

talkdesk

The new paradigms in managing contact center agent

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Diretor Geral EMEA

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Talkdesk in numbers



LONDON



LISBON



COIMBRA

600+ Employees

glassdoor  4.5



SAN FRANCISCO



PORTO



SALT LAKE CITY

Growing enterprise customer community in 75 countries

Fortune 500 / G2K Companies:









Hyper Growth / Pre-IPO Companies:













Selling **reliability** to enterprises

100% Uptime SLA

9 Global Data Centers

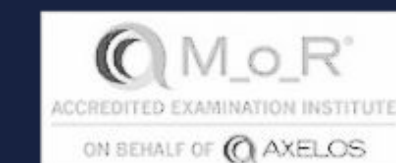
Highest Call Quality
4.2 Global MOS SLA

Push Button Agent Provisioning



Selling **trust** to enterprises

30+ Security Certifications



625% increase in AppExchange ratings



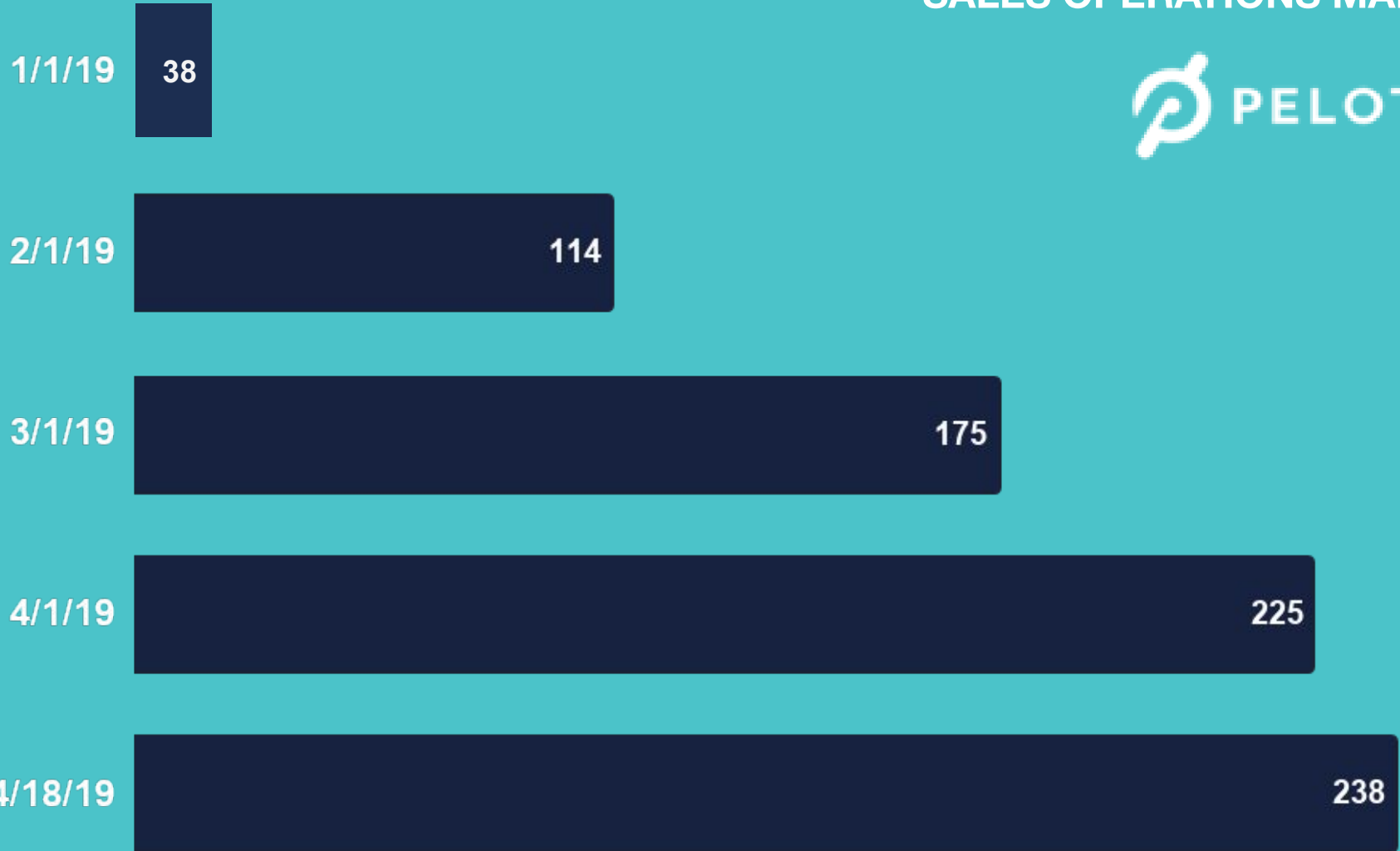
Talkdesk #1

| | Number | Rating |
|-------------------|--------|--------|
| Talkdesk* | 238 | 4.7 |
| Five9 | 109 | 4.3 |
| NICE inContact | 58 | 4.7 |
| Genesys PureCloud | 0 | N/A |

“

The ability to monitor team performance through their robust dashboards is great! Performance issues are very rare...even during peak performance times. Little training when onboarding new employees! 10/10, great product!”

IAN CLARK,
SALES OPERATIONS MANAGER



Talkdesk Enterprise Contact Center

Routing

ACD
IVR
Agent Experience
Studio
Outbound

Omnichannel

Voice
Email
Chat
SMS & Others

Engagement

Workforce Mgmt.
Quality Mgmt.
Performance Mgmt.

Assist

Agent Assist
Supervisor Assist
Customer Assist
Guide: Knowledge Base

Analytics

Live
Explore
Benchmark
Speech Analytics

40+ Integrations



50+ AppConnect Partners



talkdesk iQ

The agent

Reimagining the agent engagement

Millions and Millions of agents...



For how long?





For Industry Disruptors the Contact Center is a Strategic Asset

83%

Prefer dealing with human beings to solve service issues

FARFETCH



STITCH FIX 
Your partner in personal style



Replace



Replace

Augment



Replace

Augment

Assist



Replace

Augment

Assist

Automate



Replace

Augment

Assist

Automate



Measure
Performance

Replace

Augment

Assist

Automate

Measure
Performance

Self Learning
tools



Replace

Augment

Assist

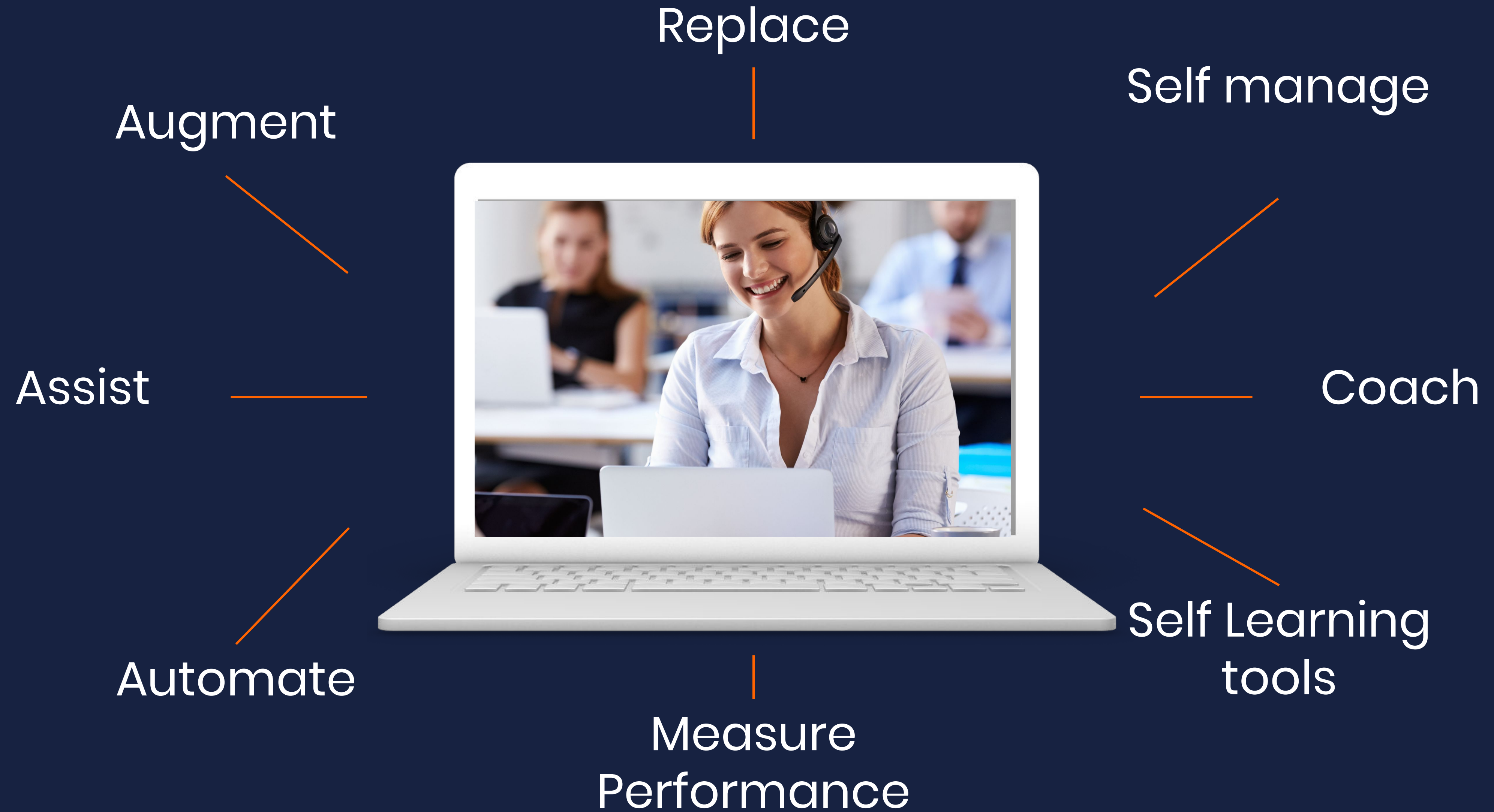
Automate

Measure
Performance

Coach

Self Learning
tools







Assist





Powered by Talkdesk 



Listens




00:19







00:19

 **Speaking** via Support Number


Carly Yates
+1 234 567 8901

Snapshot

Activity


Notes



Assistant


Listening
The Agent Assistant is listening to your call to help you give the best answers to your clients' questions








Agent • 00.12

Thank you for calling Big Retail, how can I help you today?





I'd like to check the status of my last order and



talkdesk

Talkdesk Proprietary & Confidential

22

Listens

Learns

The screenshot displays a mobile application interface for a customer support chat. At the top, a status bar shows signal strength, battery level, and time (12:45). Below this, a header section identifies the contact as 'Carly Yates' with a phone number '+1 234 567 8901' and a 'Speaking' status. A navigation bar at the top of the chat area includes tabs for 'Snapshot', 'Activity', 'Notes', and 'Assistant' (which is selected). The main chat area shows a conversation between an 'Agent' and a 'Customer'. The Agent's message reads: 'to help you give the best answers to your clients' questions'. The Customer's message reads: 'I'd like to check the status of my last order and also place a new order.' Below the customer's message, there are two suggested actions: 'Check Latest Order' and 'Place New Order'. The Agent's response reads: 'It looks like your last order is expected to arrive tomorrow before 8:00pm'. At the bottom of the chat area, there is a text input field with a microphone icon and a 'Perfect, thank you. Now I'd like to' message. A bottom navigation bar contains icons for home, search, and other app functions.

Carly Yates
+1 234 567 8901

Snapshot Activity Notes **Assistant**

to help you give the best answers to your clients' questions

Agent • 00.12

Thank you for calling Big Retail, how can I help you today?

Customer • 00.23

I'd like to check the status of my last order and also place a new order.

Check Latest Order

Place New Order

Agent • 00.37

It looks like your last order is expected to arrive tomorrow before 8:00pm

Perfect, thank you. Now I'd like to

Listens

00:19

Carly Yates

+1 234 567 8901

Snapshot Activity Notes Assistant

Listening

The Agent Assistant is listening to your call to help you give the best answers to your clients' questions

Agent • 00.12

Thank you for calling Big Retail, how can I help you today?

I'd like to check the status of my last order and

Learns

00:53

Carly Yates

+1 234 567 8901

Snapshot Activity Notes Assistant

to help you give the best answers to your clients' questions

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Place New Order

Agent • 00.37

It looks like your last order is expected to arrive tomorrow before 8:00pm

Perfect, thank you. Now I'd like to

Recommends

01:55

Carly Yates

+1 234 567 8901

Snapshot Activity Notes Assistant

TOTAL \$49.95

Recommended Products

Eyelet Embroidered Oblong Scarf

50% OFF \$34.95 \$17.49

Add to cart

Agent • 01.43

I wanted to let you know that we have the necklace you see in the picture on sale today at 50% off. Can I add this to your order?

Customer • 01.52

Yea, that'd be great, thank you!

Listens

00:19

+

Home

Person

Menu

Search

Notifications

00:19

Speaking via Support Number

Carly Yates

+1 234 567 8901

Snapshot Activity Notes Assistant

Listening

The Agent Assistant is listening to your call to help you give the best answers to your clients' questions

Agent • 00.12

Thank you for calling Big Retail, how can I help you today?

Audio icon

I'd like to check the status of my last order and

Microphone

Pause

End Call

Grid

Transfer

Call Log

End Call

Learns

00:53

+

Home

Person

Menu

Search

Notifications

00:53

Speaking via Support Number

Carly Yates

+1 234 567 8901

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Carly Yates


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End Call

Automates

01:27

+

Home

Person

Menu

Search

Notifications

01:27

Speaking via Support Number

James Thompson

+0 116 461 1000

Snapshot Activity Notes Assistant

with one of our expert advisors in Albuquerque, New Mexico?

Schedule Follow Up

Type

Premium Customer

Slot

Tomorrow: 05:00PM

Schedule

Customer • 00.51

That'd be great, I'll take the earliest time slot you have available tomorrow.

Agent • 01.03

That would be tomorrow at 09.00

Microphone

Pause

End Call

Grid

Transfer

Call Log

End Call

Make any agent your best agent

How does it work?

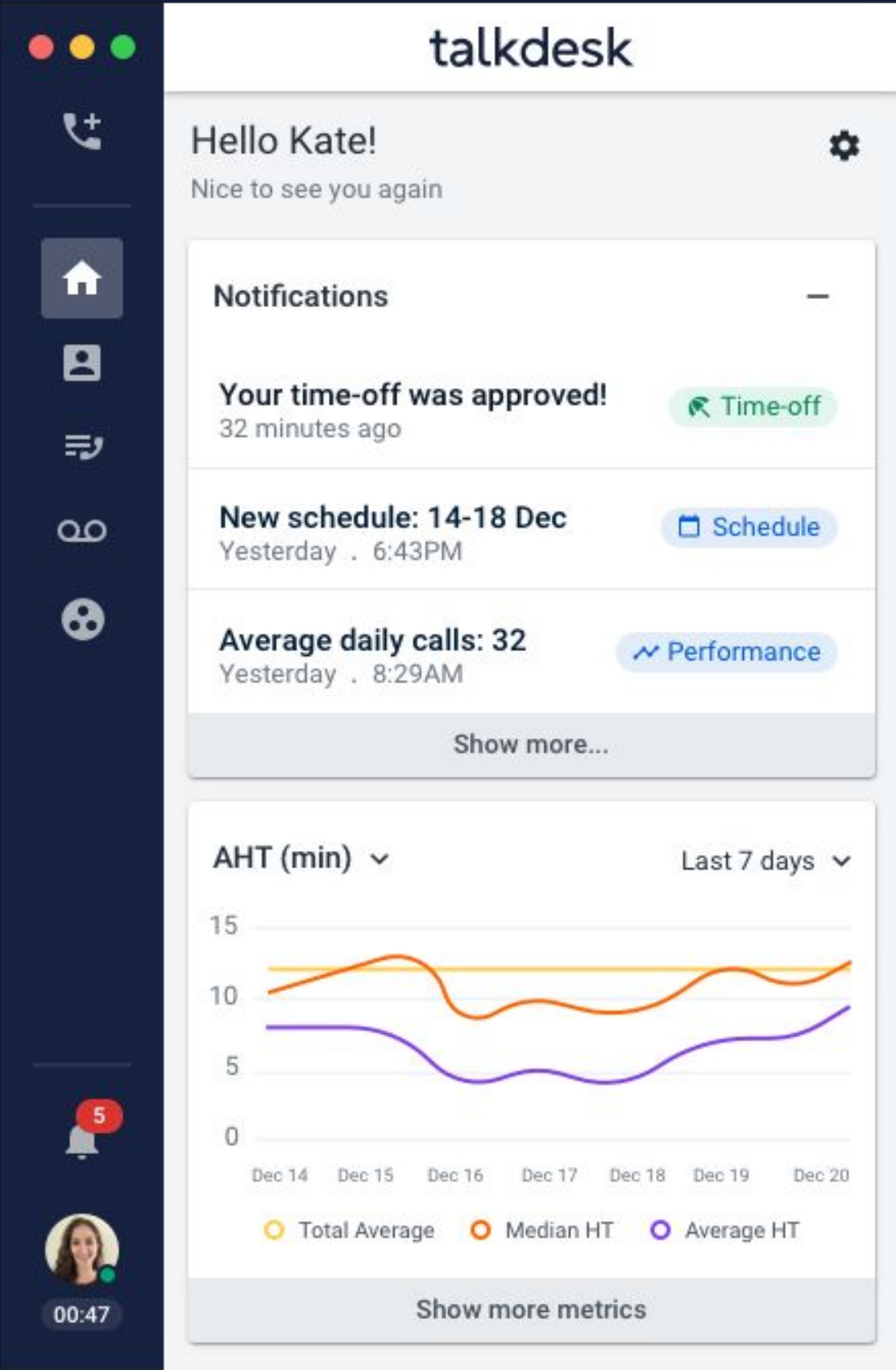
Powered by 



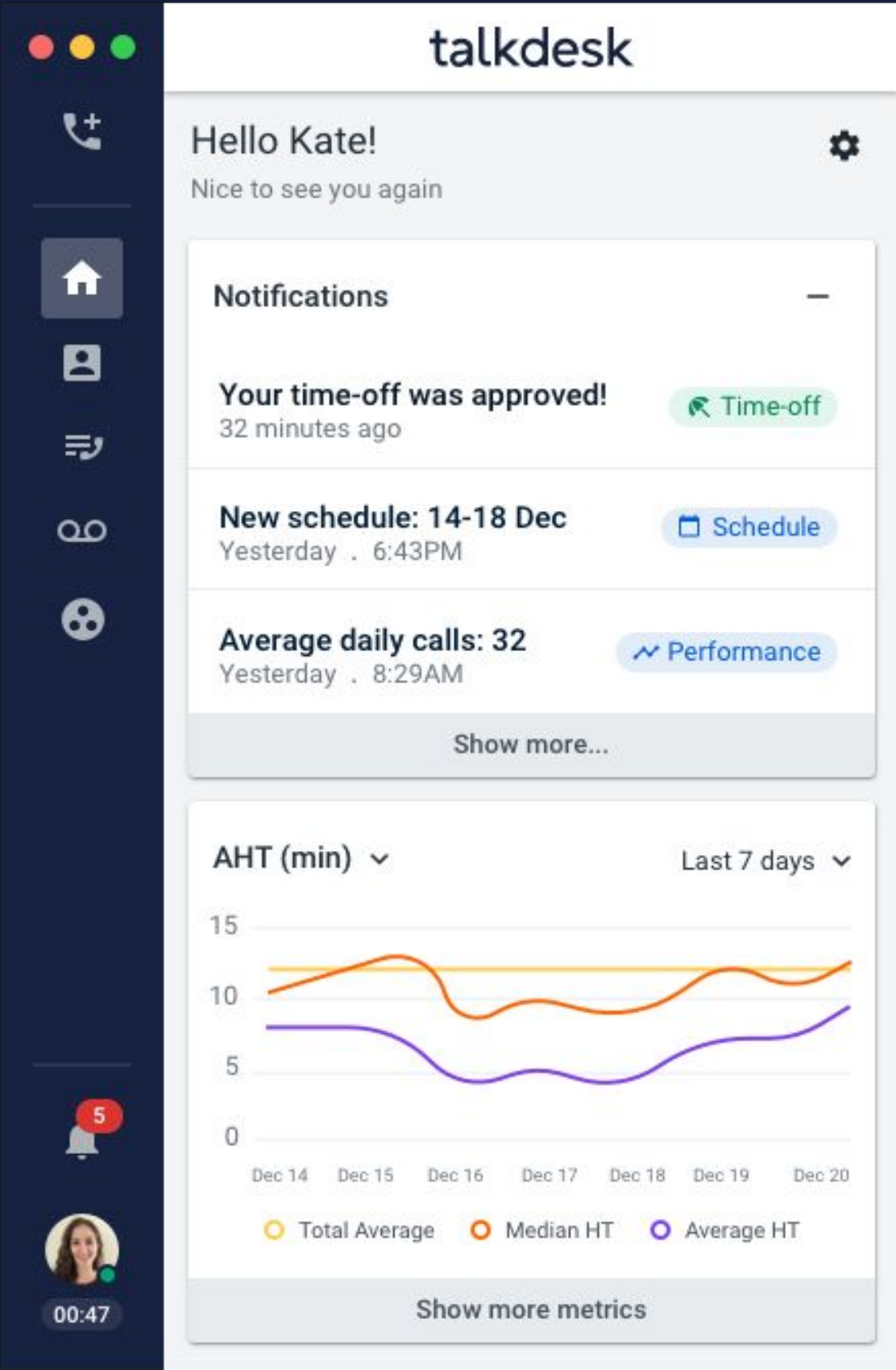
Engage

Reimagining the agent engagement

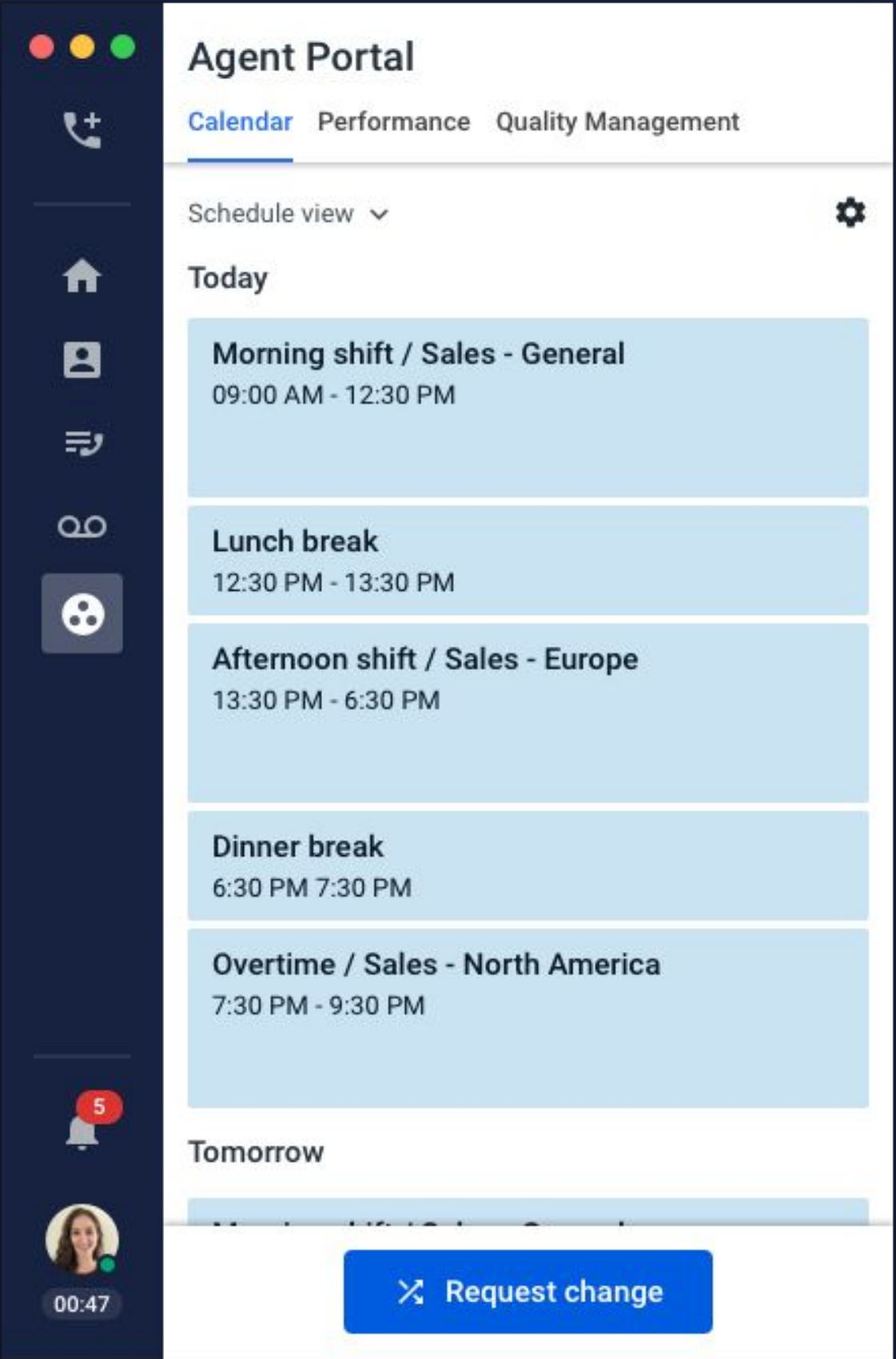
Agent in the center



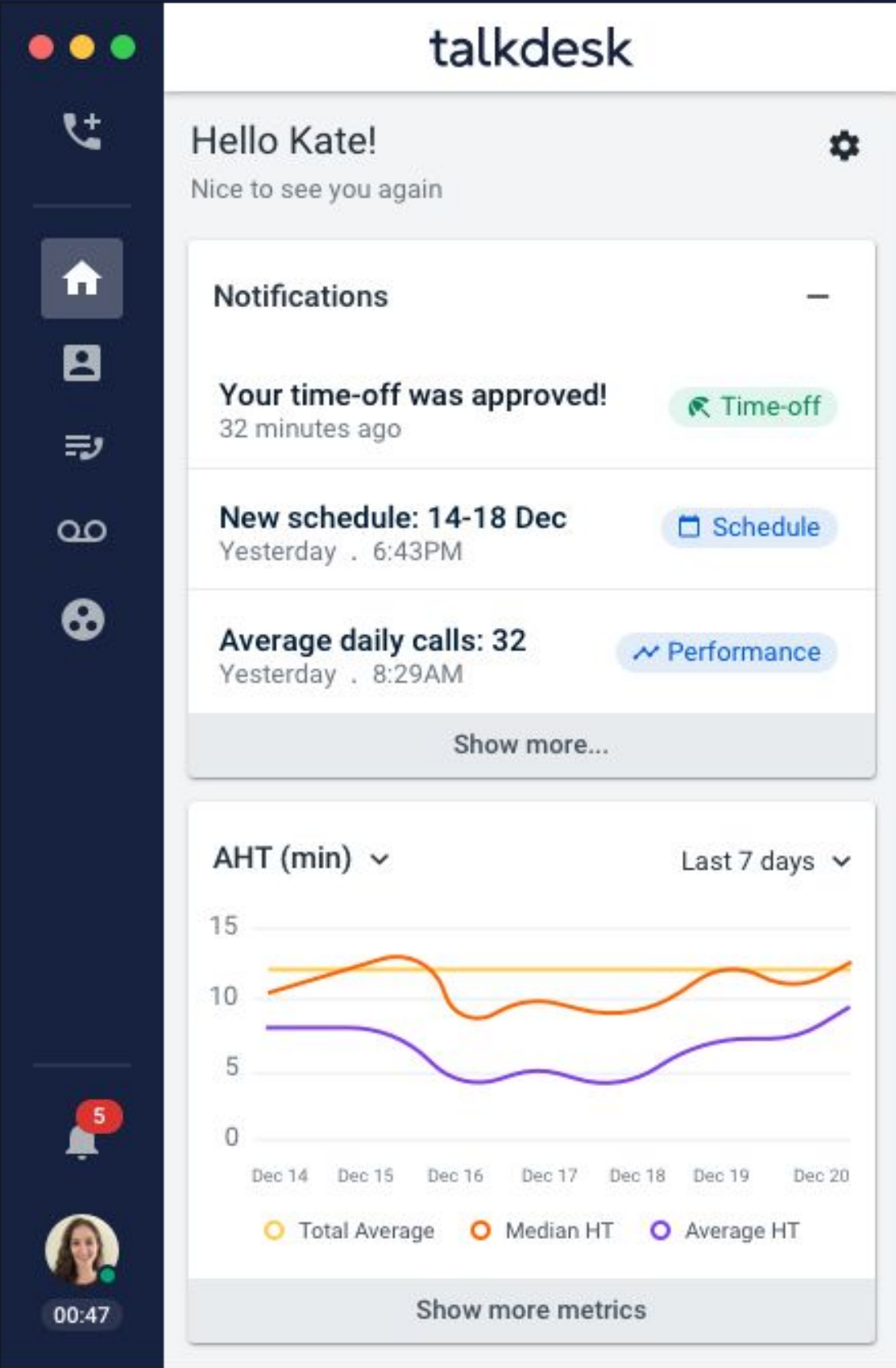
Agent in the center



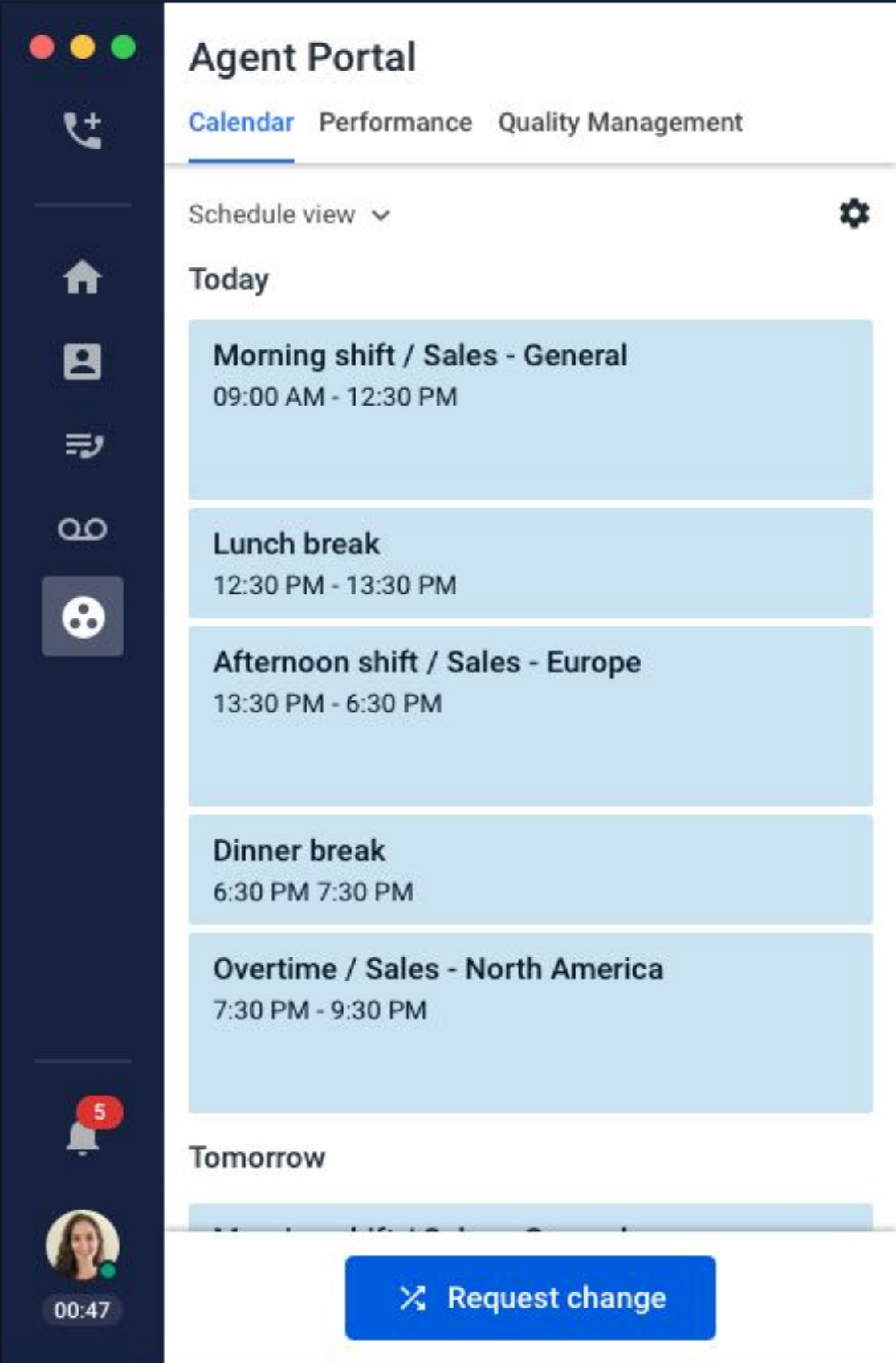
Schedule



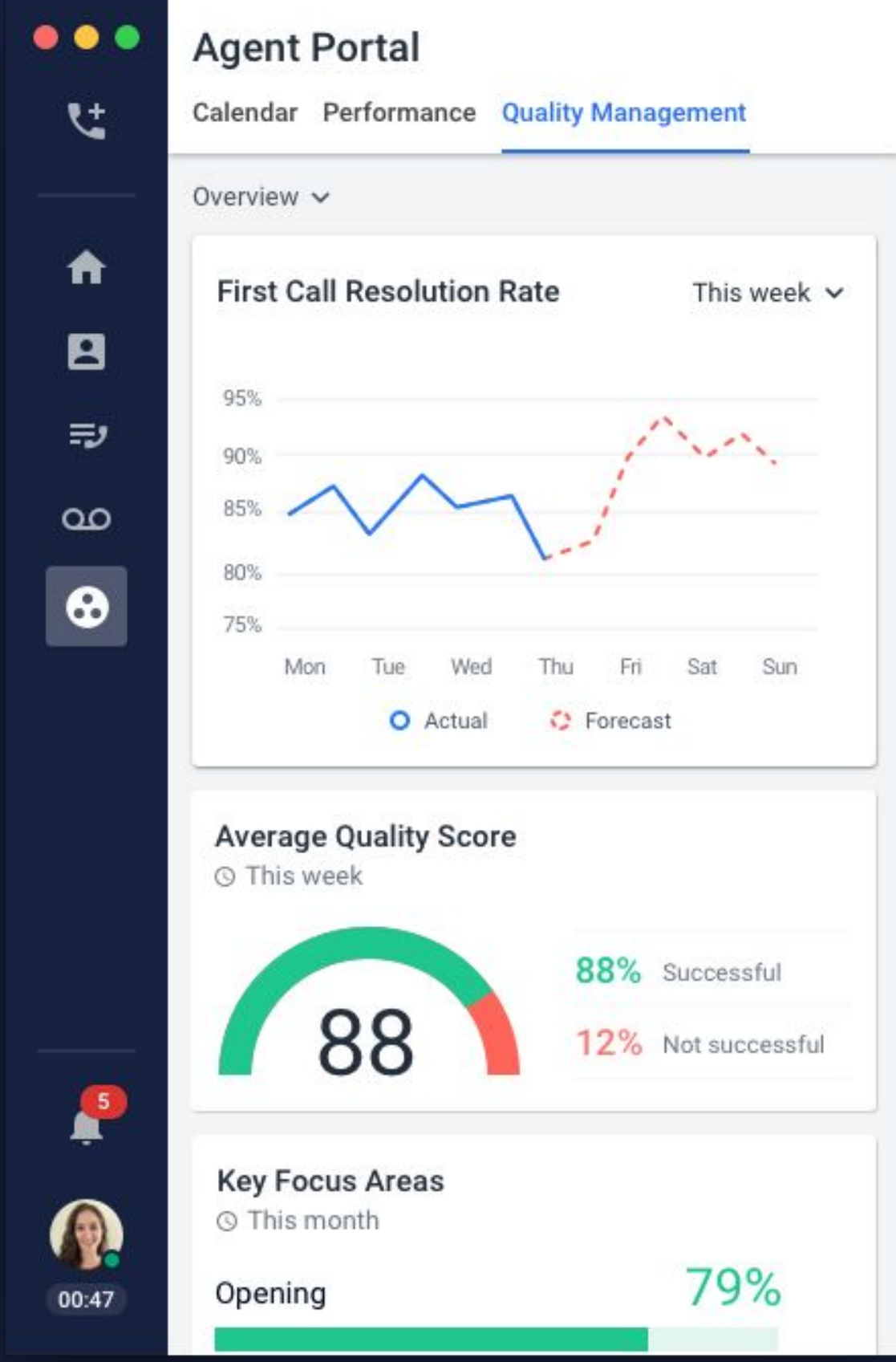
Agent in the center

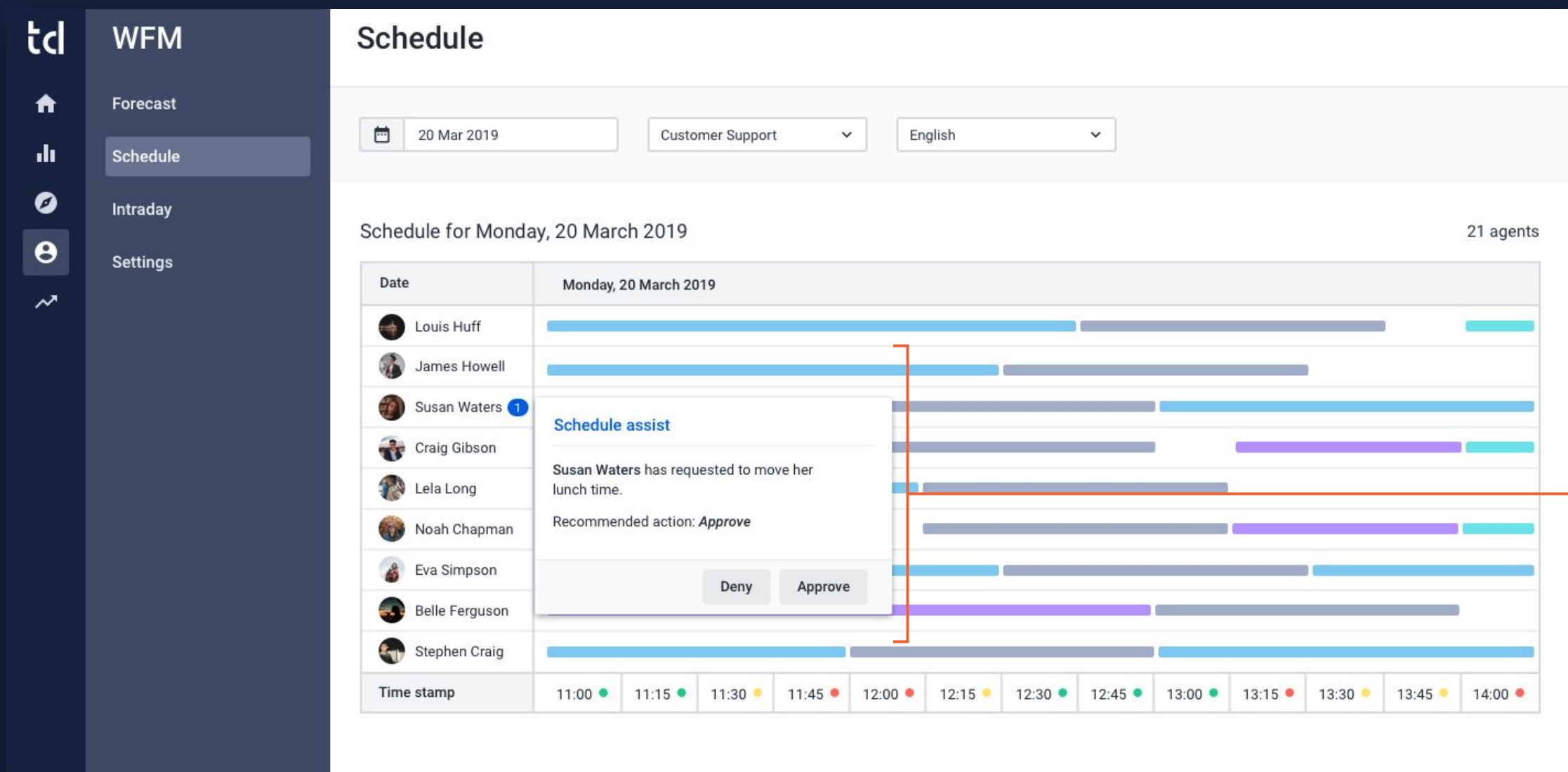


Schedule



Performance





WEM ASSIST CAPABILITIES

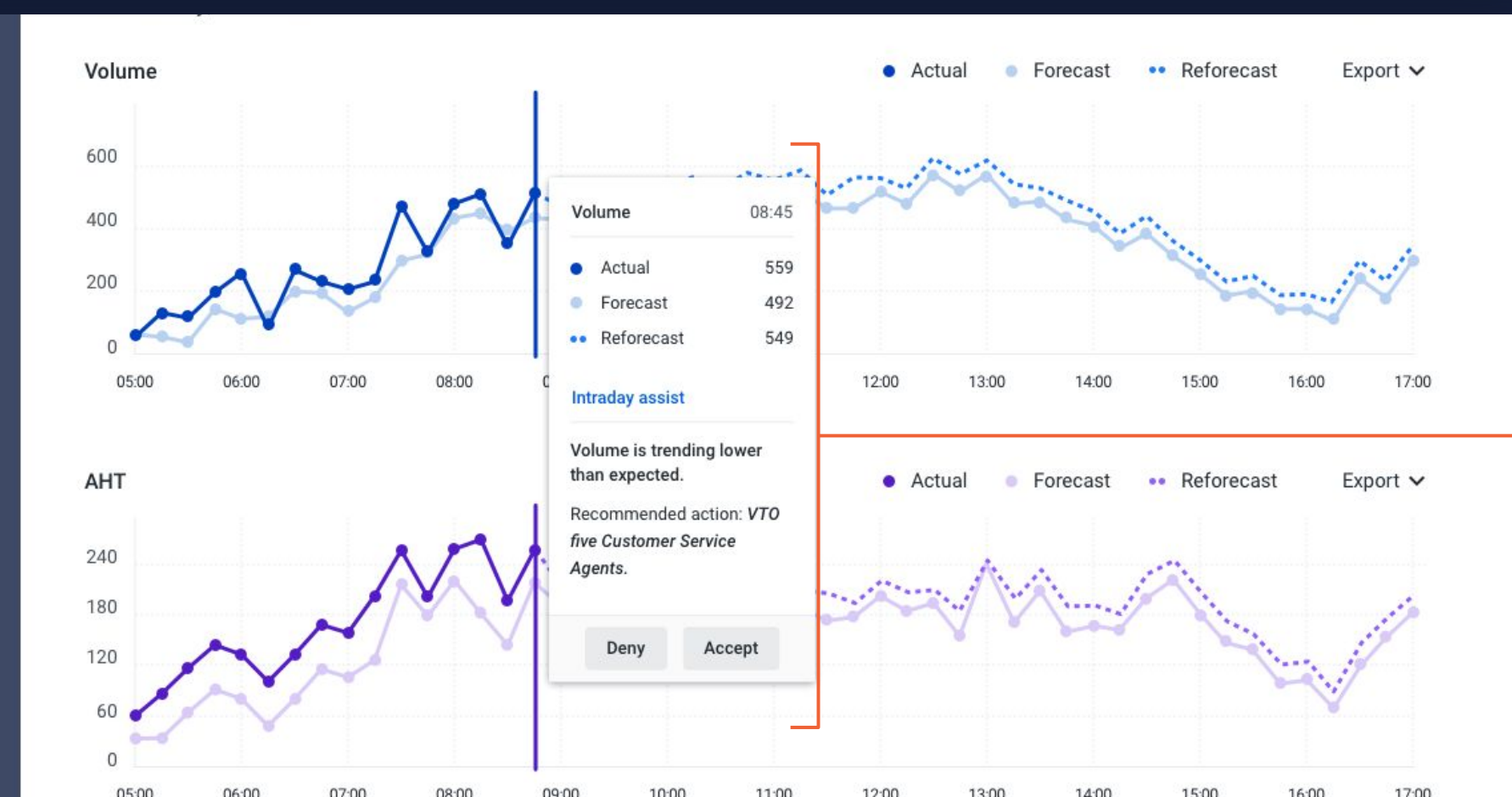
- Schedule Assist
- Intraday Assist
- Staffing Assist
- Coach Assist
- Quality Assist

INPUT VARIABLES

Any accessible measurement

OUTPUT ACTIONS

Any influencing measurement defined by and controlled by the business



Remove low value conversations

Reimagining the agent engagement

What can be done?

Self Service Tools

Provide flexible self-service tools to handle transactional interactions

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Customizable Flows

Select the interactions you want to take and the ones you want to deflect

What can be done?

Self Service Tools

Provide flexible self-service tools to handle transactional interactions

Customizable Flows

Select the interactions you want to take and the ones you want to deflect

Learning and adapting

Identify trends, hot topics, that decide how to address them

Wrapping up...



Make any agent your
best agent

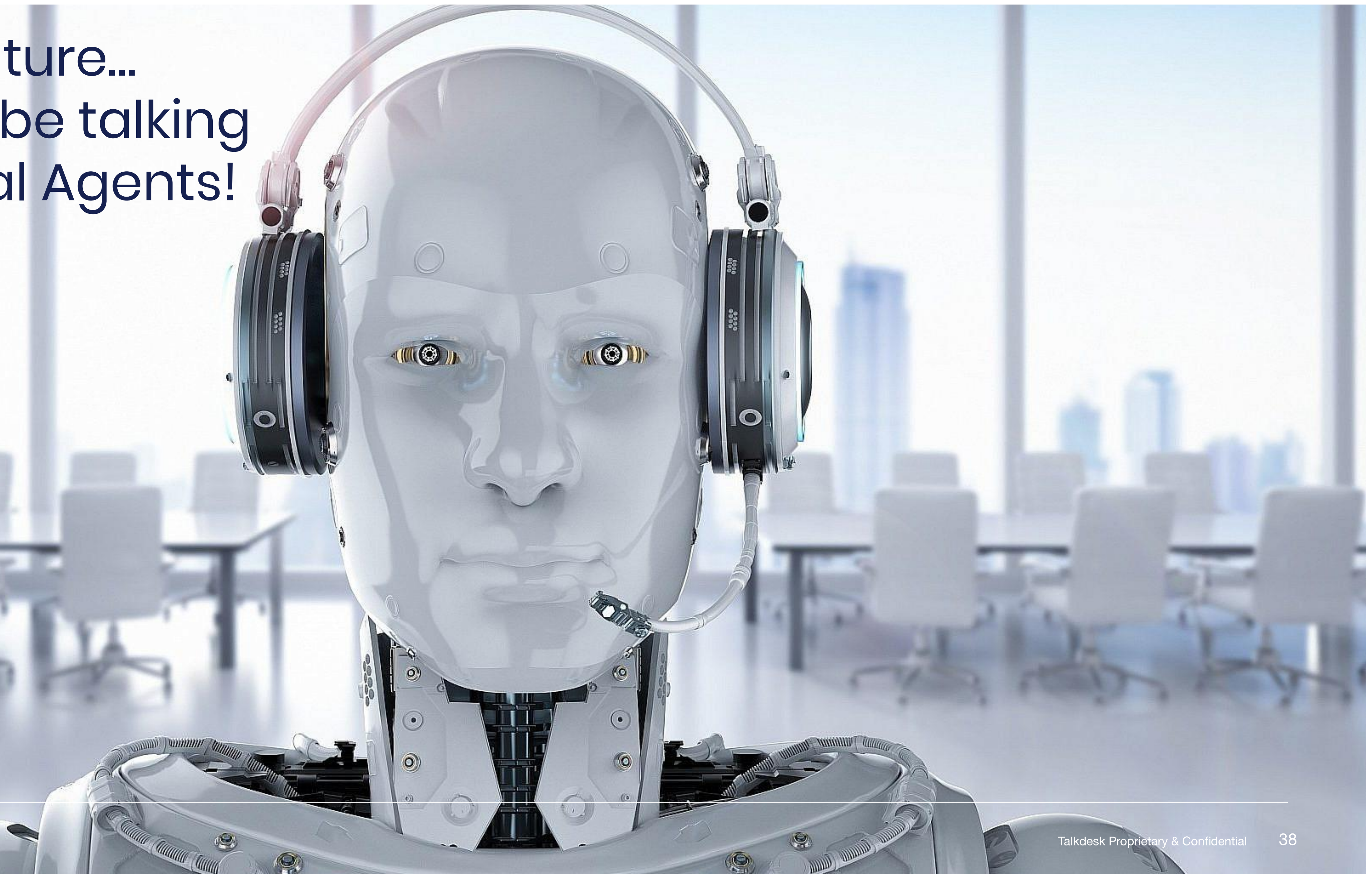


Bring agents to the
center of planning and



Make sure the agents
take the interactions that
really matter

In the future...
We'll all be talking
to Virtual Agents!



... in the meantime...
let's take care of
humans!

We'll be around – Thank you!!

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