



# Build a more agile business with Talkdesk CX Cloud™

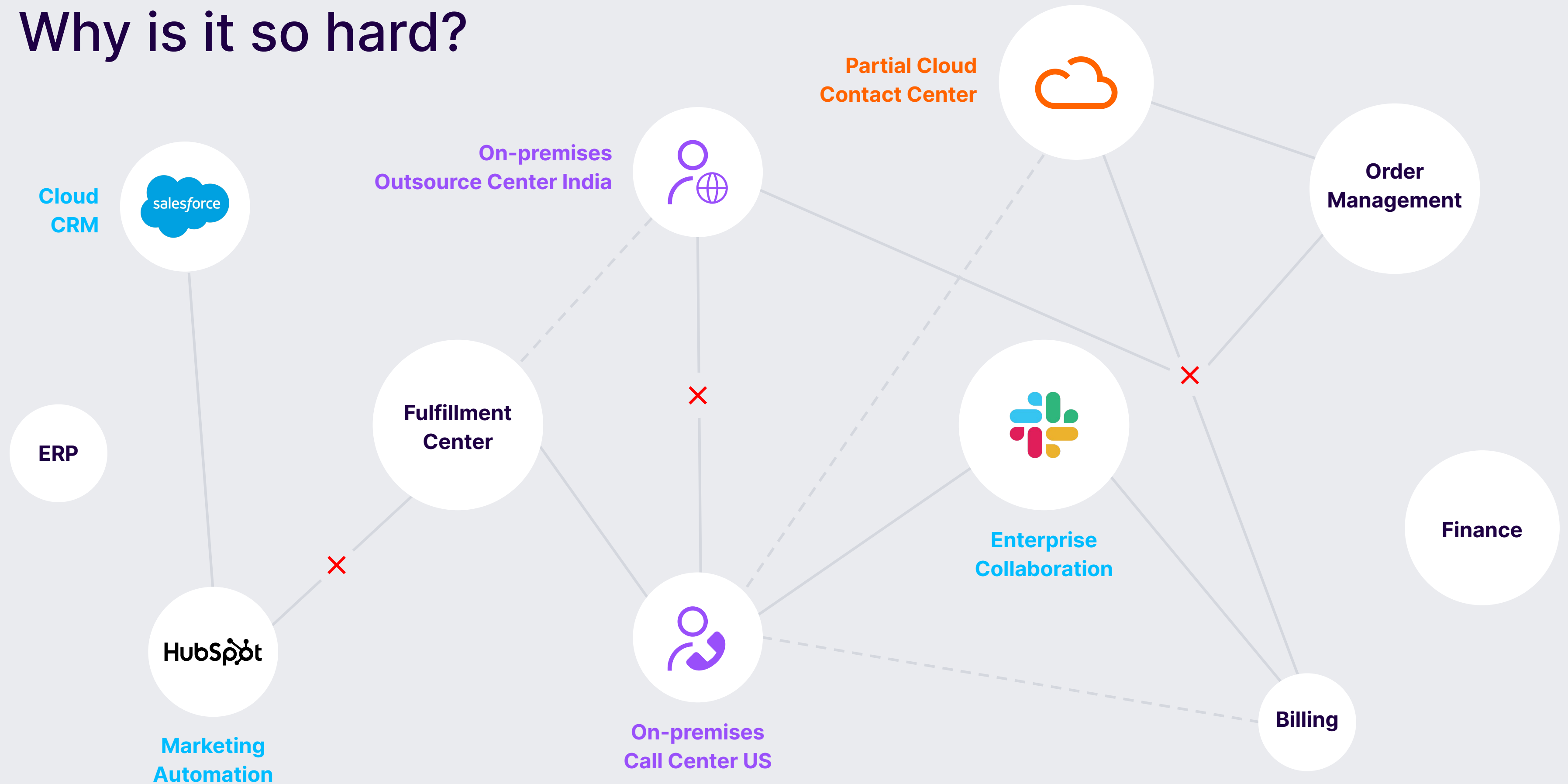


Rise to any  
business challenge

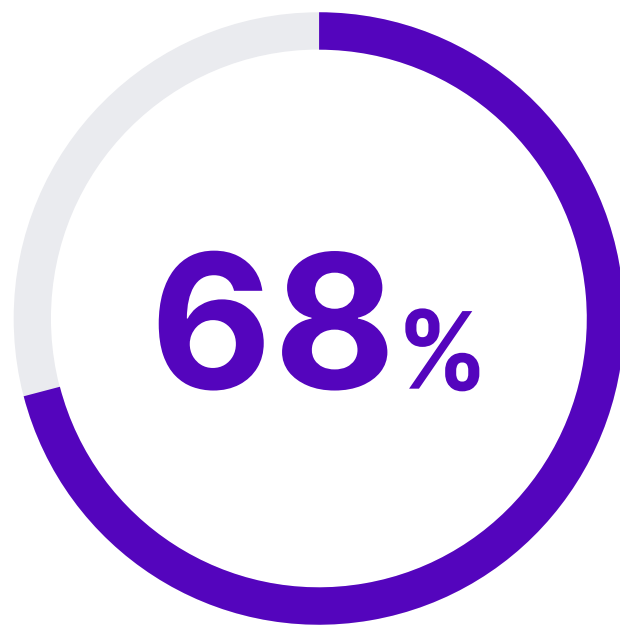




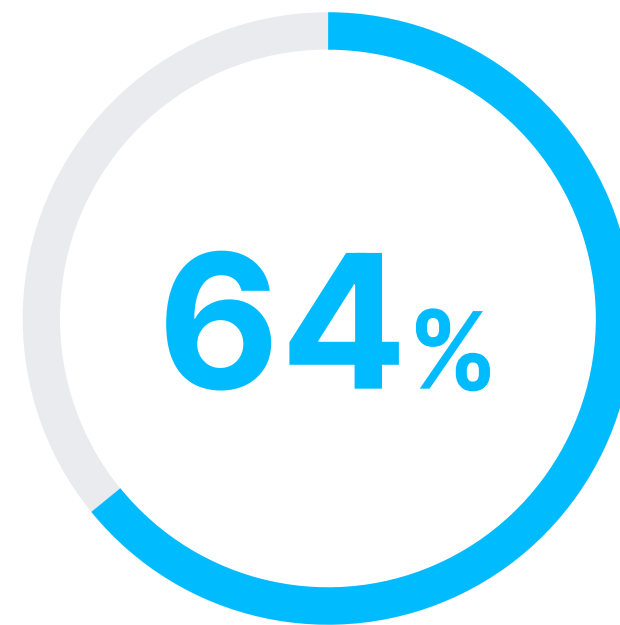
# Why is it so hard?



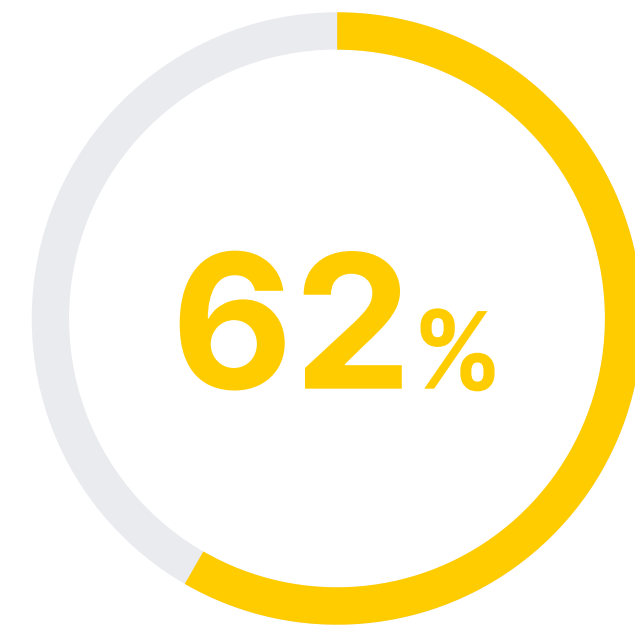
# Turn your contact center into a strategic asset



Report an increase  
in revenue



Are able to reduce  
operating costs



Experience improved  
CSAT ratings

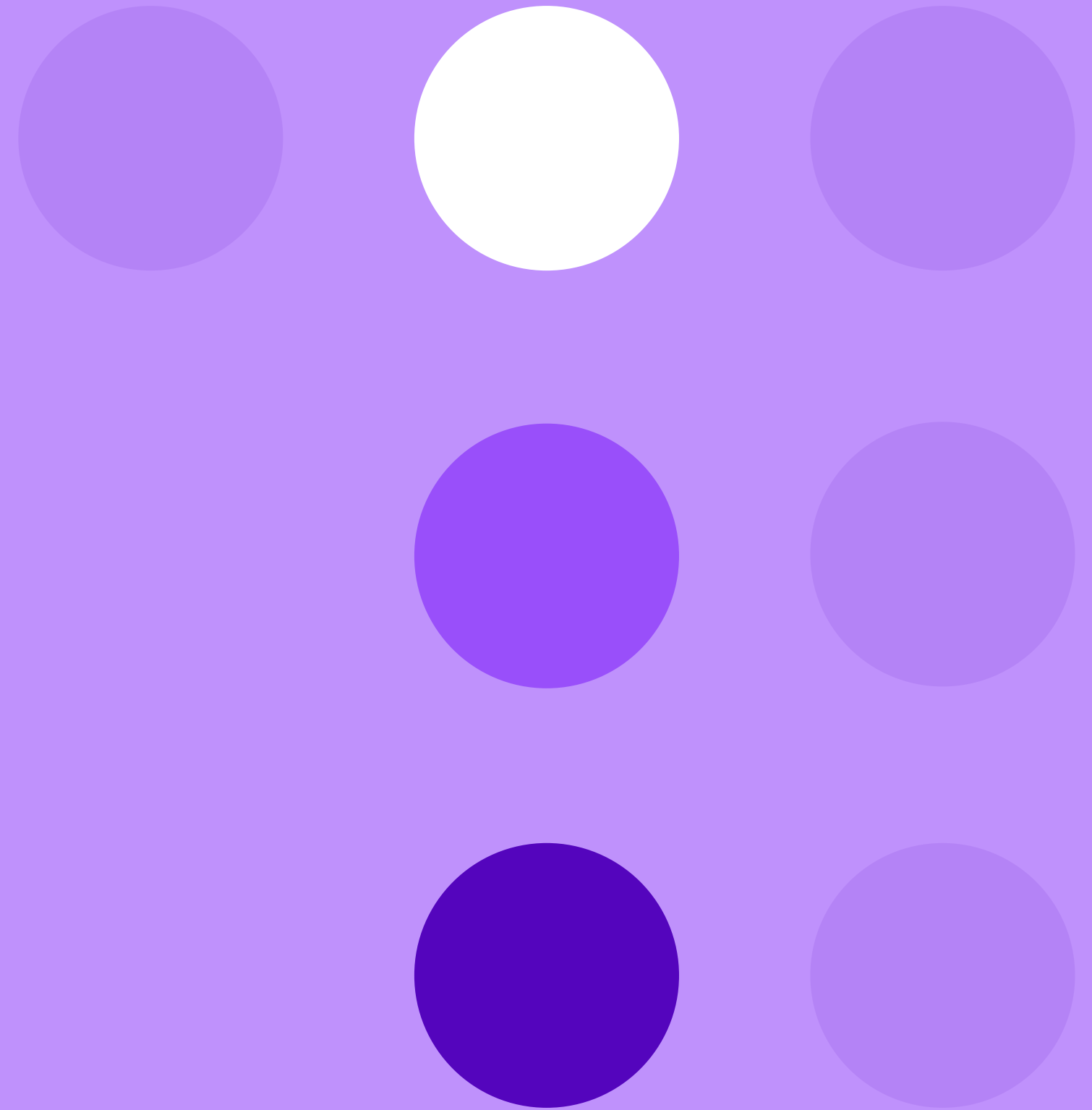


# Talkdesk CX Cloud™ – platform advantage

Trusted enterprise-grade platform and ecosystem

Security	100% Uptime SLA	Flexible deployments	AI & automation	Customization
30+ certifications	Highest call quality	Coexist on premises	Native AI	Personalize workspaces
Guardian	Global scale	Choose your cloud	Infused across apps	Create custom apps
PCI payment	Proxy contact center	Choose your region	Automation & efficiency	No code/low code
60+ AppConnect partners			60+ OOTB integrations	

# End-to-end



# Introducing Talkdesk CX Cloud™

An end-to-end solution for delivering great customer experiences

Customer Engagement	Workforce Engagement	AI & Knowledge	Analytics & Insights
Voice	Workspace	Agent Assist	Dashboards · Live
ACD	Mobile Agent	Virtual Agent	BI · Explore
IVR · Studio	Workforce Mgmt.	Knowledge Base · Guide	Speech Analytics
Outbound Dialer	Quality Mgmt.	AI Trainer	Surveys
Omnichannel	QM Assist		
Self-Service	Unified Recording		
	Employee Collaboration		



# One user experience

One platform. Infinite possibilities

Voice capabilities

CRM integrations

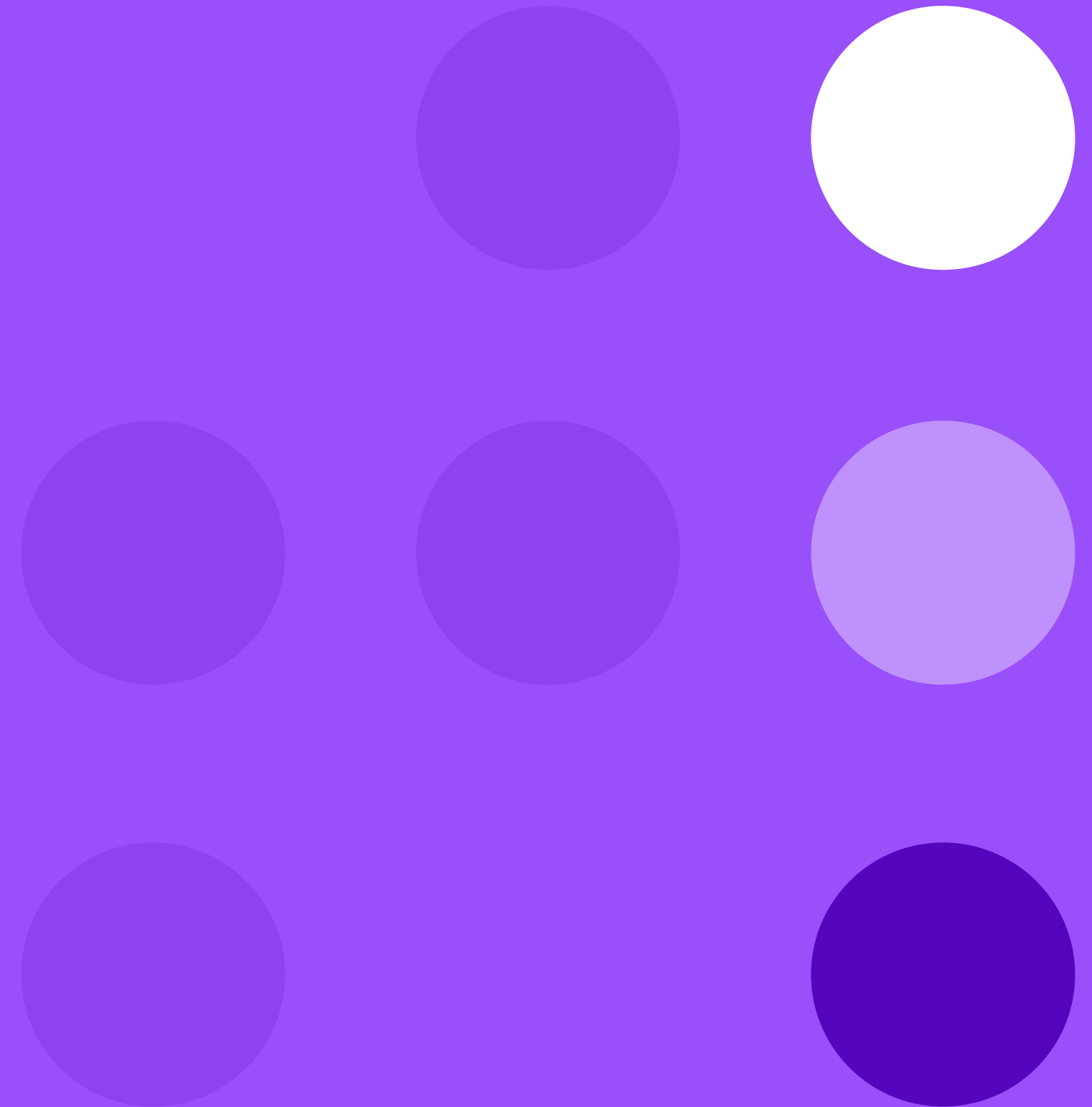
Digital engagement

Agent gamification

Agent assist

The screenshot displays the Talkdesk agent interface. The main window shows a customer profile for Carly Yates (+1 305-574-4779) with tabs for Snapshot, Activity, and Notes. The Snapshot tab is active, showing a Ring group(s) section with labels like 'Label name', 'English', and 'Order Issues'. Below this is a Latest orders section listing two orders: 'Wireless Bluetooth Transmitter' (Jun 9, 2018, \$27,36, PAID) and 'Bose Headphones A556' (May 10, 2018, \$249,99, CANCELED). A 'Show all orders' link is present. The Call history section shows '4 calls in the last 5 days' with the latest call on 'Yesterday, 3:45 PM' having a 'Sentiment' of 'Unhappy'. The right sidebar shows a 'Conversations' panel with a search bar and a list of conversations including 'Alex Ward', 'Visitor #3455', 'Jake Peralta', 'Katherine Schamberger', and 'jamuir@att.net'. The bottom of the interface features a call control bar with buttons for Hold, Mute, Stop recording, Keypad, Consult, Blind transfer, and End call. The total time on call is 07:09.

# Intuitive



# Up and running in weeks



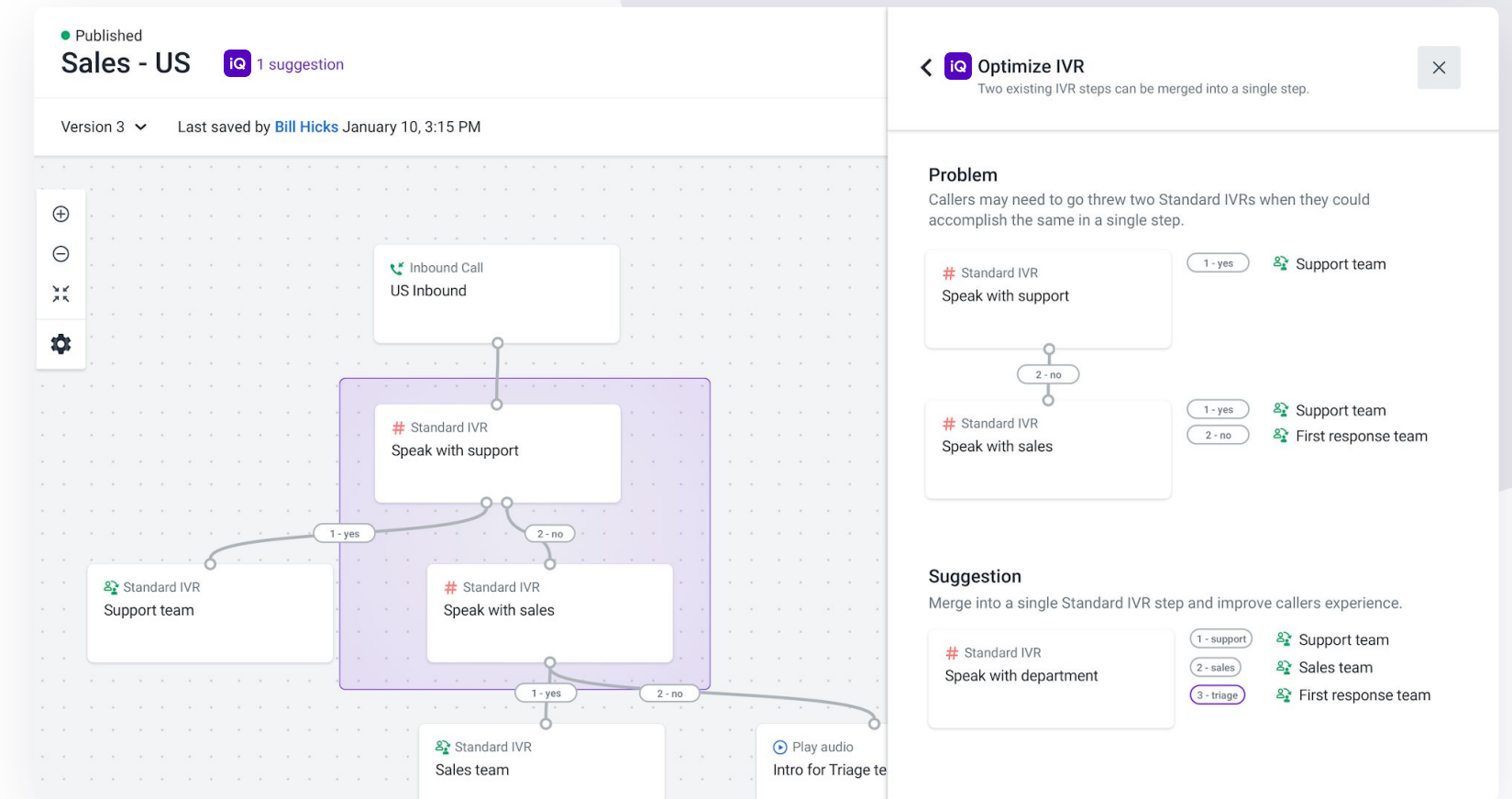
Proven methodology



Tailored to your needs



Clear communication



“We did not expect the Talkdesk implementation to be so fast, approximately three weeks, and seamless - no disruptions.”

— **Bill Burch**

Vice President of Customer Support Services

**cherwell**<sup>®</sup>  
Acquired by Ivanti



# Flexible deployment

- Connect to any carrier
- Connect to any ACD
- Choose between public or private
- Select a cloud region
- Pick an infrastructure provider

## Ensure a Smooth Transition

Move vital operations and applications to the cloud and integrate the systems and processes your business needs to thrive.

xConnect



Boost



Hybrid cloud



Regional cloud



Select cloud



# Engage and train your team



## Quality assurance

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- Call recording
- Screen recording
- Quality management



## Talkdesk Academy

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- Role-based certification
- Best practices
- Train-the-trainer program



## Coaching and development

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- Performance management
- Gamification and recognition
- Upskill learning

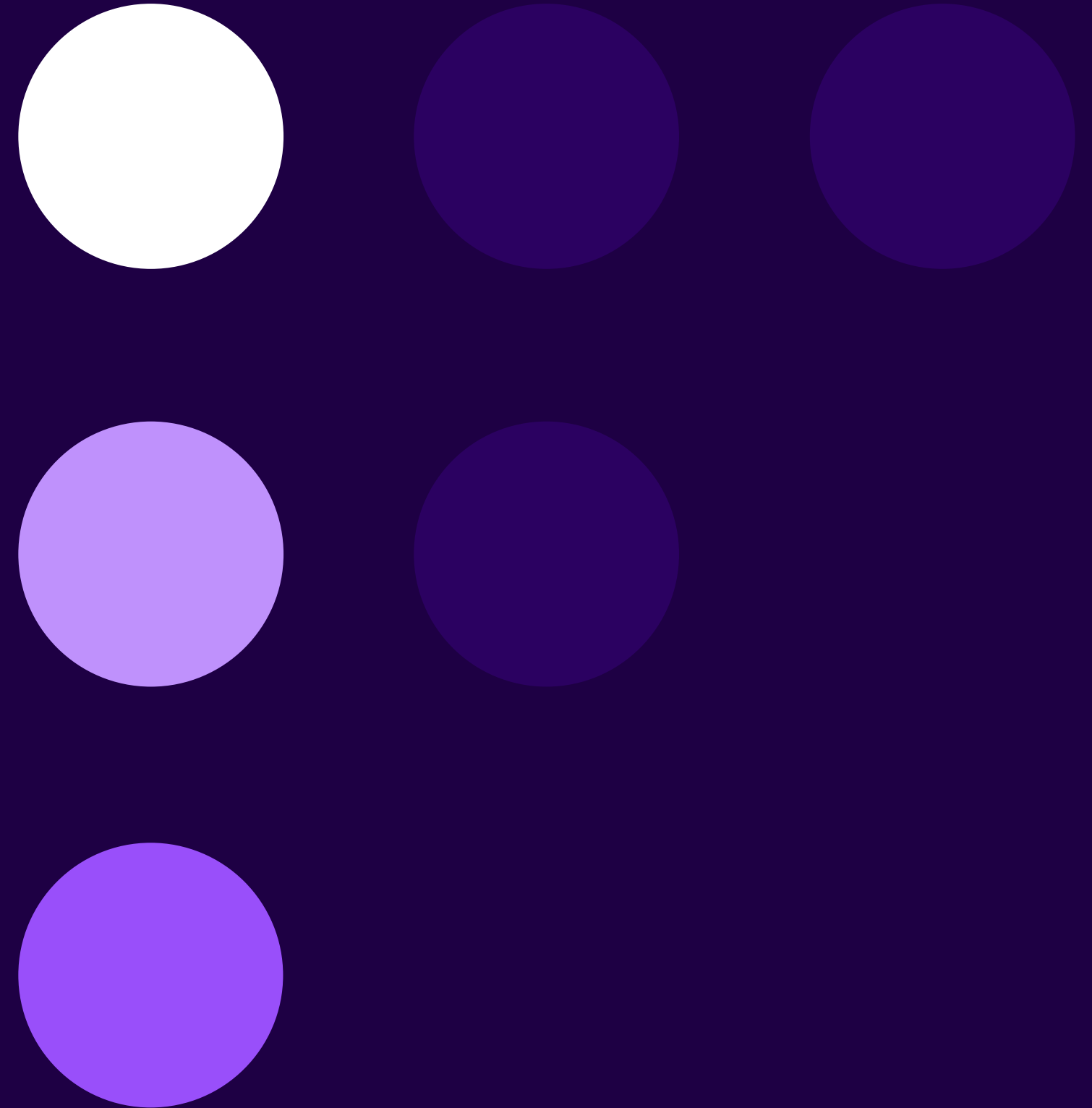


## Staffing and optimization

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- Forecasting
- Scheduling
- Business intelligence

# Integrated





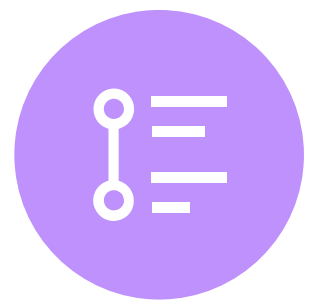
# More than 60 OOTB enterprise integrations



One-click install



Stable and secure



Automated workflows



servicenow™

zoom

 slack

 freshdesk

 Microsoft

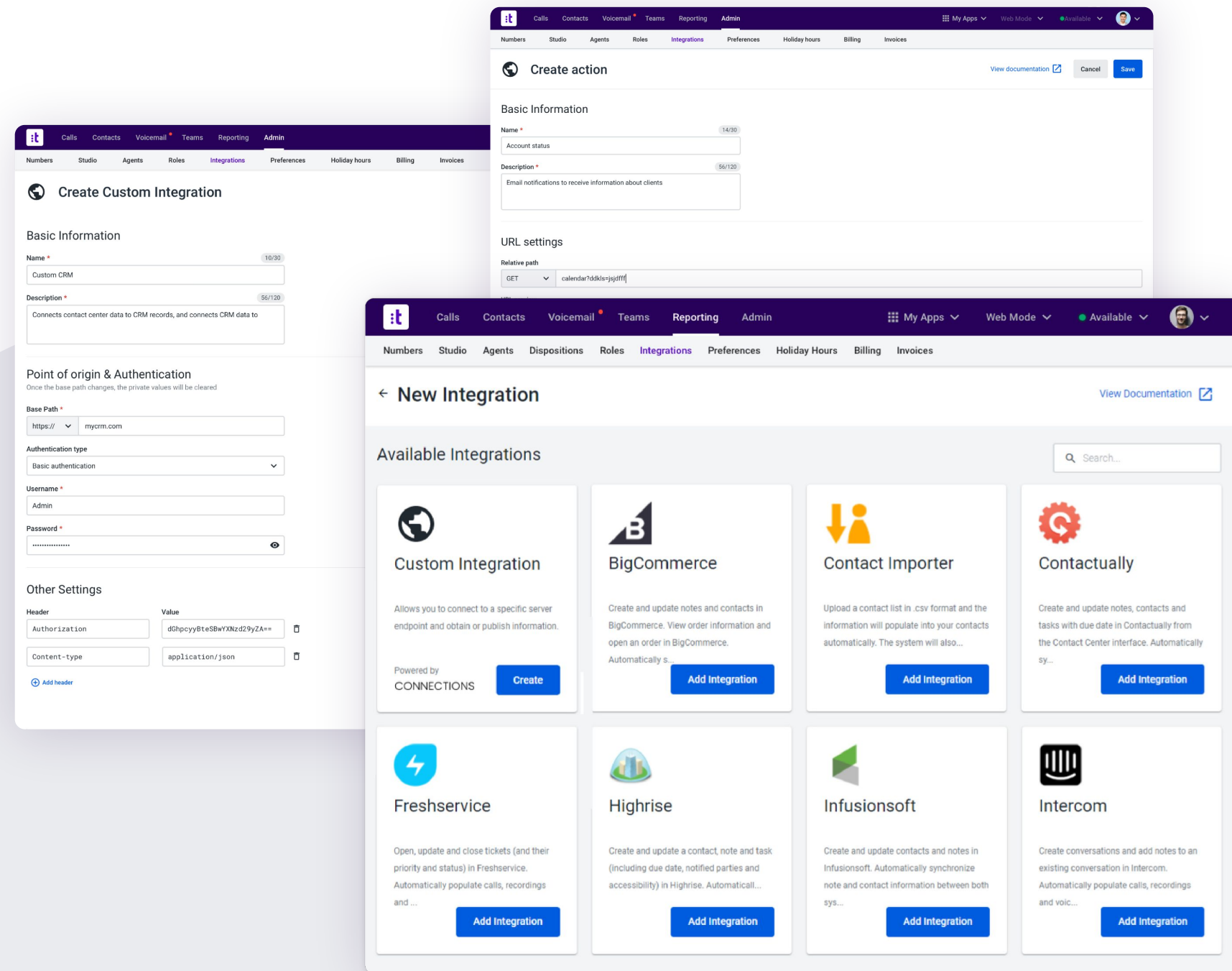
zendesk

Google

ORACLE

# Connections

Build any integrations in minutes



**Simple configurations to integrate any system**

Create custom integrations using simple configurations (no code required!), dramatically reducing the time it takes your IT teams to build, test, deploy and innovate.

**Streamline digital transformation**

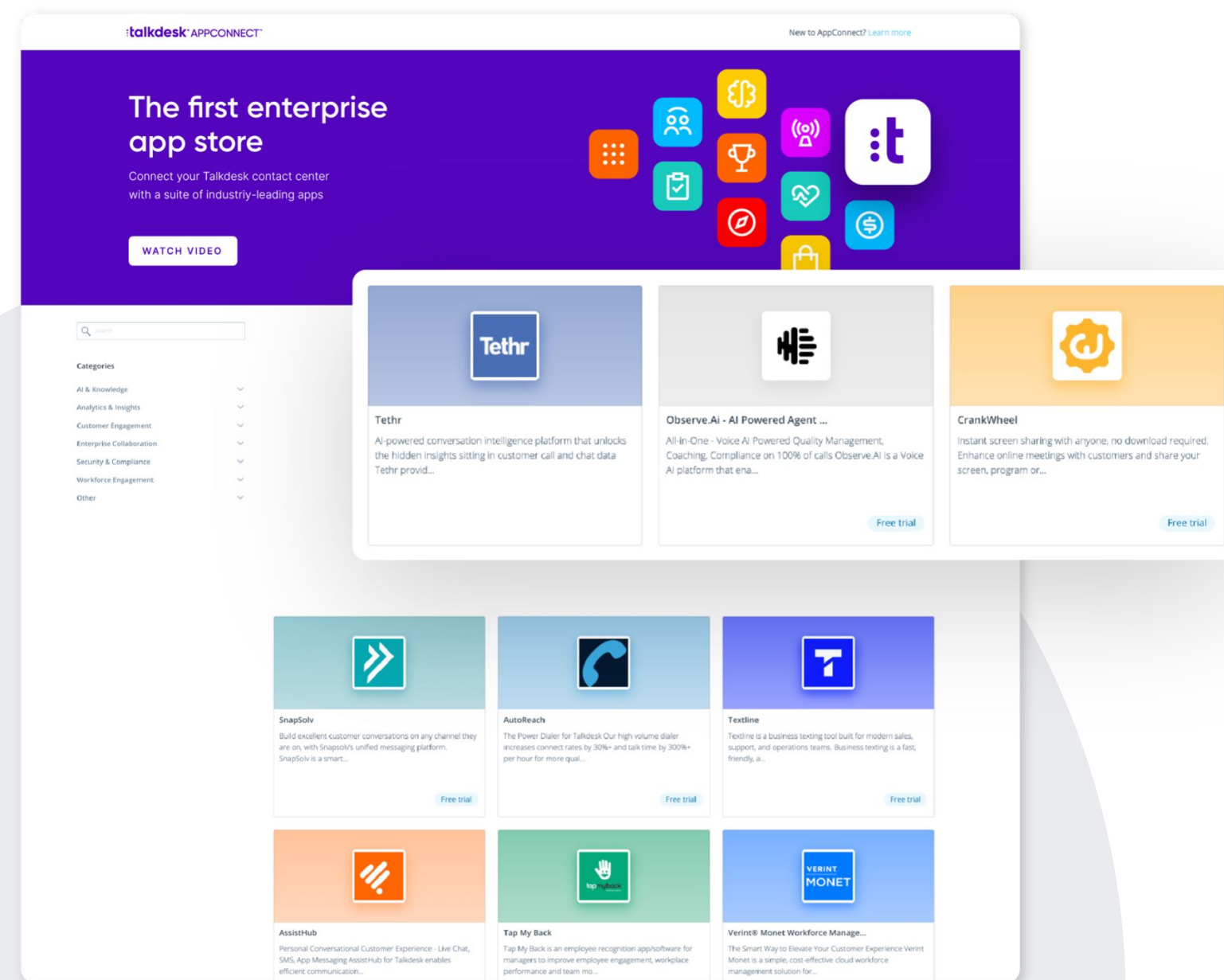
Overcome barriers in the digital transformation journey by maximizing existing investments and driving innovation, while integrating legacy applications and on-premise data.

**Connected contact center**

Digitally transform your contact center by equipping teams with all the necessary tools, apps and data, to deliver seamless, added-value customer experiences.

# AppConnect™

Instantly connect Talkdesk CX Cloud™  
with industry-leading applications



## Click-to-install

Eliminate tedious deployments with a self-service, click-to-install process allowing you to rapidly expand your contact center capabilities.

## Free trials

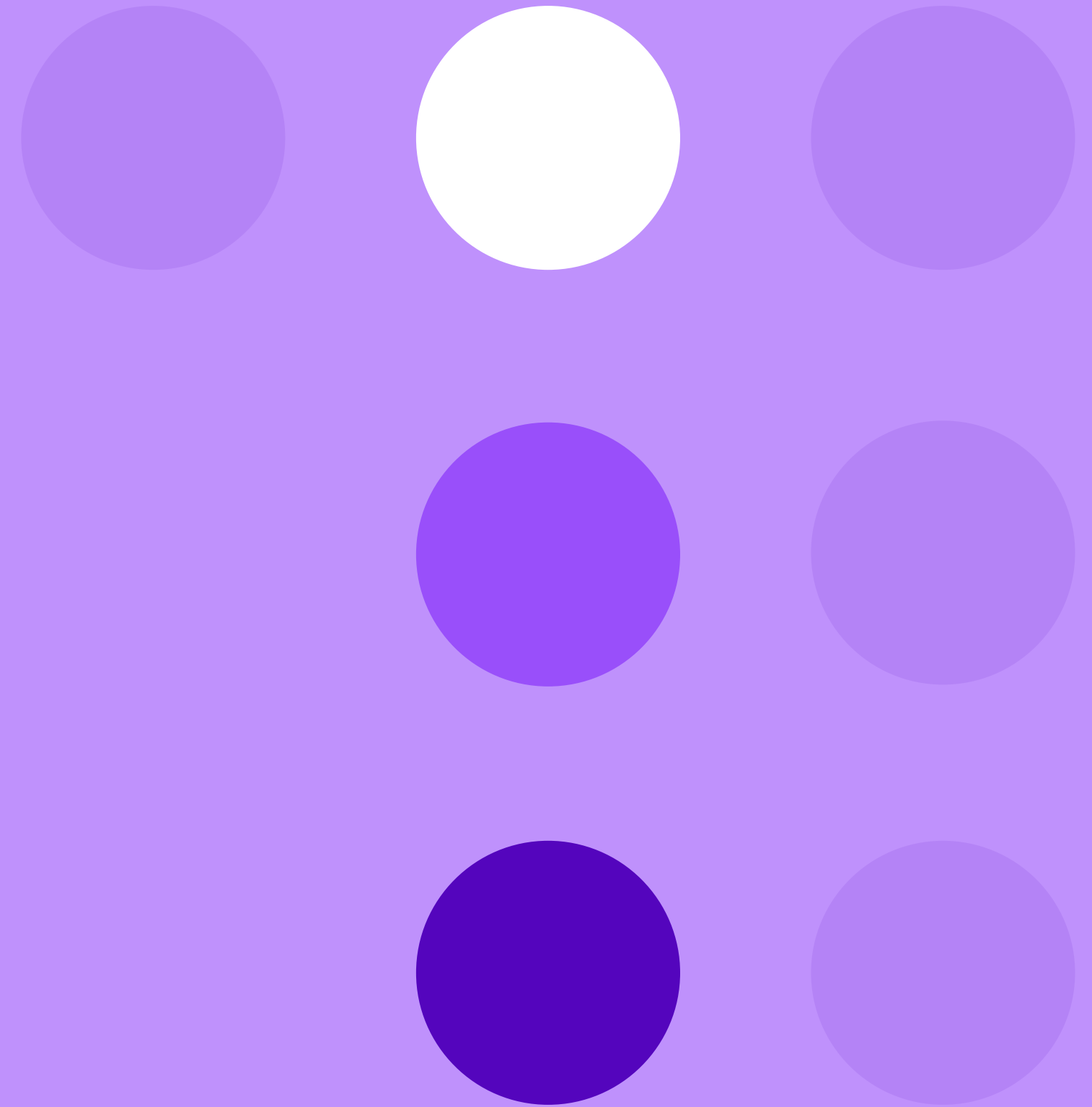
With a 30-day free trial, you can avoid lengthy vendor approval process and contracts risks when the solution doesn't fit your needs.

## Simple billing

Get full control over how you manage your contact center costs with a pay-as-you-go billing model and a single invoice from Talkdesk.



# Adaptable



# Bulk provisioning and access management

Easily scale and adapt as your business evolves

okta

onelogin

Google

Microsoft

IBM

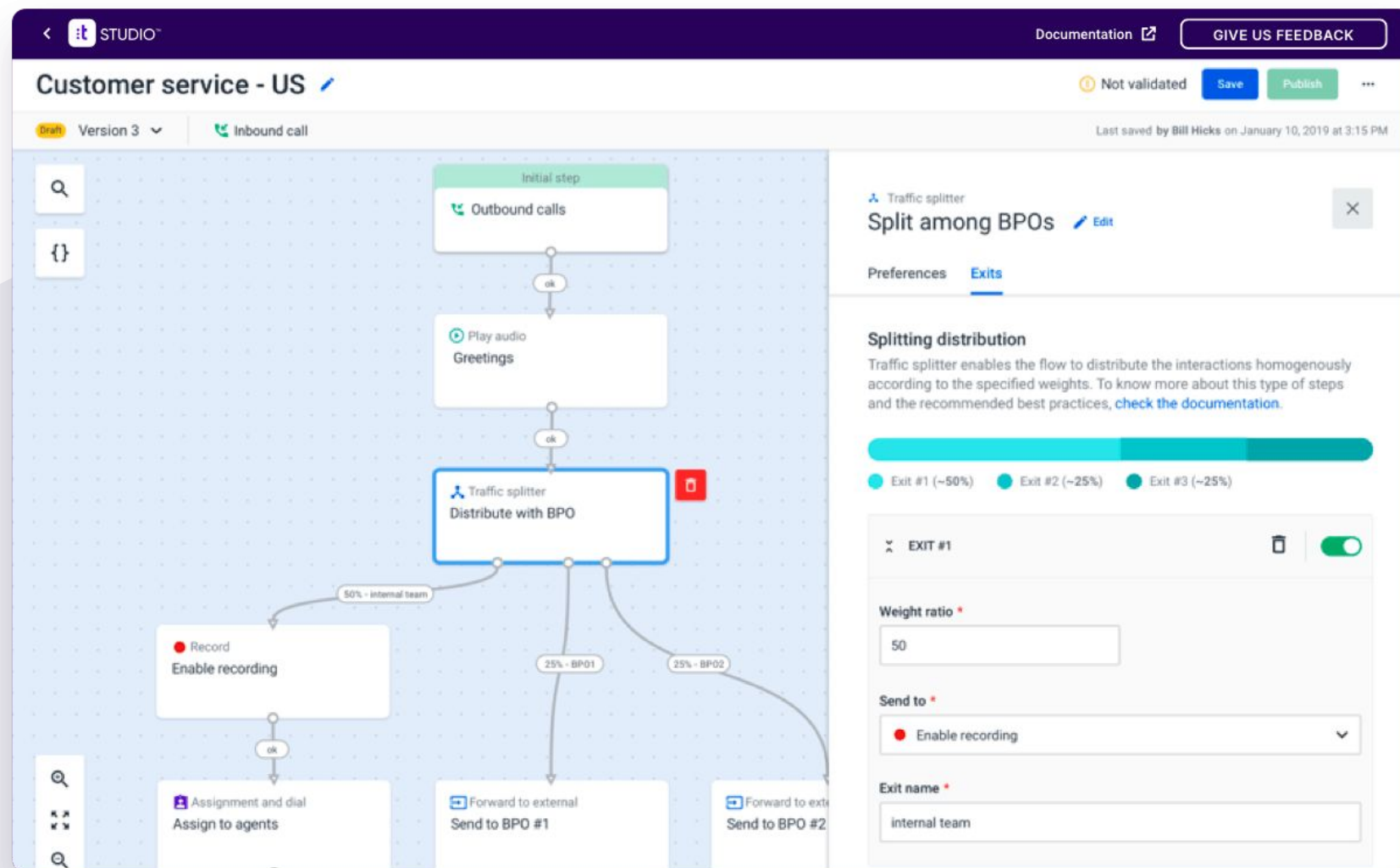
Auth0

BITIUM

Centrify®

# Studio

Easily create IVR call routing flow for a better CX



## Streamline customer journey design

Ditch complexity by leveraging a visual flow designer and a rich library of “plug-and-play” components that enable non-technical users to create effective customer journeys with clicks, not code.

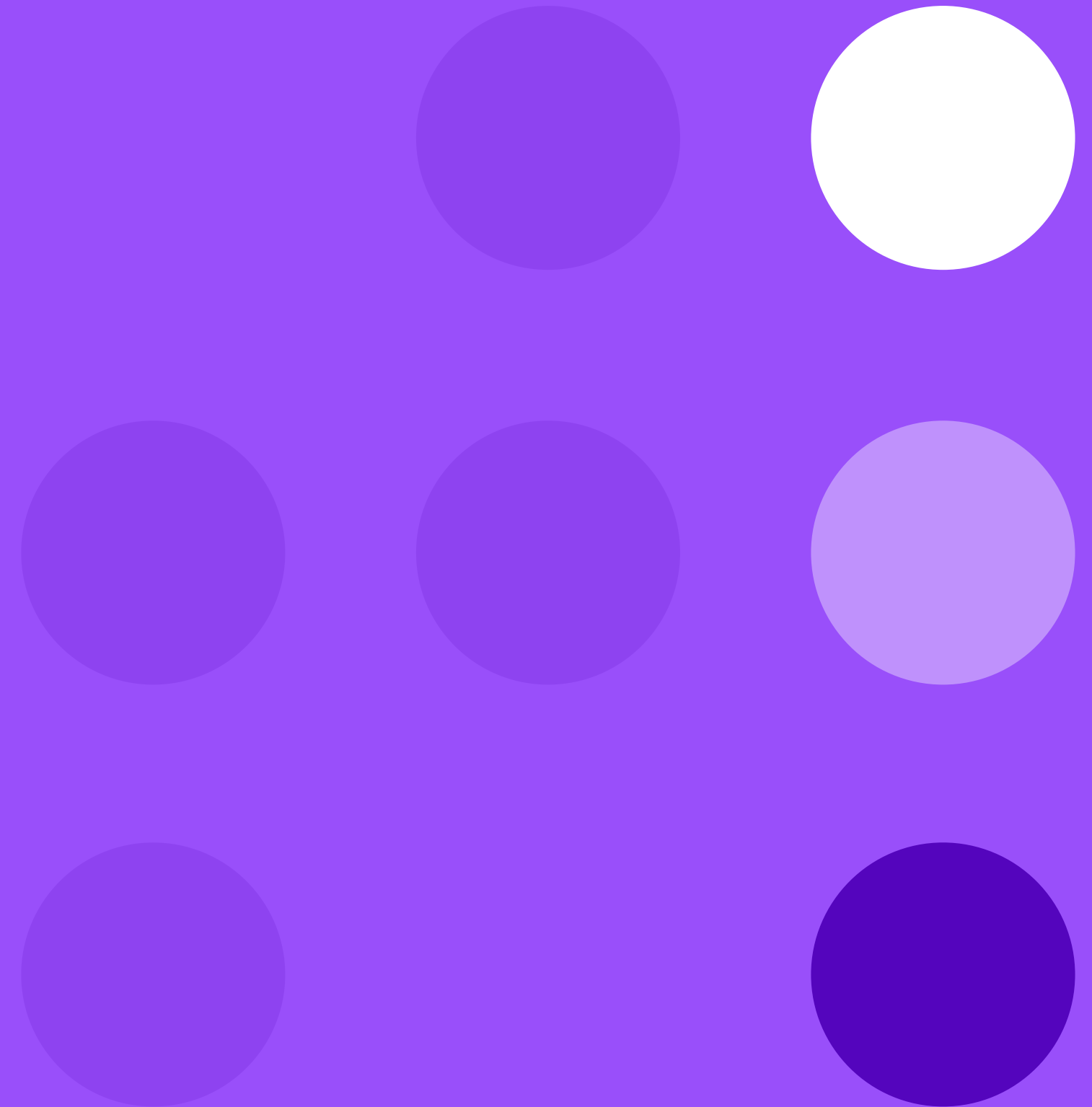
## Create smooth customer experiences

Visualize the exact structure and outcome of any call flow, all while performing real-time error checking, so customers never struggle with stalls, loops or dead-ends.

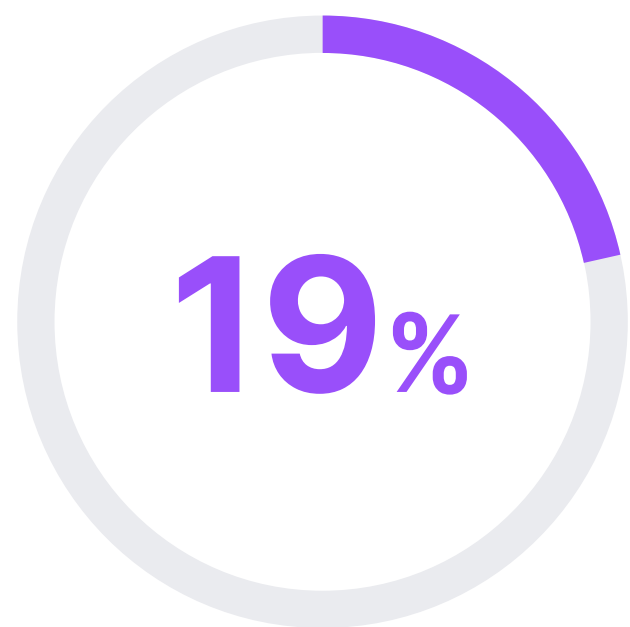
## Inform routing decisions

Collect key contextual information via the IVR or fetch it from an integrated system to make sure every customer is matched with the best available agent.

# AI infused



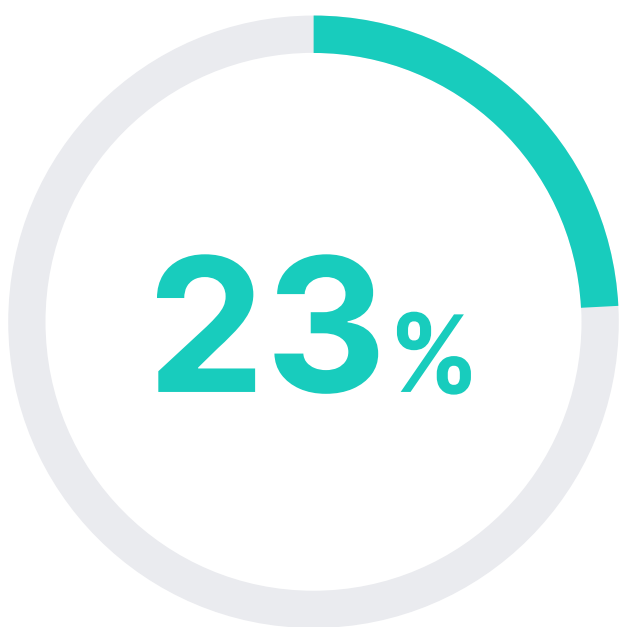
# AI-infused contact centers have measurable benefits



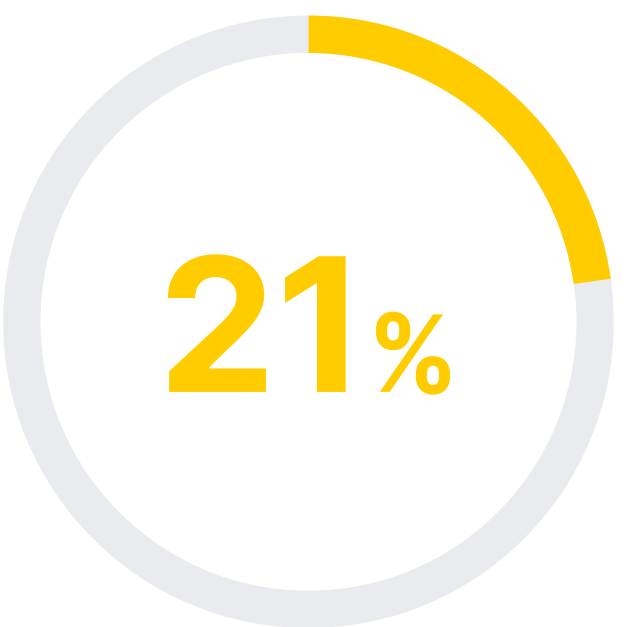
CSAT improvement



Agent productivity improvement



Wait time reduction



Time to answer reduction



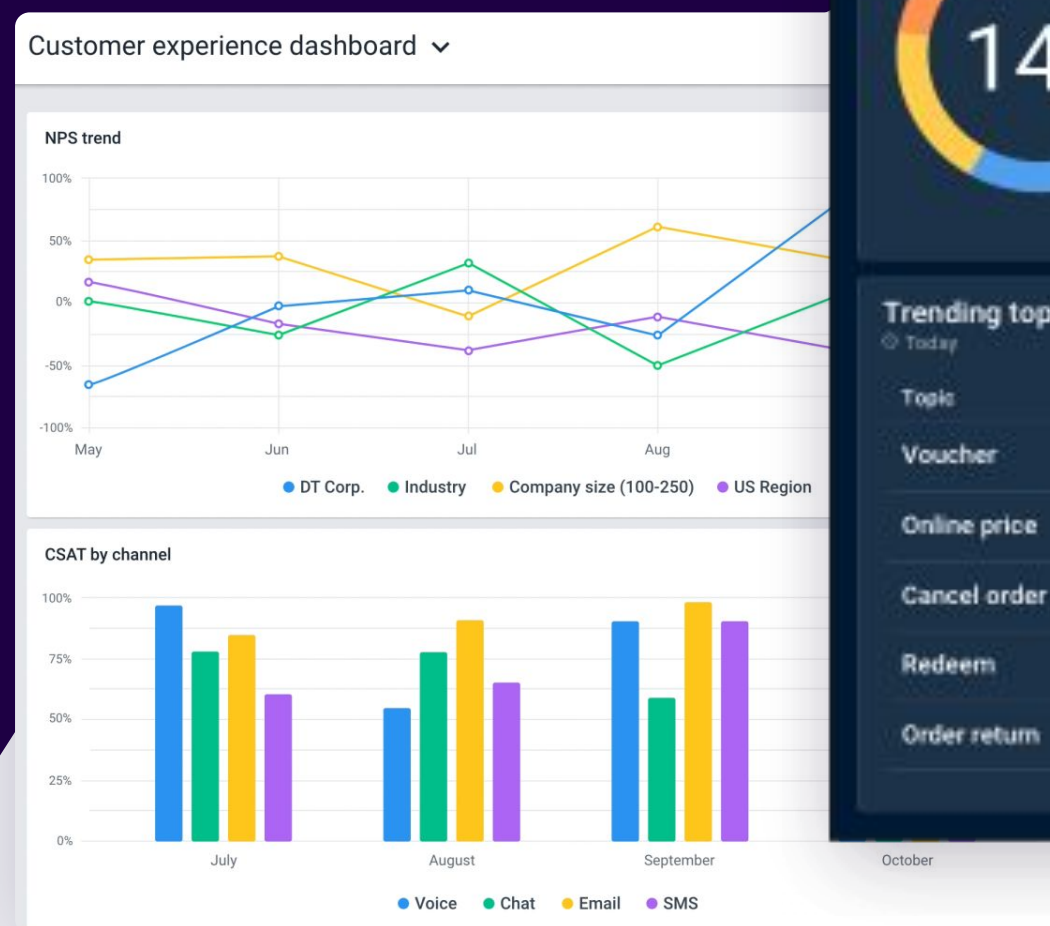
# Talkdesk CX Cloud™: End-to-end AI for the contact center



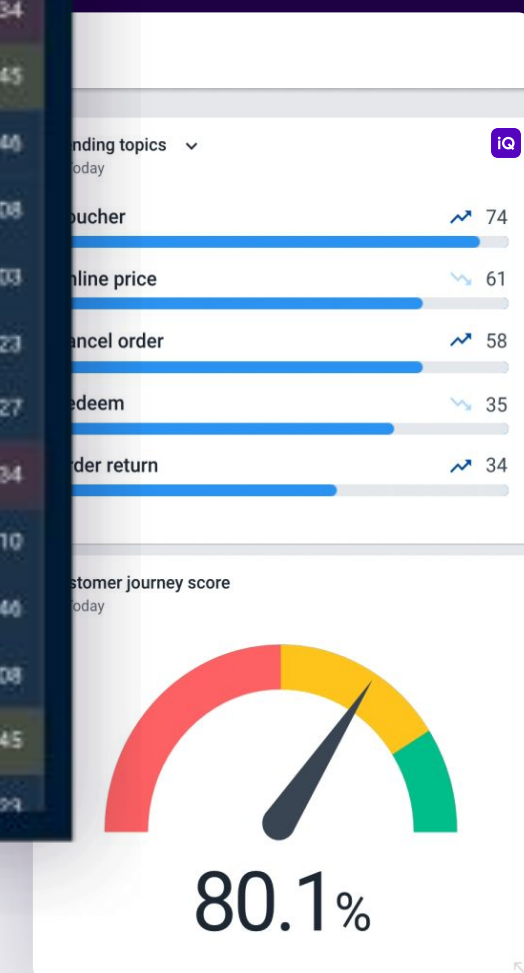
# Optimize your business

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

## Operational reporting

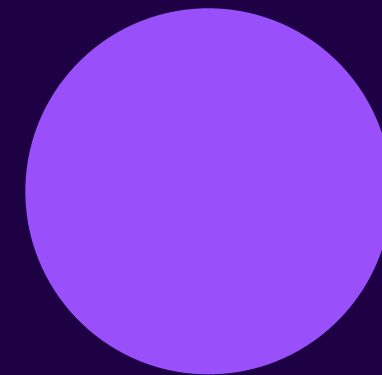
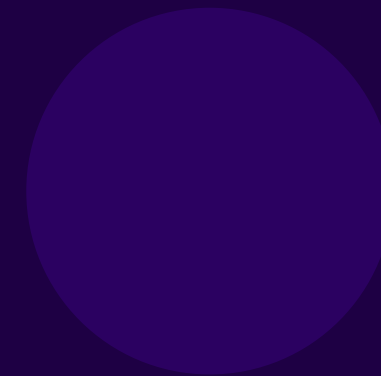
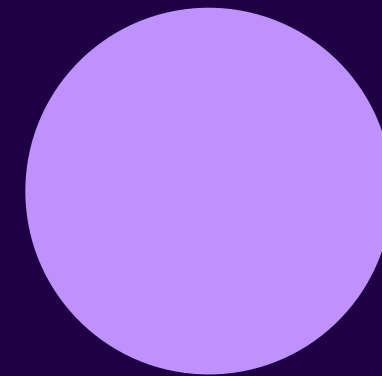
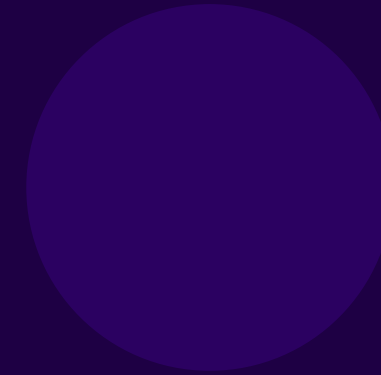
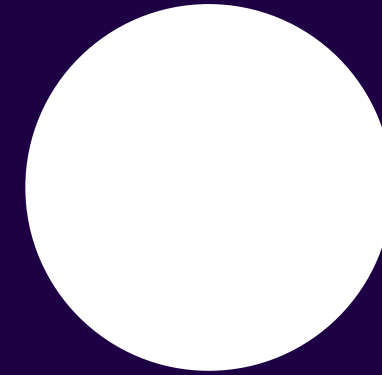


## IQ analytics



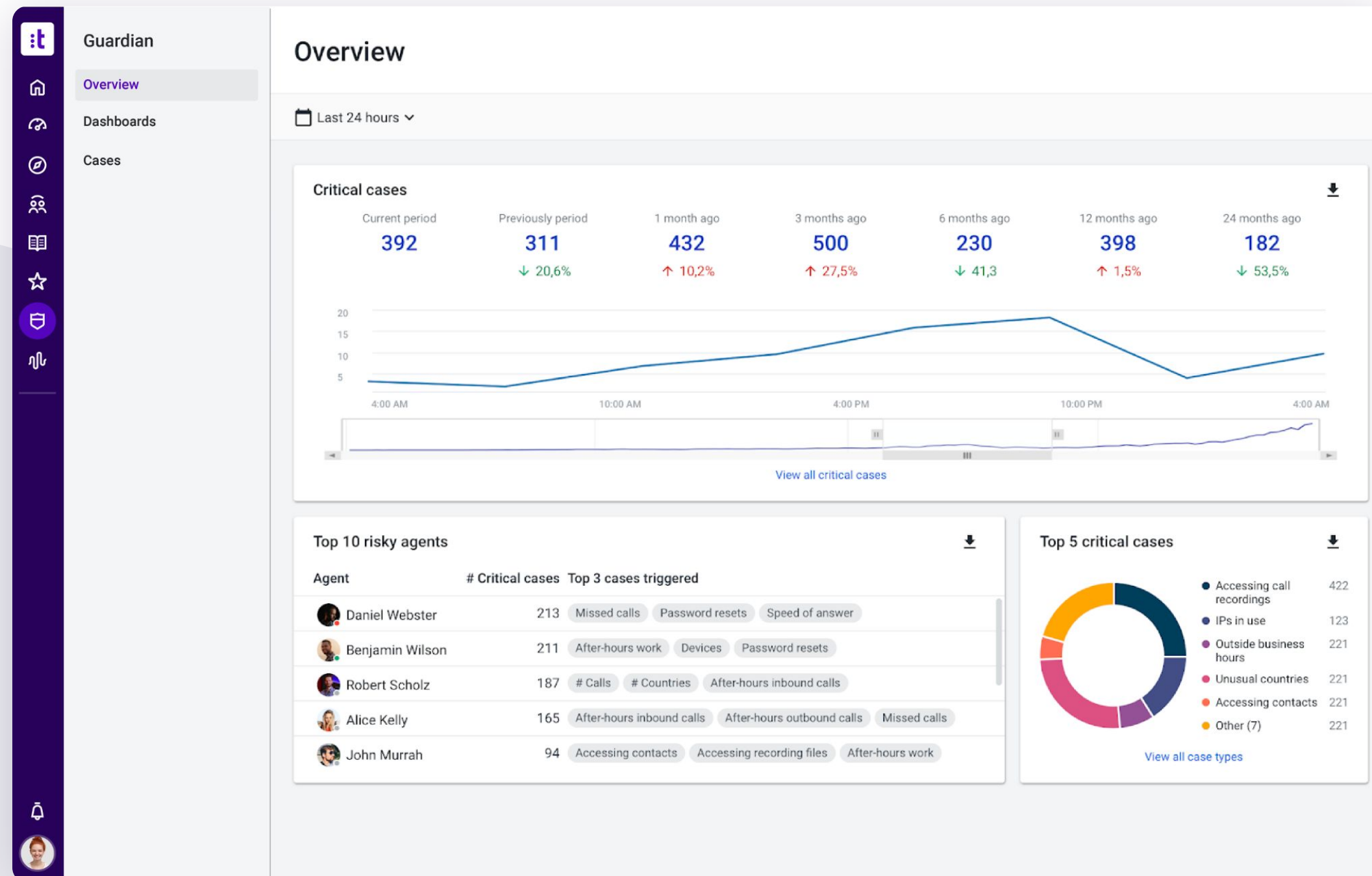
## Benchmark analytics

# Trusted



# Keep your contact center safe

Identify and neutralize threats faster with Talkdesk Guardian™



# Enterprise-class security and compliance

- 30+ security certifications
- Global compliance and attestation
- Remote security

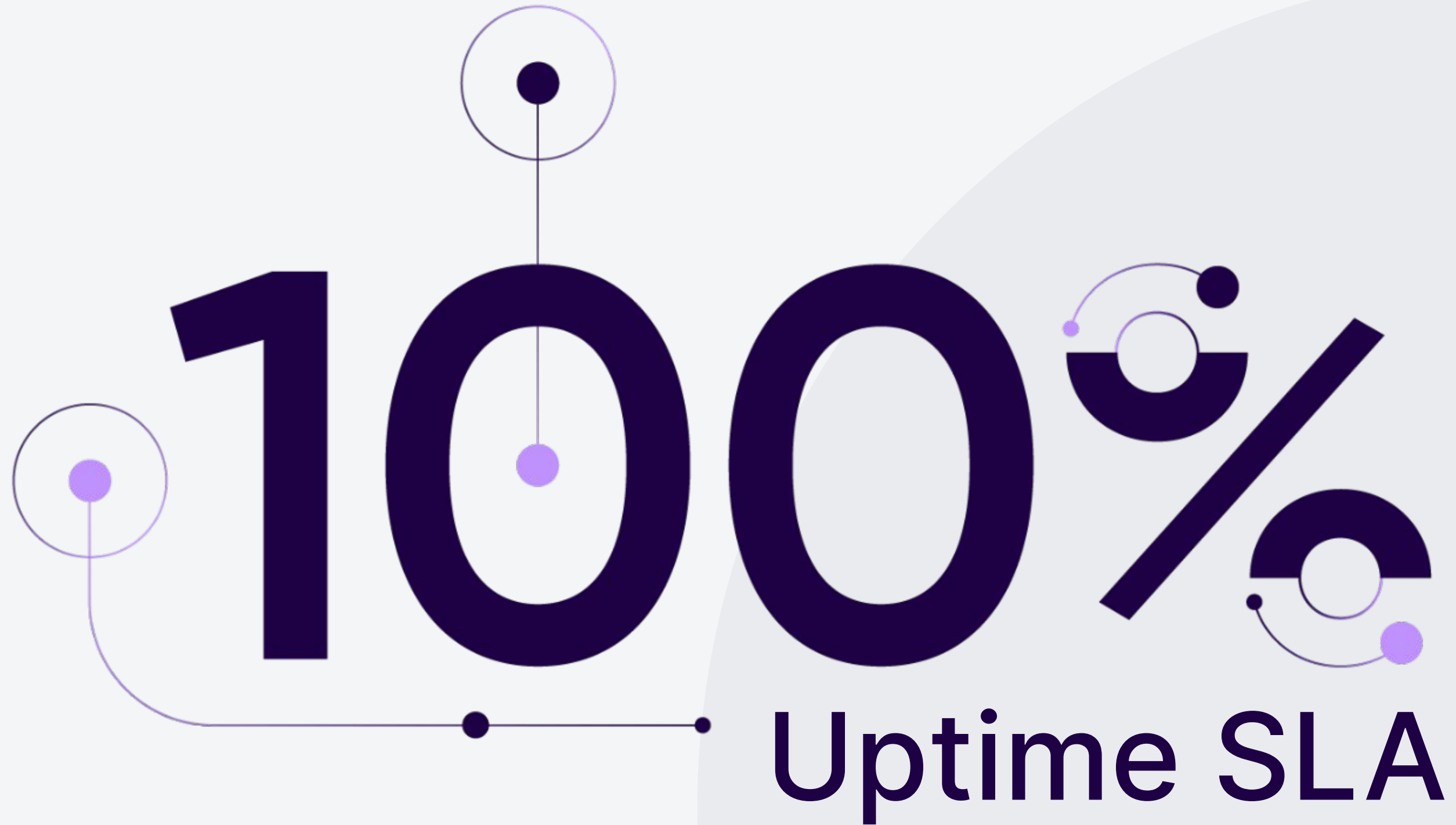
Ensure your remote agents are working securely, and keep your contact center safe from threats.





**The industry's first**

**100%**  
**Uptime SLA**

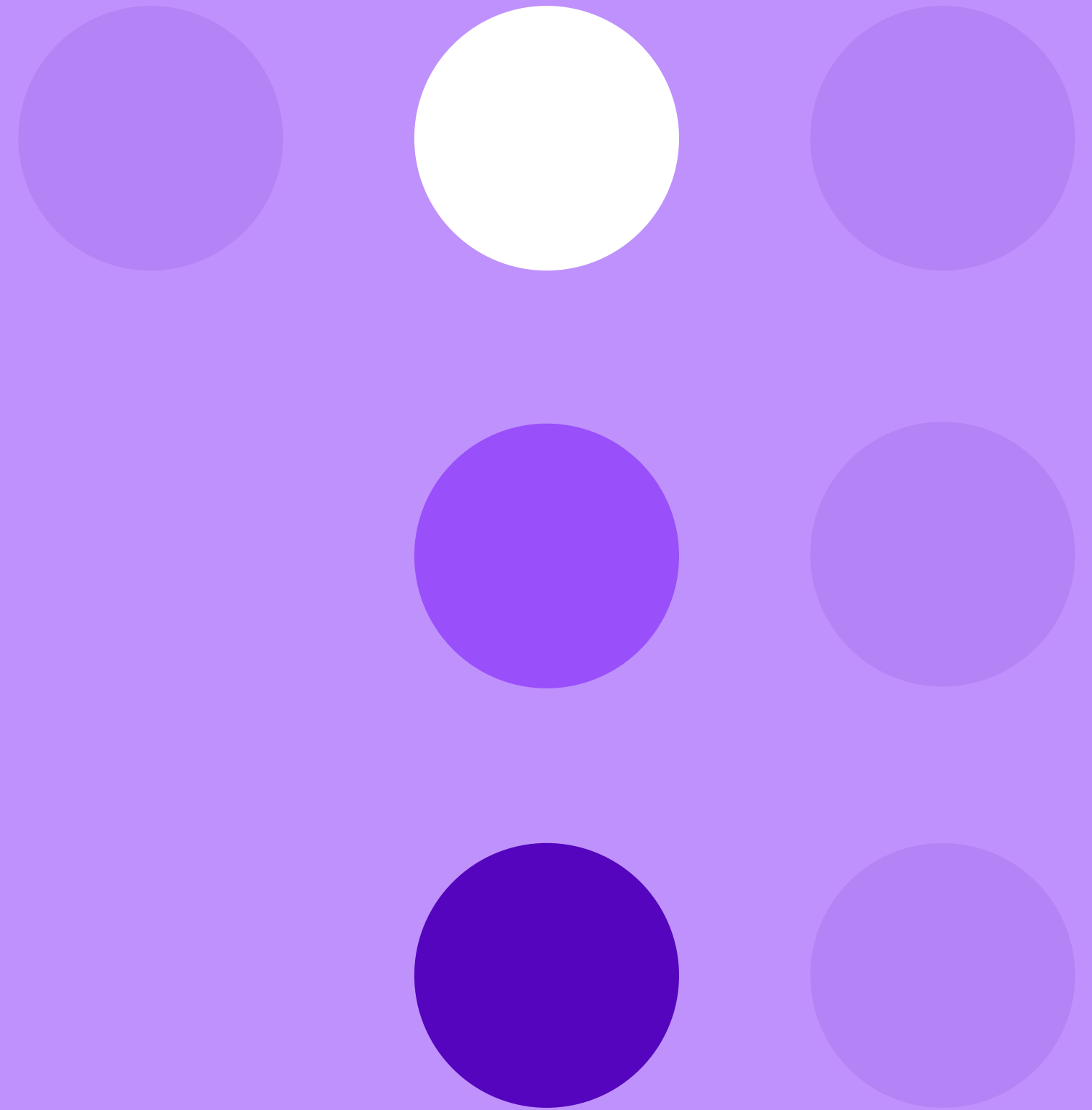
A decorative graphic consisting of thin purple lines and dots. A vertical line connects a black dot at the top to a purple dot in the middle of the '100' text. Another vertical line connects a black dot at the top to a purple dot in the middle of the '0' text. A horizontal line connects a purple dot on the left to a black dot in the middle of the '100' text. A diagonal line connects a black dot at the top to a purple dot in the middle of the '%' symbol. A curved line connects a black dot at the top to a purple dot in the middle of the 'Uptime' text. A curved line connects a black dot at the top to a purple dot in the middle of the 'SLA' text.

# Talkdesk global communications network

- Over 150 POPs for WebRTC, Carrier Connections, and Global DNS
- Instant phone number provisioning in over 150 countries
- Best global uptime with 100% Uptime SLA



Don't just take  
our word for it



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



“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 Magic Quadrant for Contact Center as a Service, Steve Blood, Drew Kraus, Pri Rathnayake, 9 November 2020. 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. 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.

# Talkdesk is a leader in the 2020 Forrester Wave for CCaaS

FORRESTER®

**THE FORRESTER WAVE™**

## Contact-Center-As-A-Service (CCaaS) Providers

Q3 2020



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

## 2020 Forrester Wave for Contact Center as a Service

FORRESTER®

# Loved by our customers



	# 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	399	4.6
Five9	168	4.6
NICE inContact	161	4.2
Genesys Cloud	104	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

#33 Best software companies 2020

#39 Fastest growing products 2020





# The Talkdesk CX Cloud™ advantage

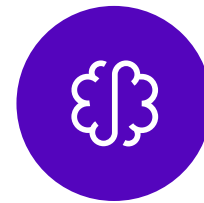


## End-to-end

Broadest suite of native apps

One unified platform

One user experience

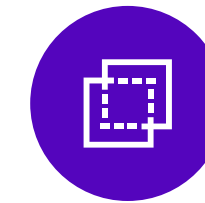


## Intuitive

Fast deployment

Fast onboarding

Fast time to value



## Integrated

60+ pre-built integrations

Easy custom integrations

AppConnect app ecosystem

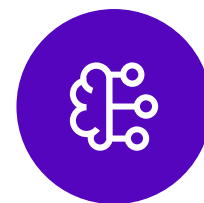


## Adaptable

Clicks not code

Front line empowerment

Change with your business



## AI-infused

Automation

Intelligent engagements

Operational efficiency



## Trusted

Enterprise scale

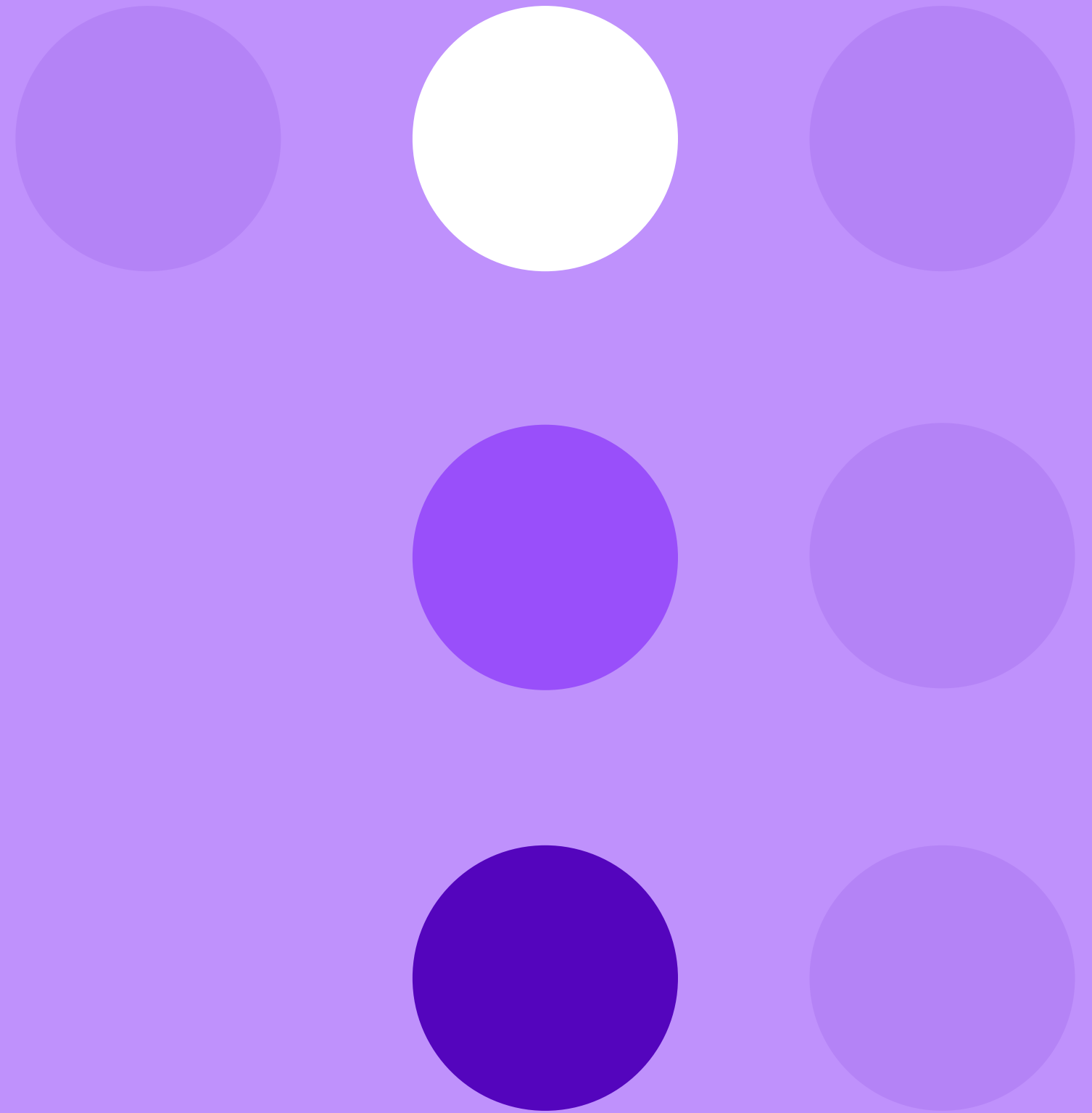
30+ security certifications

100% uptime SLA

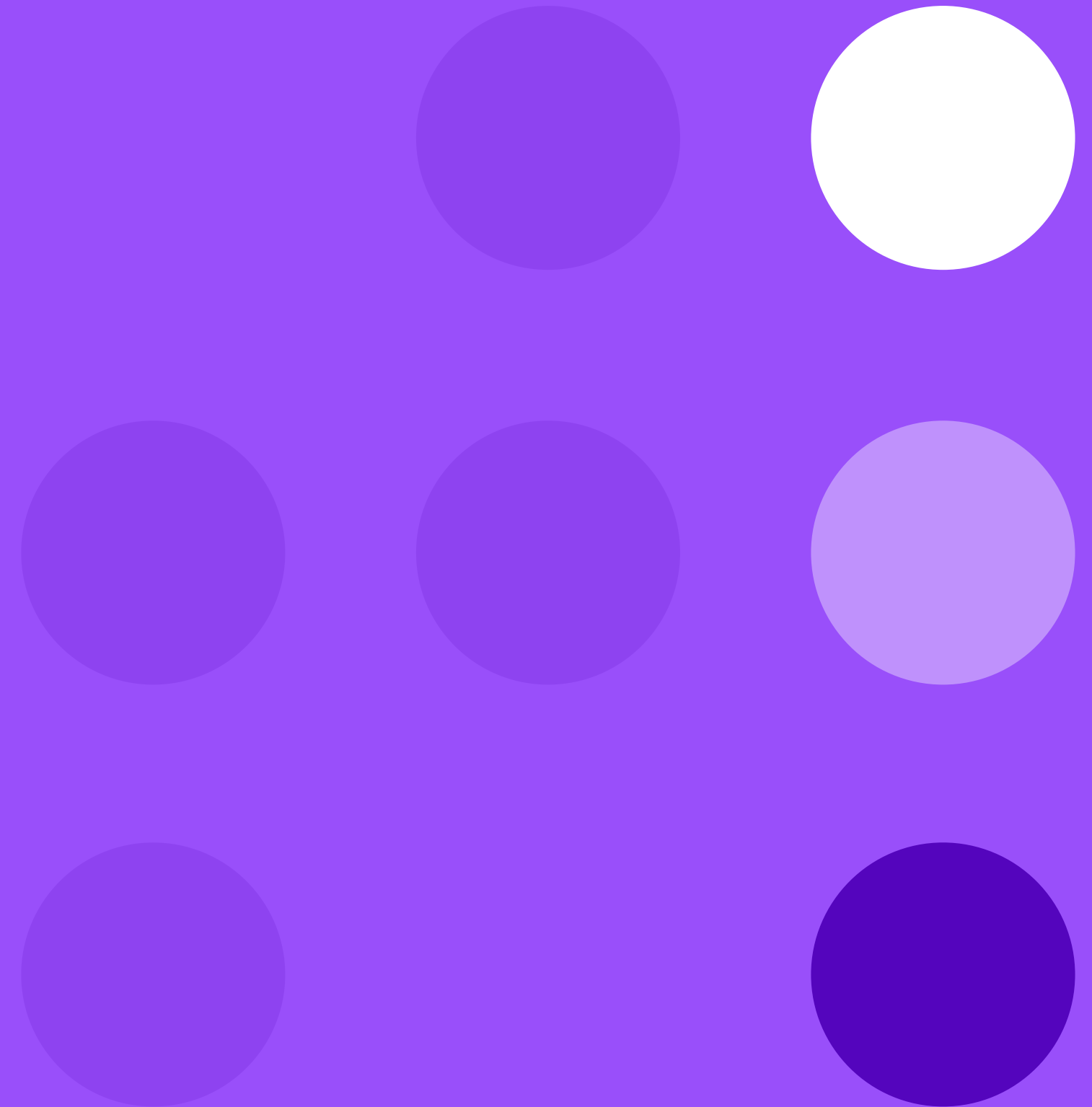


Thank you!

# Appendix

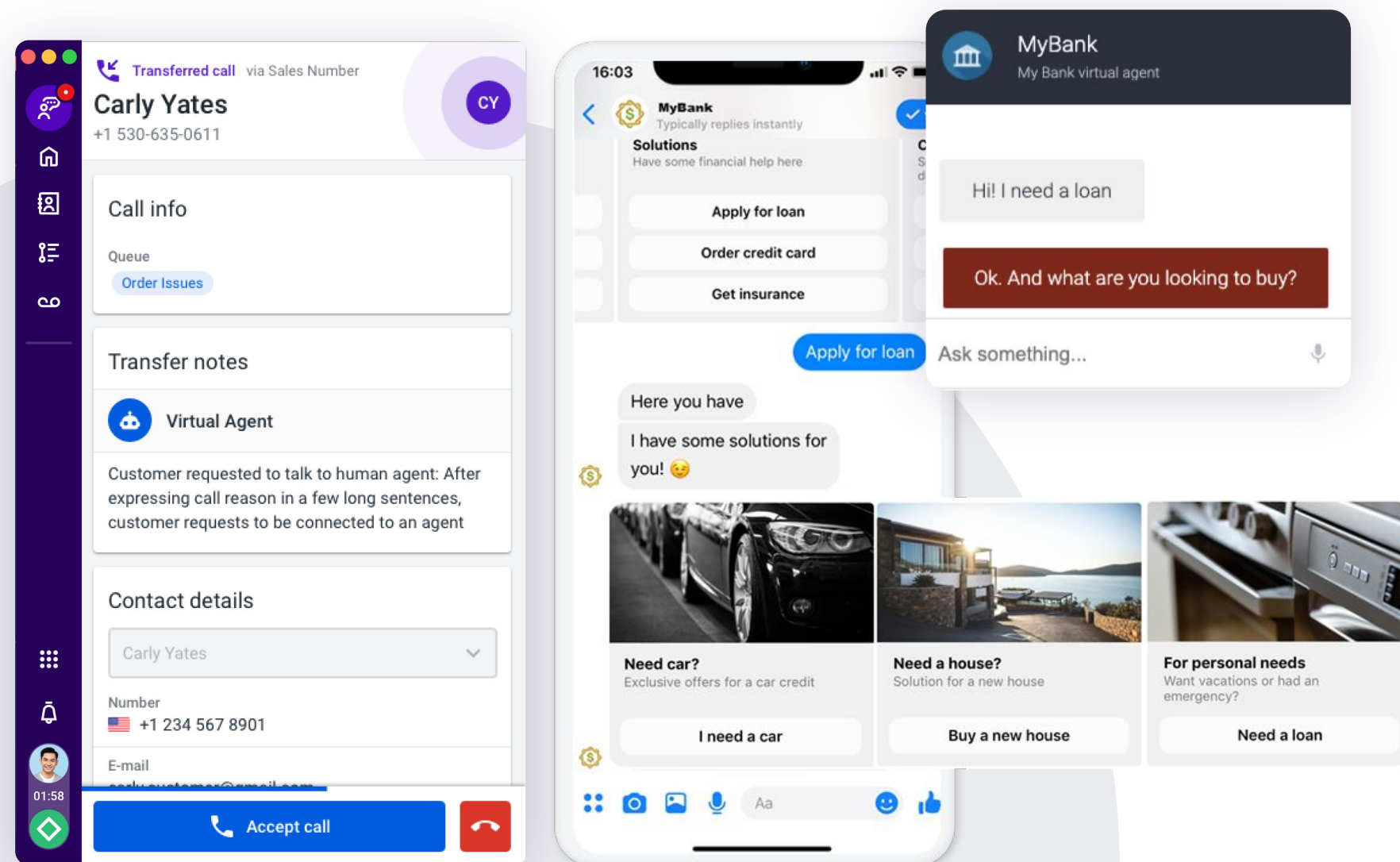


# AI applications



## VIRTUAL AGENT

Getting customers their answers **faster** with automated virtual agent with the ability to reach a human when needed



### Round-the-clock support

Serve customers better with artificial intelligence that talks, understands, and interacts in a natural human-like, conversational service 24x7.

### Intent/sentiment/emotion analysis

Better understand desired customer outcomes delivering immediate and personalized self-service and intelligent handoffs to human agents for more complex issues through real-time call transcription.

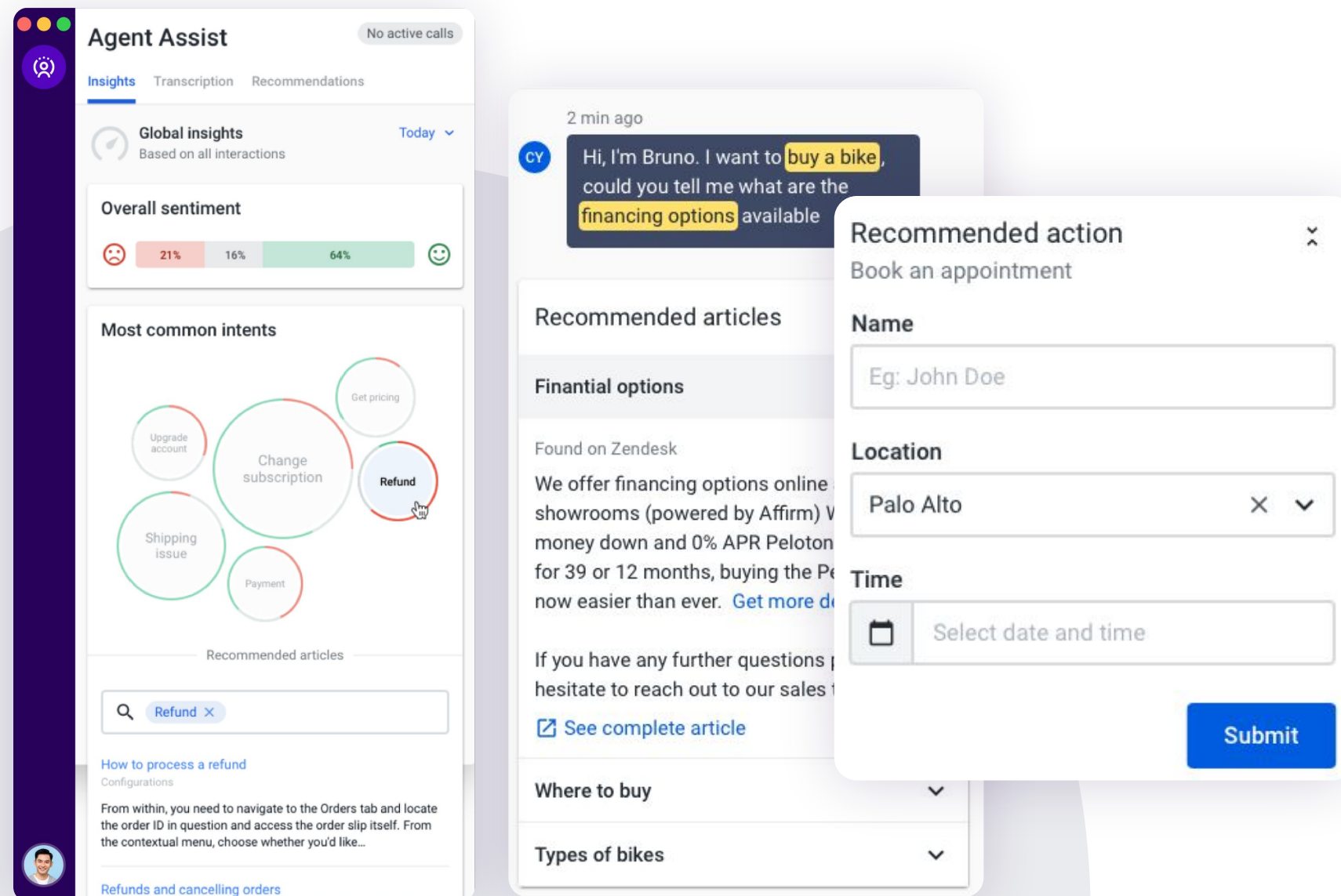
### Warm transfers

Avoid customer frustration by summarizing the data collected in the Virtual Agent as part of the transfer to human Agent.



## AGENT ASSIST

Real-time intelligent guidance  
empowering agents to delight  
customers, **faster**



## Consistent, accurate responses

Dynamically suggests responses to agents based on the real-time conversation, learning from the knowledge base and previous conversations.

## Time-saving automations

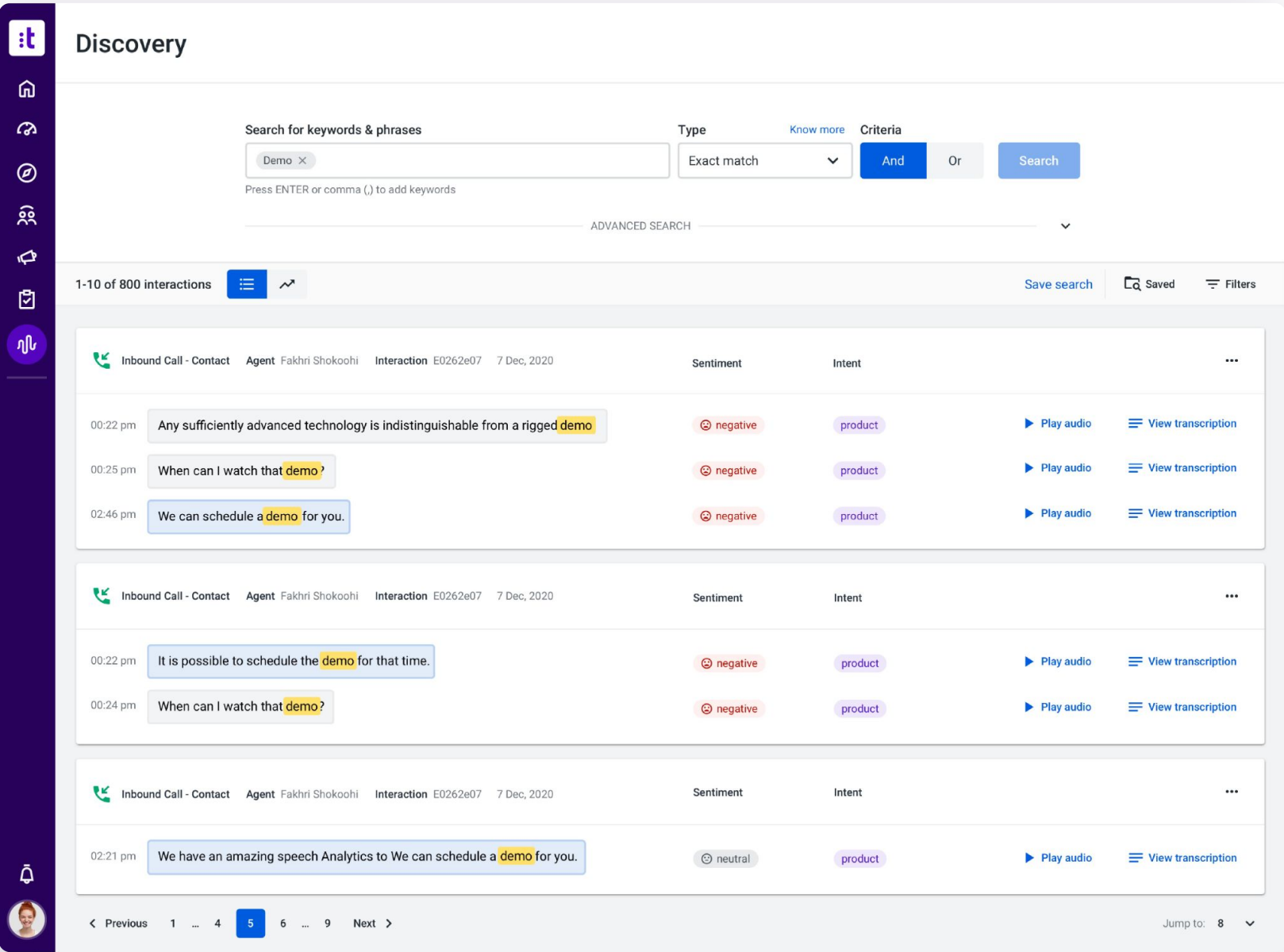
In-app automations perform in-call and after-call actions, such as scheduling an appointment or placing an order.

## Automatic notes

Agent Assist smart notes proactively populates keywords into forms and call notes to reduce manual & mundane tasks.

SPEECH ANALYTICS

Turn every conversation into customer intelligence



Drive customer-centric decision-making across the organization

Collect and share impactful data and insights with marketing, sales and product teams to promote decisions that reflect customer needs and expectations.

Promote efficiency and automation

Identify automation opportunities and streamline processes, using speech analytics intelligent insights to boost tools such as Talkdesk Agent Assist, Virtual Agent and other.

Complete visibility into every conversation

Take advantage of artificial intelligence capabilities to analyze 100% of interactions and surface latent opportunities and trends.

GUIDE

Help customers help themselves  
to get answers **faster** with online  
help center

**Self-service support**

Guide uses AI to provide customers with the most relevant knowledge base content in real time -- based on the context of their requests.

**AI support**

Use Guide as your content management system for Agent Assist and Virtual Agent. Update content for these AI systems as easily as you’d update an article.

**Ultra-fast search**

Speed comes in fractions of seconds. Every search in Guide is ultra-fast, saving frustration and delivering a delightful “Google-like” search experience.

