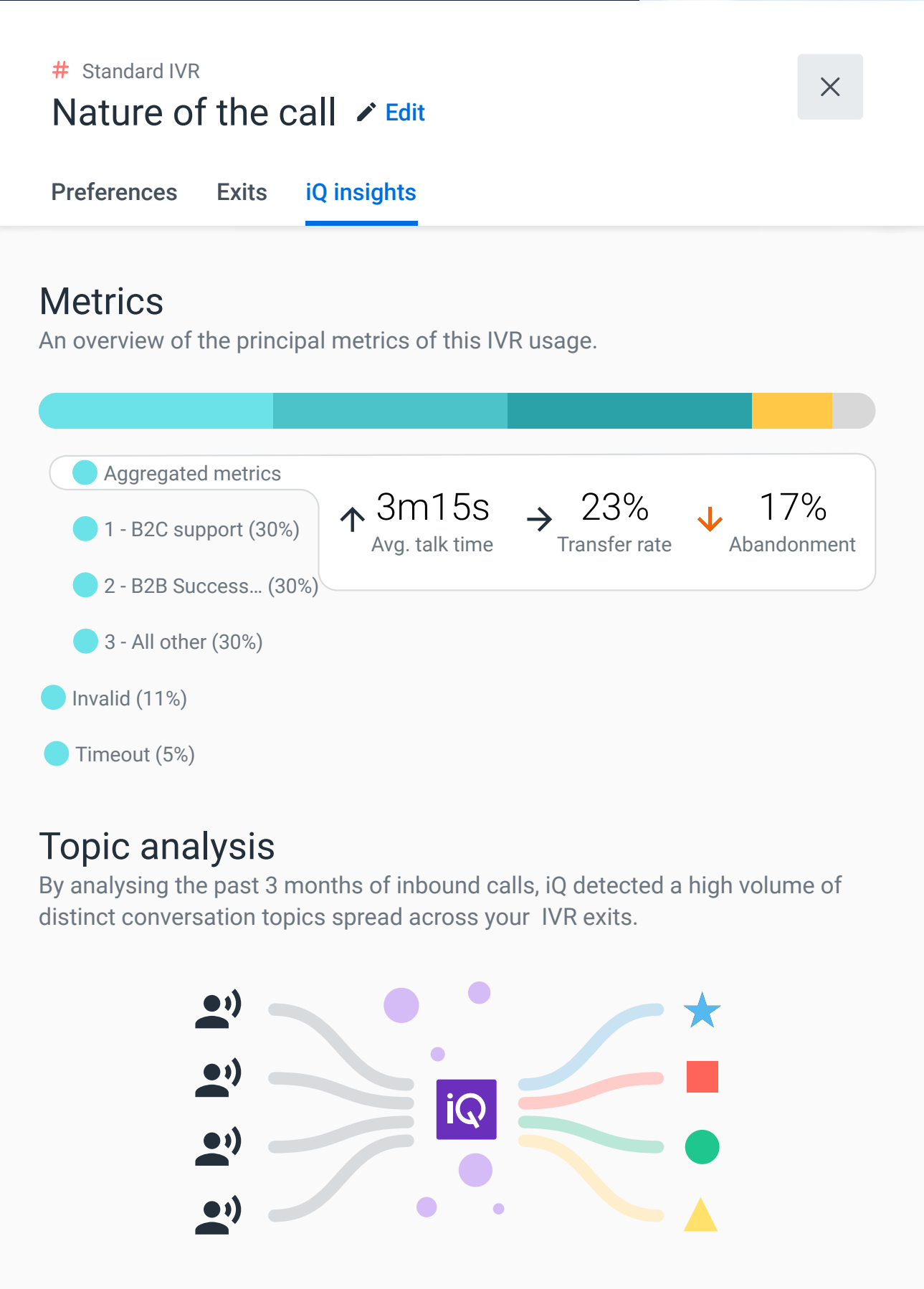
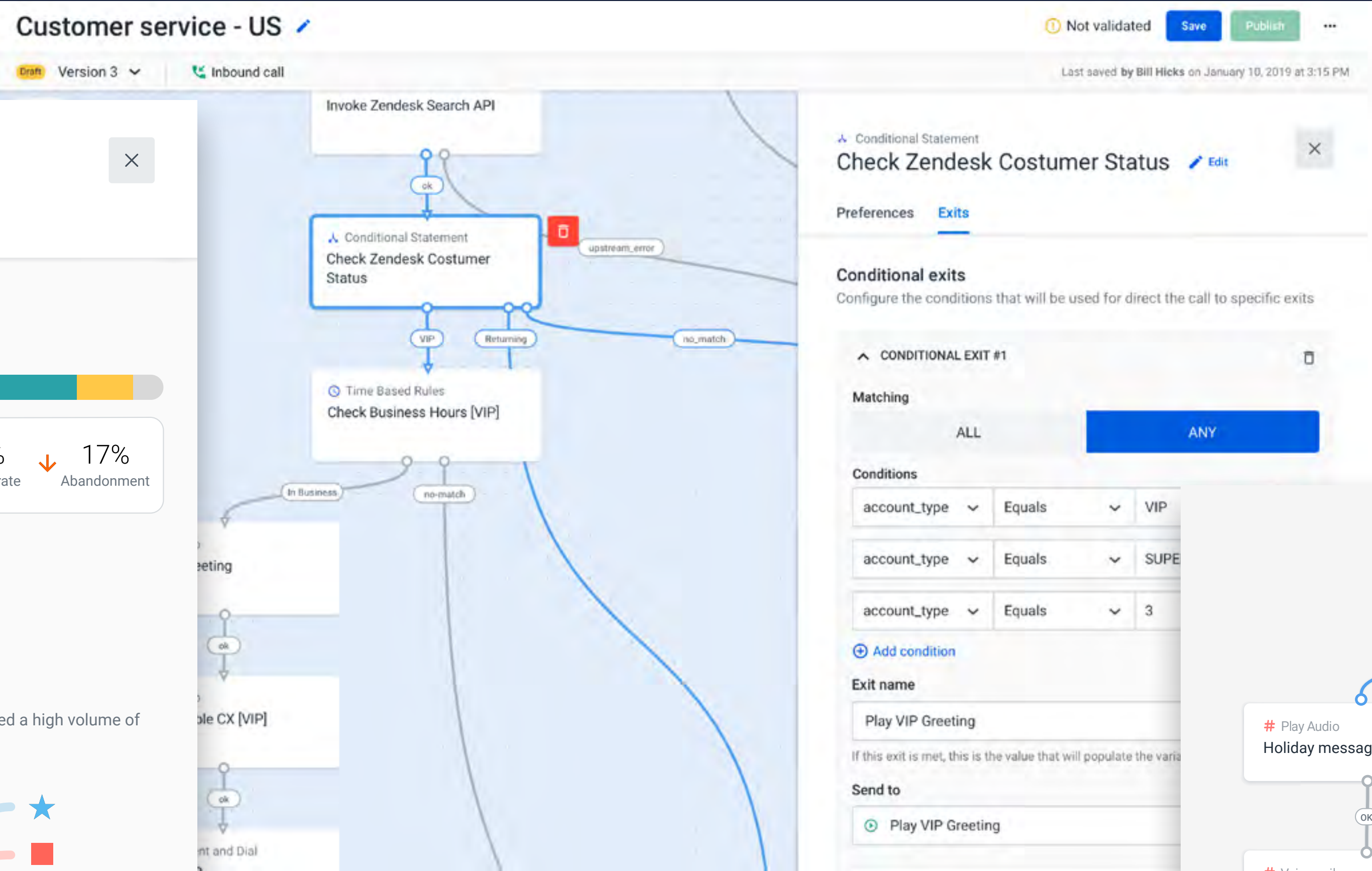




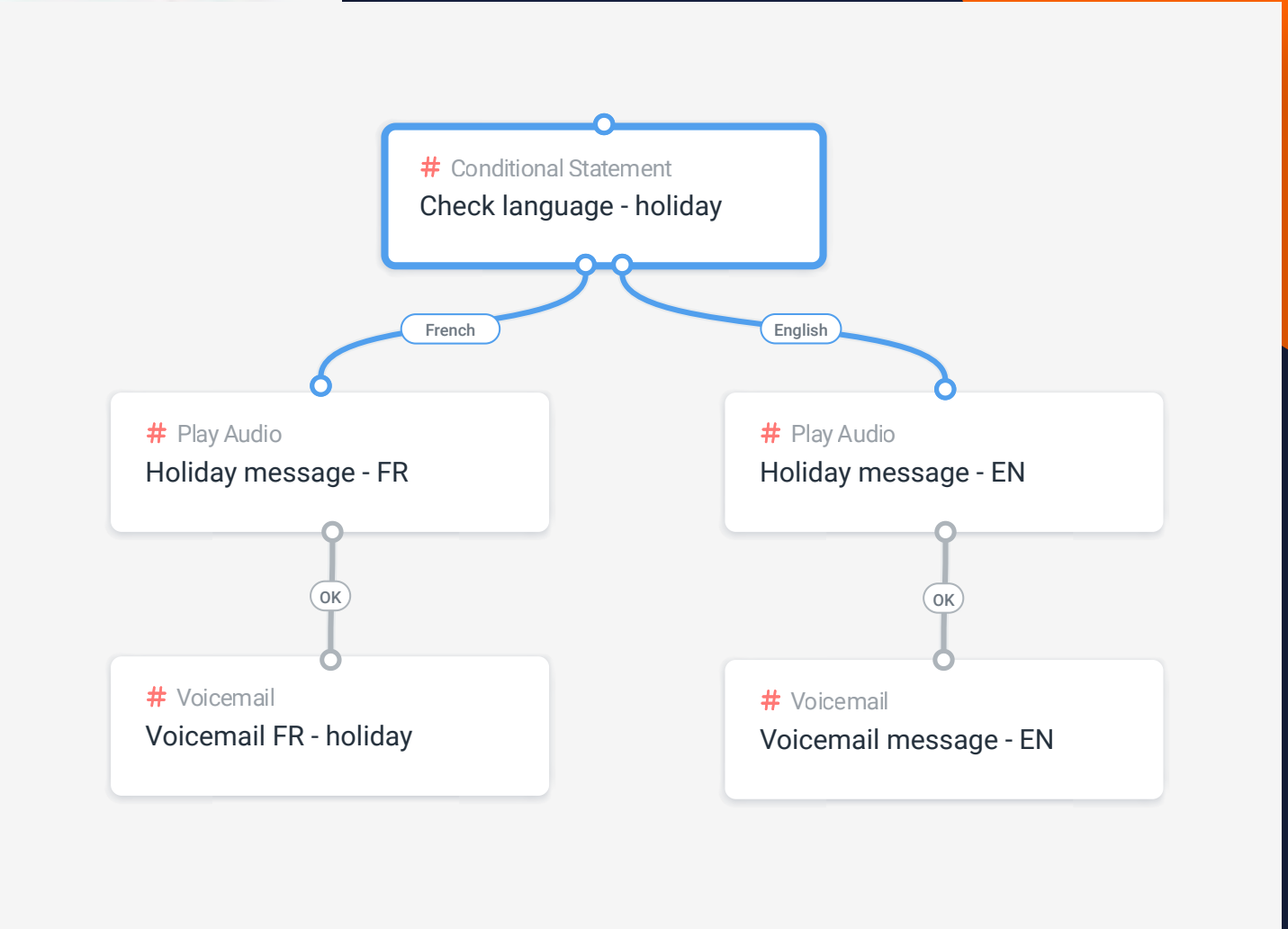
# Get Connected

AI-powered intelligent workflow to get connected with your customers.

ANY CHANNEL



INSIGHTS



ANY LANGUAGE



# Respond Hyper Fast

AI-powered contextual assistant to help agents provide fast and accurate responses.

AI POWERED AGENT ASSIST

The screenshot displays the Talkdesk AI-powered agent assist interface. On the left, a mobile app interface for 'Camilla Green' is shown, including contact details and context. The main interface shows a customer profile for 'Carly Yates' with contact details and a list of cases. The 'Agent Assist' section provides a listening status and a suggestion to transfer membership. The 'Peloton' section shows equipment details and usage stats. The 'Salesforce' section lists cases. The 'Reporting' section shows performance metrics. On the right, a chat history shows a conversation with 'Andy Khan' about a video player error.

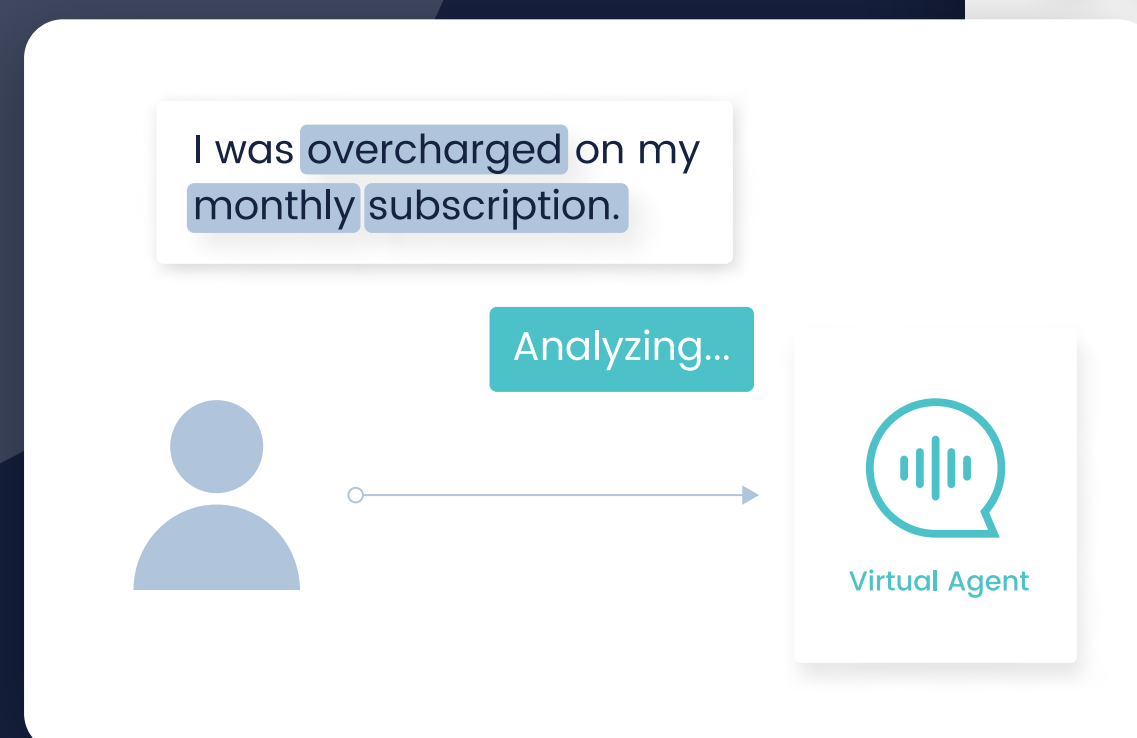
ANY DEVICE

ANY CHANNEL

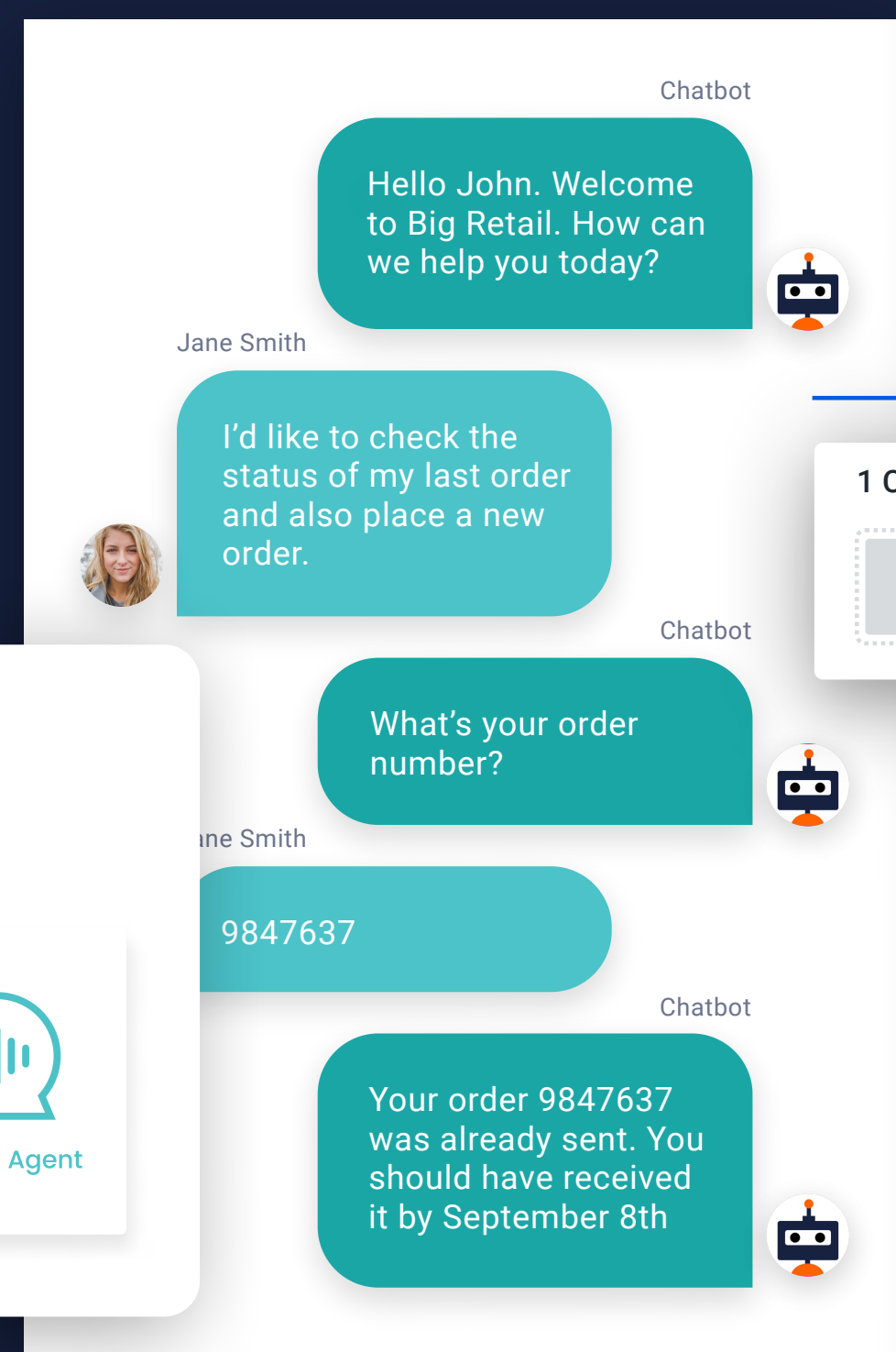


# Delight Your Customers

AI-powered customer self-service tools to deflect calls, increase CSAT and reduce costs.



VIRTUAL AGENT



CHATBOTS

The screenshot shows a knowledge base article titled "About Refunds" by Callbar. The article includes sections like "Where's My Refund?", "How to check on your refund", and "Instant Refunds & Refund Without Return". A sidebar on the right shows a radar chart for document structure and readability, indicating the document is "Well structured" and "Fairly easy to read".

KNOWLEDGE BASE

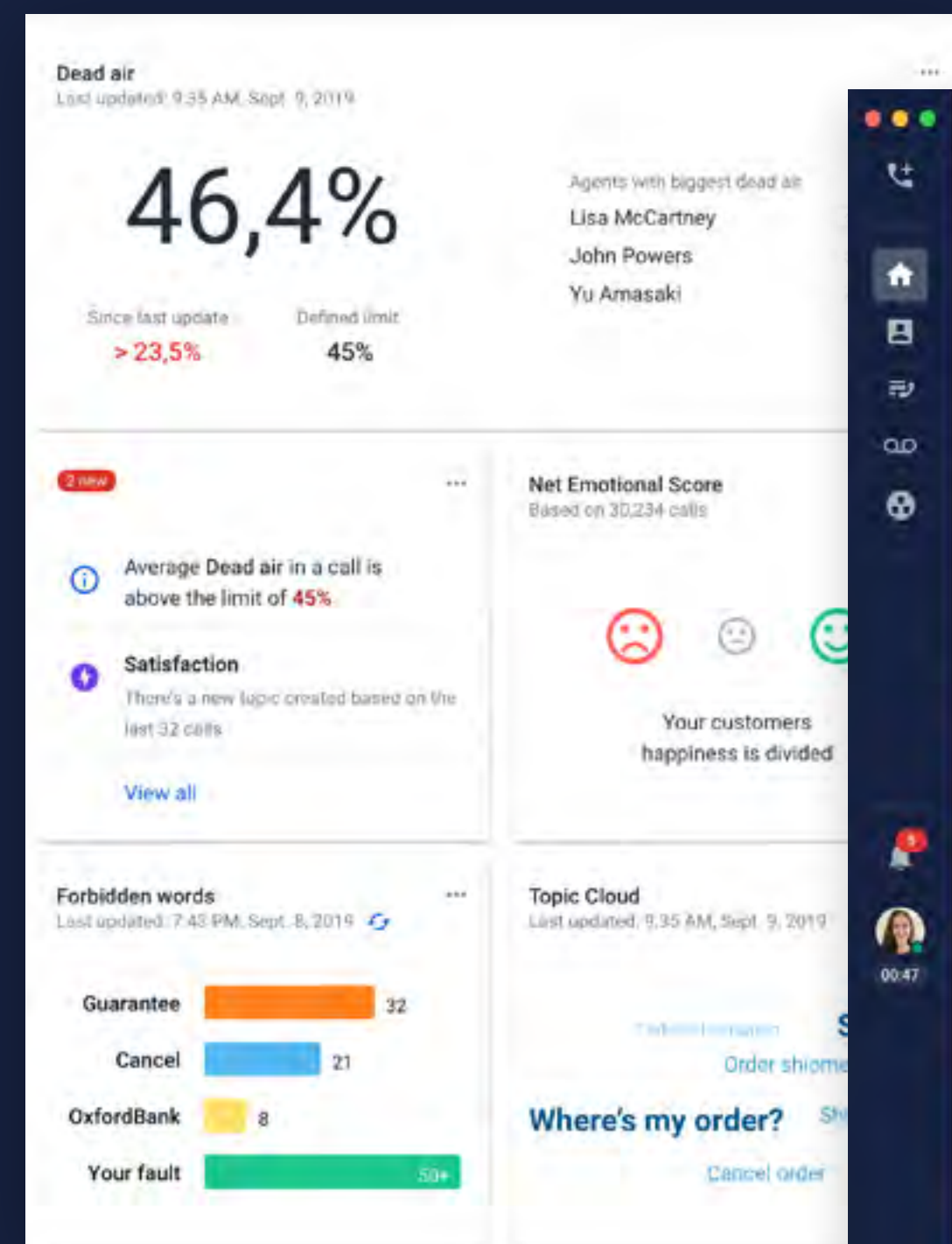


# Engage Your Employees

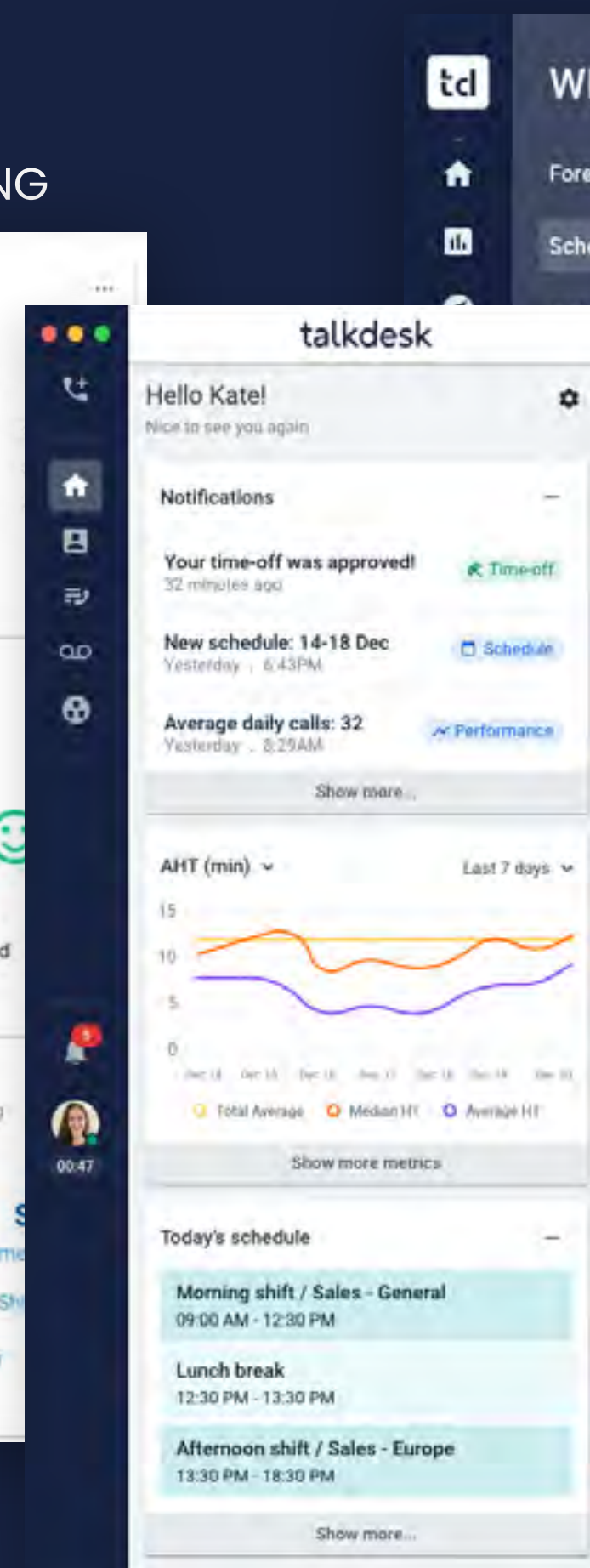
AI-powered onboarding, mentoring and workforce scheduling and forecasting tools to engage CX employees.

## WORKFORCE SCHEDULING & FORECASTING

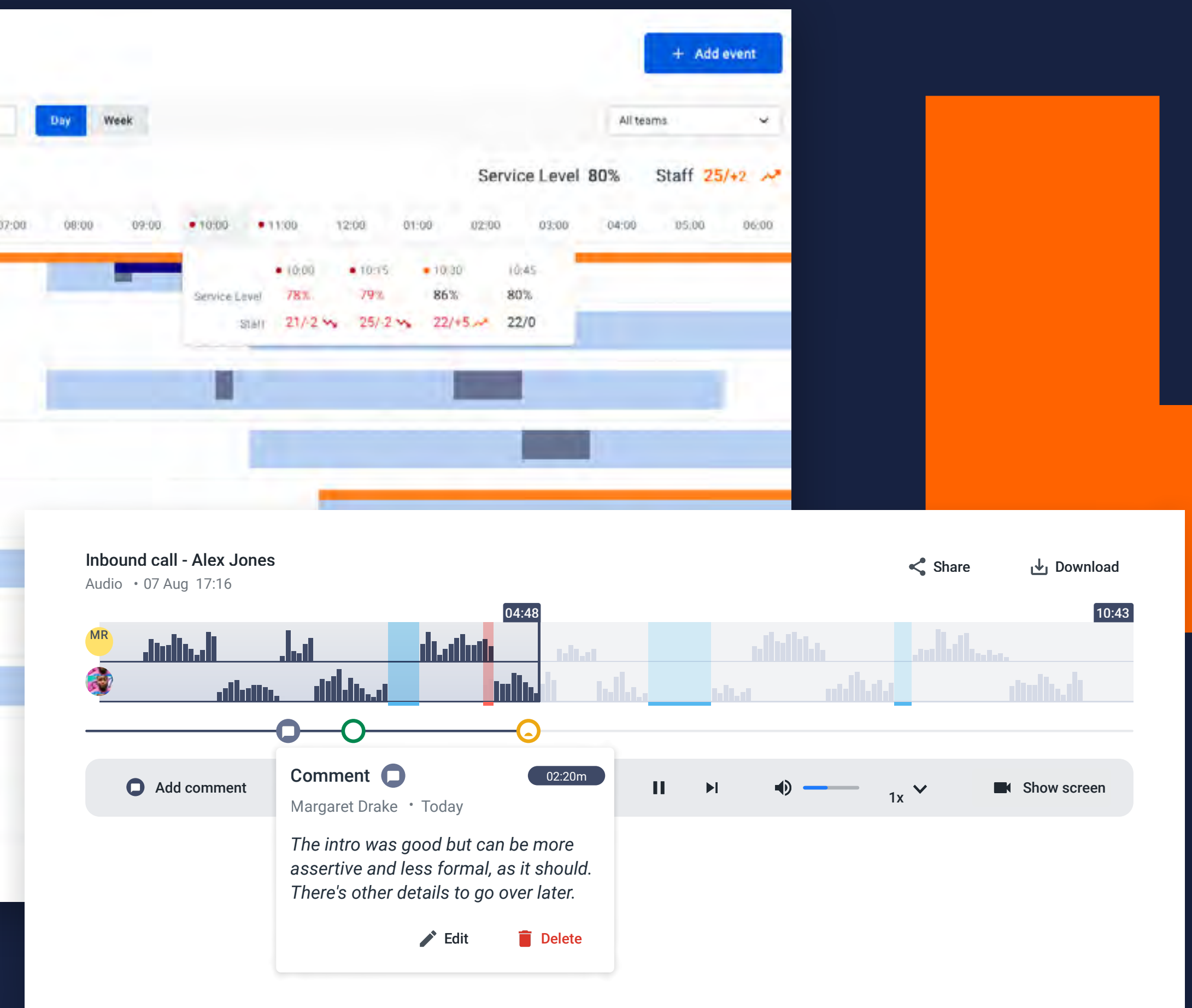
### SPEECH AI COMPLIANCE MONITORING



### AGENT SHIFT SCHEDULING MOBILE APP



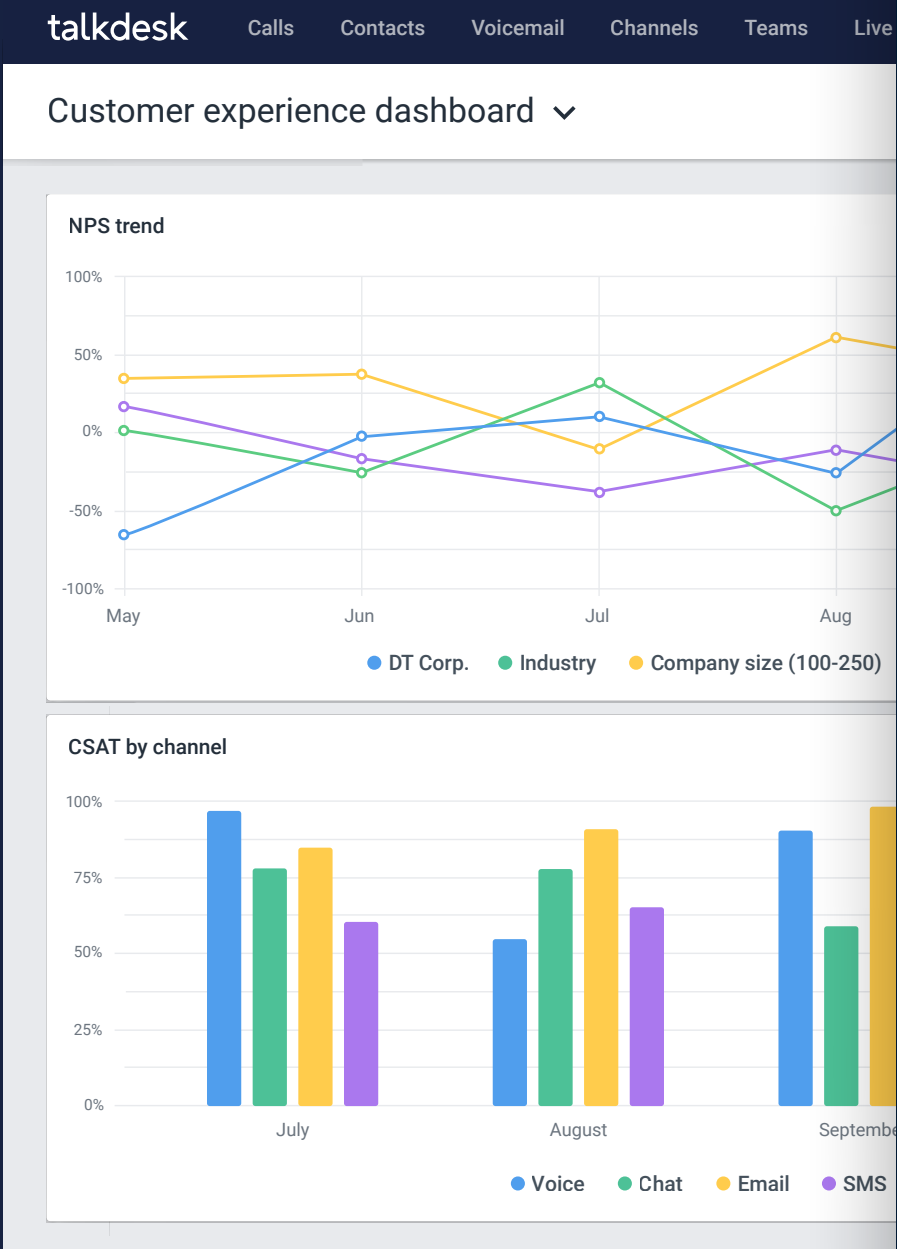
### AGENT COACHING



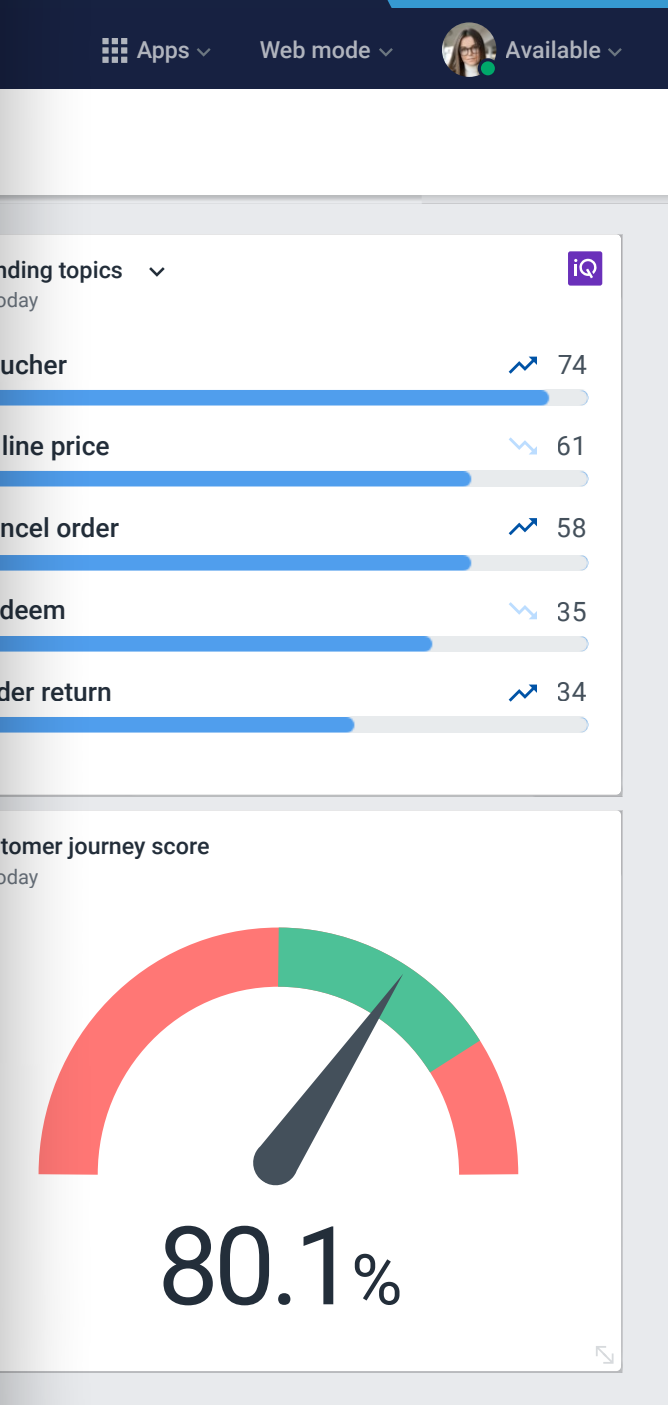
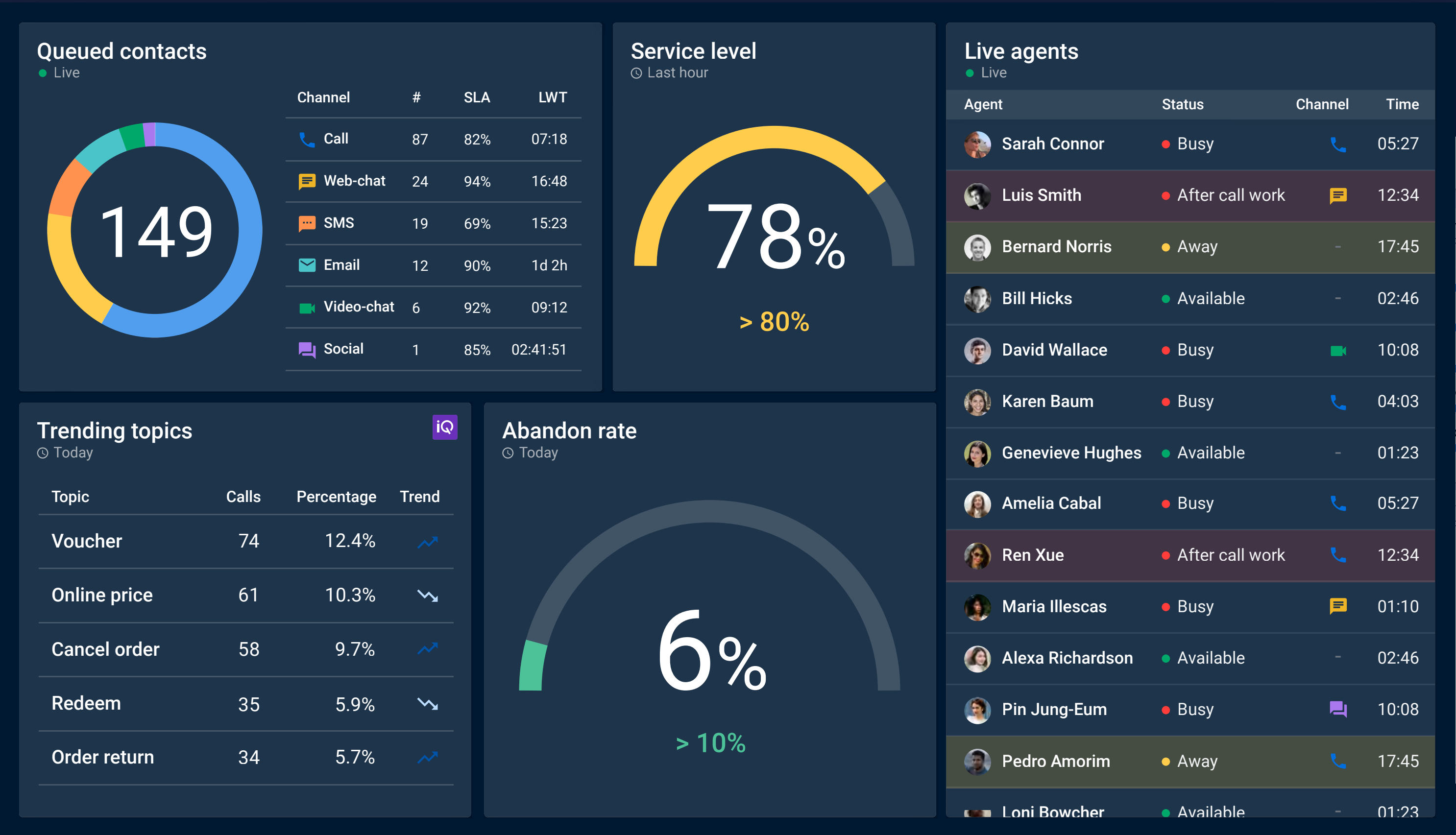
# Optimize Your Business

AI-powered analytics to constantly optimize your business and improve CSAT.

## REAL-TIME DASHBOARDS



## OPERATIONAL REPORTING



## iQ ANALYTICS



# The Talkdesk Services Advantage

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 Business Transformation 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 realize the value of your contact center business transformation.

# About Talkdesk

Talkdesk is a cloud contact center for the customer-obsessed. Combining enterprise performance with consumer simplicity, Talkdesk easily adapts to the evolving needs of support and sales teams and their end-customers. The result? Higher customer satisfaction, productivity and cost savings. However, the company's success was born from humble beginnings.

Talkdesk was founded in 2011 by current founder and CEO Tiago Paiva. From 2014 to 2015, Talkdesk raised more than \$24 million in seed and Series A funding and raised a \$100 million Series B round in 2018. 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 valuation to more than \$3 billion, reflecting strong investor confidence and highlighting the strategic role of superior customer experience among top global brands. Today, Talkdesk has over 1,000 employees, split between its U.S. offices in San Francisco (headquarters) and Salt Lake City, an office in London, and offices in Lisbon, Porto, Coimbra and Aveiro, Portugal.

Today, more than 1,800 innovative companies around the world, including IBM, Acxiom, 2U, Trivago and Peloton, rely on Talkdesk to make customer experience their competitive advantage.

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



**talkdesk®**