



# 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 end-to-end customer experience solution that combines enterprise scale with consumer simplicity. Our speed of innovation and global footprint reflect our commitment to ensure that organizations everywhere deliver better customer experiences through any channel, with unprecedented speed, agility, scale, and security.

### Why Talkdesk...



#### Industry innovators

- Born Cloud Native
- AI-infused
- AppConnect Marketplace
- Industry focus
- 25 recent patents granted



#### Customer-obsessed

- 100% Uptime SLA
- White Glove Customer Services
- Leader in Gartner Peer Insights
- 97% CSAT

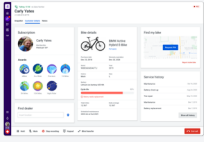
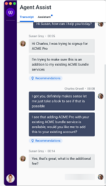
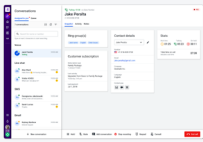
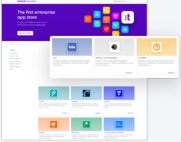

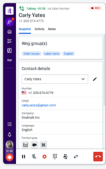


#### Global leader

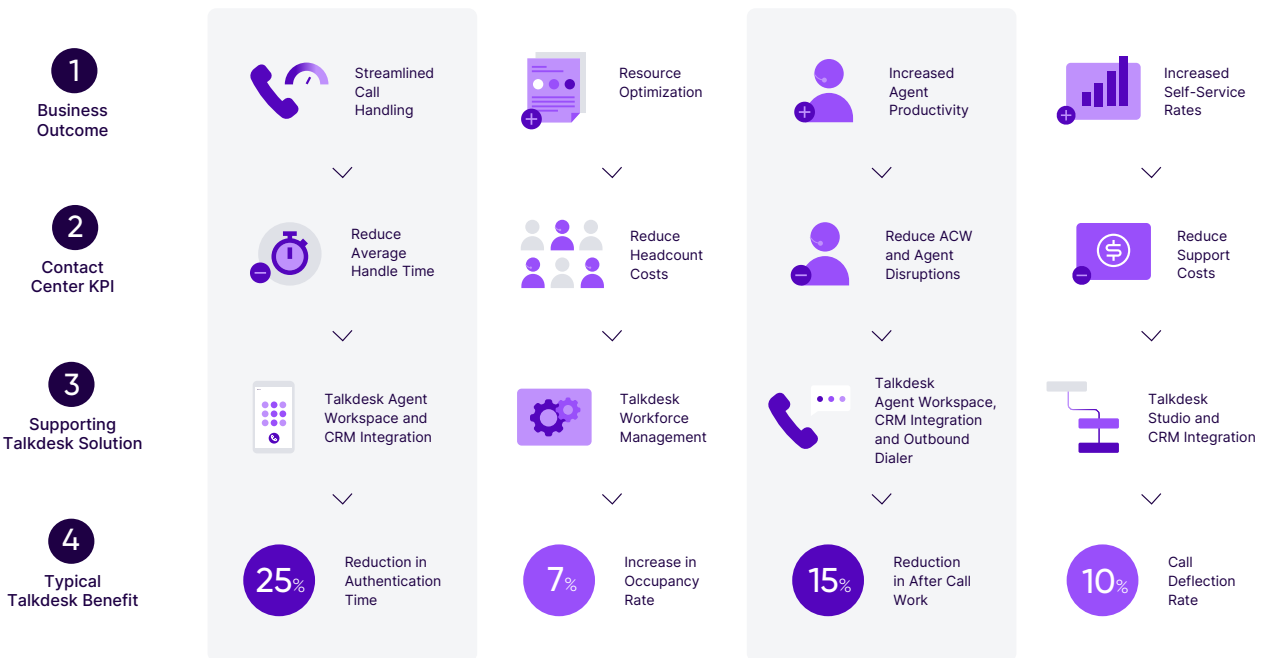
- Leader in Gartner CCaaS MQ
- Leader in Forrester Wave for CCaaS
- Ventana Value Index 2021
- Frost Radar Innovation Leader 2020
- G2 Crowd Winter 2020 Leader
- 2021 Forbes Cloud 100 (#17)

## Talkdesk CX Cloud™ Advantage.

Helping you innovate a better way to achieve great customer experience.

End-to-end	AI-infused	Adaptable	Integrated	Trusted	Intuitive
<p>Broadest suite of native apps</p> <p>One unified platform</p> <p>One user experience</p> 	<p>Automation</p> <p>Intelligent engagements</p> <p>Operational efficiency</p> 	<p>Flexible to change with your business</p> <p>Customizable Workspace</p> <p>"Clicks not code" administration</p> 	<p>60+ pre-built integrations</p> <p>Easy custom integrations</p> <p>AppConnect app marketplace</p> 	<p>Enterprise scale</p> <p>30+ security certifications</p> <p>100% uptime SLA, global call quality</p> 	<p>Fast deployment</p> <p>Fast onboarding</p> <p>Fast time to value</p> 

# Driving measurable results: Talkdesk contact center solutions deliver business impact.



## Customers in 75 countries rely on Talkdesk.



"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)

