Talkdesk
Enterprise Cloud Contact Center Platform Provider

talkdesk

Overview

- Headquartered in San Francisco, CA
- Founded in 2011
- 1,400+ customers, 30,000+ users in 50+ countries
- Fastest growing cloud-based contact center
- Backed by Salesforce Ventures
- Innovation through heavy investment in R&D
- Visionary in 2017 Gartner CCaaS Magic Quadrant
- 900+ employees

Services Sold

Talkdesk Platform

- Voice
- Outbound Dialer
- Intelligent Routing
- Reporting & Analytics
- Workforce Management
- Voice Analytics
- Quality Management
- Omni-Channel
- Agent Productivity
- Integrations
- APIs & SDK

Talkdesk Integrations

- Talkdesk for Salesforce
- Talkdesk for Slack
- Talkdesk for Zendesk

Elevator Pitch

Talkdesk is an enterprise cloud contact center platform for customer service and inside sales teams. It combines enterprise-class performance with consumer-like simplicity, so your customers can easily improve their customer satisfaction and increase productivity.

Key Features and Differentiators

Enterprise-class performance, consumer-like simplicity.
Simple

- Implement in days or weeks, not months
- Simple and elegant interface requires virtually no team training
- Administrators ramp quickly with access a free online training library

BATTLEBOOK

Connected

- Connected customers: Let your customers connect with you on any channel and reduce friction by capturing and passing context information to their service teams
- Connected teams: Leverage 50+ out-of-the-box integration to the most popular CRM, helpdesk and business tools. Integrate to anything with open APIs
- Connected control: Gain real-time visibility and control with global reporting

Adaptable

- Make admin changes with clicks, not code
- 50% investment in R&D delivers a steady stream of innovations to leverage
- Scale on the fly over multiple departments: Service, Sales, Helpdesk

Enterprise

- Enjoy industry leading call quality
- Check off your security requirements
- Scale your capacity up or down with your needs
- Microservices platform offers ultimate flexibility to your customers' interactions and journeys, as well as enabling their teams with the best information and tools to serve their customers.

Qualifying and Technical Questions

- What solution is your contact center currently using?
- How is telephony integrated with the CRM/helpdesk?
- What are the growth plans for the contact center?
- How does your contact center handle seasonal volume spikes?
- Is your contact center tied to revenue?

Objection	Rebuttal
Talkdesk is a young company, why should I look at you versus one of the legacy vendors in the space?	Talkdesk was built on new microservices architecture. That means we're not bogged down with technical debt like legacy premise-based contact and even legacy Cloud contact centers. It allows for you to scale your business and grow at your pace as it was architected for rapid innovation. We were also the youngest CCaaS provider to make the Gartner Magic Quadrant in the Visionary Category which is a testament to Talkdesk's capabilities.
Talkdesk appears to be more of an SMB ready product, how do I know it's ready for my enterprise Contact Center?	That's a great question. We have several referenceable enterprise customers. Shopify, Tucows, and Hotel Tonight. We serve the Enterprise very well with our AppConnect partners, that allows your customer to be at the center of your technology and allow you to select industry best and enterprise-ready technology you can grow and partner with.
Talkdesk does not own the full stack of Contact Center Suite Products. I have to purchase through your AppConnect. Whom would I call for support on those additional products like WFO and analytics? Do I have to sign multiple contracts?	AppConnect allows you to be seamlessly integrated with Talkdesk. Everything is signed on one contract and Tier 1 support is handled through Talkdesk. It is all handled through Talkdesk.
We are looking for more if a UC provider for our back-office… that doesn't seem to fit what Talkdesk does.	Talkdesk has helped many companies optimize their back office by implementing capabilities that allow you to take care of issues in an effective timely manner, allowing for faster, more efficient responses from your team.