



# CX Strategy

Build a business case for investing in CX transformation.



Talkdesk CX Strategy partners with organizations to create a business case tailored to their specific customer experience (CX) transformation needs and desired business outcomes.

## Align with a CX Strategy engagement

Talkdesk CX Strategist value consultants will engage with your team throughout our collaborative CX Strategic Engagement process.

We will identify and quantify how the Talkdesk platform can impact your most important KPIs and the associated ROI. Then, we will deliver a customized engagement unique to your business and use case, identifying actionable targets for your support, sales, or any function in between.

Your team will receive a robust set of deliverables tailored to your organization, including an executive business case analysis, a roadmap of recommendations to achieve your business goals, and a financial analysis.

## Talkdesk benefit



25% reduction in authentication time.



7% increase in occupancy rate.



15% reduction in manual call work.



10% call deflection rate.



15% reduction in interaction costs.



10% decrease in agent effort.



5% increase in CSAT scores.



10% reduction in ramp time and attrition.



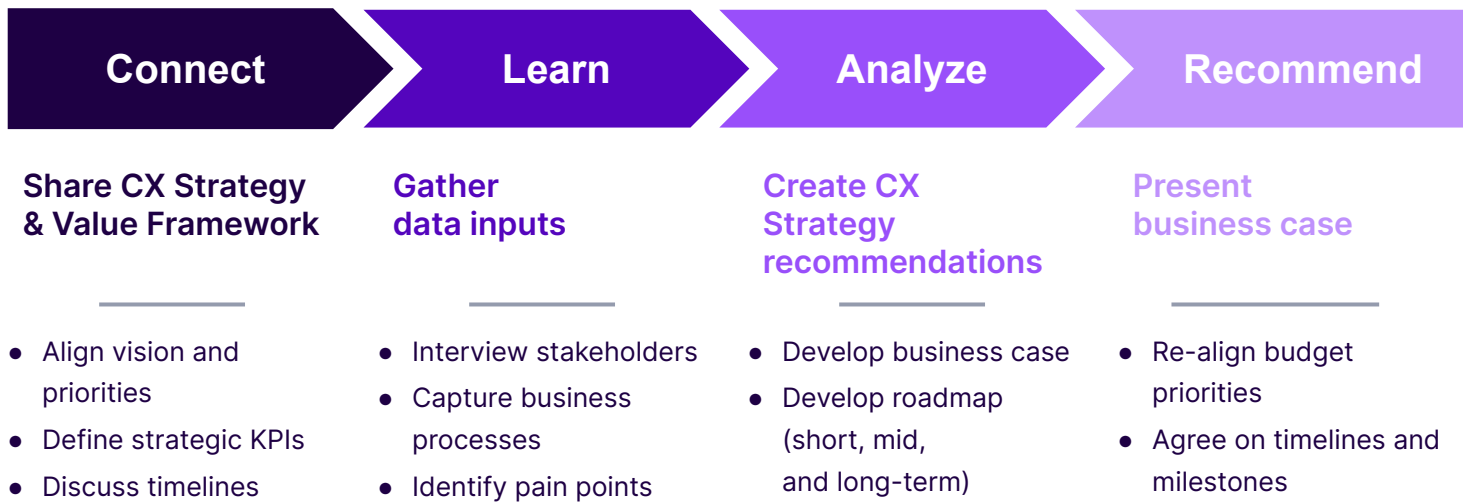
**Location**  
Onsite or remote.



**Cost**  
Complimentary.



# CX Strategy consultation



A CX Strategy engagement is an iterative and collaborative consultation. During this engagement, the Talkdesk value consultant will:

1. Conduct a vision and strategy alignment discussion to review the overall process, goals, and priorities.
2. Collect data to understand the client's current contact center operations and benchmarks, and assess the usage of best practices, areas of improvement and efficiencies, and configuration.
3. Discuss the preliminary outcomes of the evaluation with the project champion and provide a business case report on the perceived pain points, our recommendations, and opportunity for KPI improvements.
4. Deliver an executive business case summary to stakeholders.
5. Provide a follow-up consultation to address outstanding questions or concerns.

CX Strategy is part of Talkdesk CX Services. Learn more about how Talkdesk partners with and guides companies through their most pressing customer experience initiatives at [Talkdesk.com](https://www.talkdesk.com).

## 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/cx-services/cx-strategy](https://www.talkdesk.com/cx-services/cx-strategy)

