



# 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.**

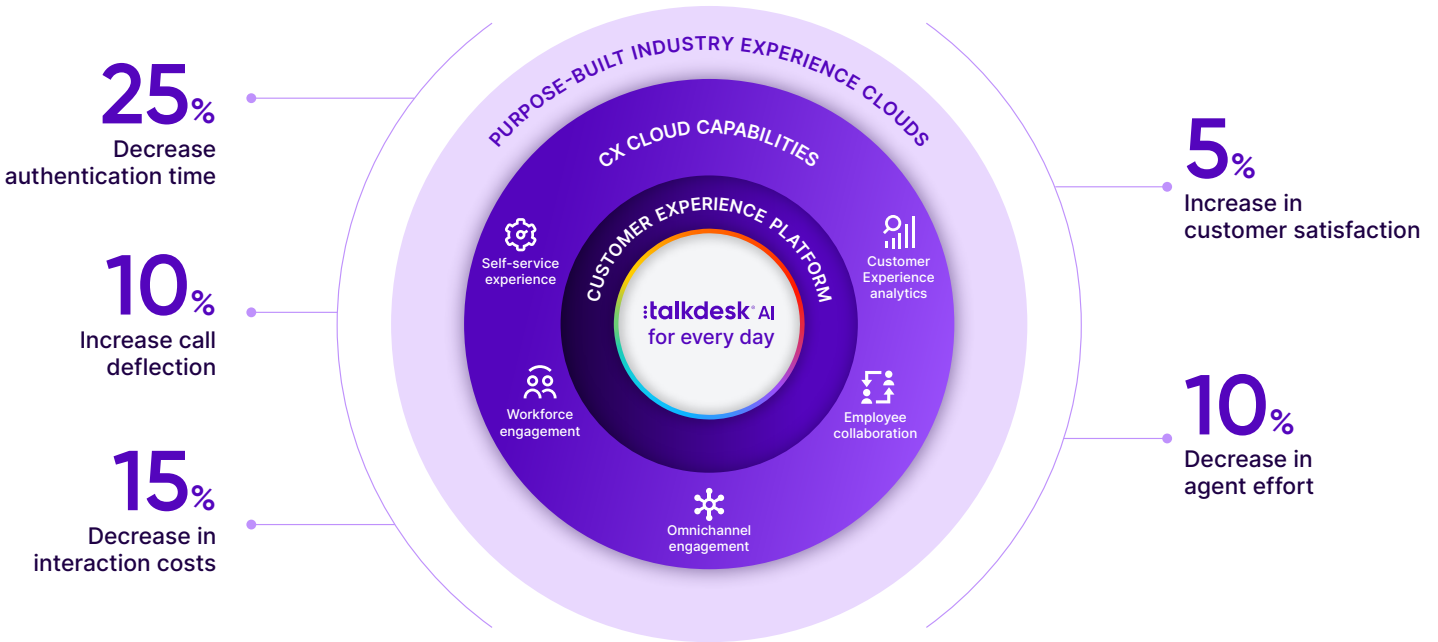
We're recognized as a leader in Gartner's 2021 Contact Center as a Service (CCaaS) Magic Quadrant, one of only three vendors in the leader quadrant for the second consecutive year. We're a leader in the 2020 Forrester Wave for CCaaS and we're #17 on the 2021 Forbes Cloud 100.

### Talkdesk CX Cloud™ platform advantage.

Trusted enterprise-grade with consumer simplicity.

Native 	Adaptable 	Integrated 	Trusted 	Intuitive 	AI for everyday 
Broadest suite of native apps One unified platform One user experience, device agnostic	Flexible to change with your business with low-, no-, and custom-code tools Customizable Workspace "Clicks not code" administration	60+ pre-built integrations Easy custom integrations AppConnect app marketplace	30+ security certifications Global call quality Authentication & Threat Protection	Fast deployment Fast onboarding Fast time to value	Powerful AI platform AI-based apps to automate customer self-service, empower agents, mitigate fraud, and operationalize AI Human-in-the-loop technology with AI Trainer

## Automation-first customer experience solutions deliver results.



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



“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, INC., MAGIC QUADRANT FOR CONTACT CENTER AS A SERVICE, AUG. 9, 2021

“I love Talkdesk. They’re constantly taking our feedback and finding ways to implement that into their product and to me that’s the sign of a company that’s got a lot of success in the future.”

— SPENCER PETTY, DIRECTOR SUPPLIER OPERATIONS, AVETTA

### About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. 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®**

Experience. A better way.

[talkdesk.com](https://talkdesk.com)

