Talkdesk Enterprise Contact Center Platform

talkdesk

Talkdesk Enterprise Contact Center Platform empowers companies to continuously improve customer experience. With enterprise class performance and consumer-like ease of use, over 1,400 innovative companies rely on Talkdesk to power their customer interactions.

Powerfully Simple

Be more productive with an enterprise contact center platform that's easy to implement and easy to use. With Talkdesk, setup takes days or weeks, not months, and a modern UI means new reps can get up and running with little or no time spent in training.

Seamlessly Connected

Deliver personalized customer experiences by leveraging over 50 out-of-the-box integrations including Salesforce and ServiceNow, plus open APIs that enable integration across your entire ecosystem. AppConnect lets you add new tools to your contact center with a single click.

Endlessly Adaptable

Satisfy rapidly-changing customer expectations with a nimble platform. Quickly design IVRs, configure routing flows, add agents and provision numbers with clicks, not code. Leverage a steady stream of new capabilities delivered in three updates per year.

Enterprise Class

Talkdesk powers contact centers in any area of the globe and offers the scalability, reliability and security required by large global organizations. The microservices API-driven architecture gives you flexibility to serve your customers anywhere, on any device and through any channel.

Key Enterprise Features

VOICE ANALYTICS

ADVANCED VOICE SERVICES

REAL-TIME AND HISTORICAL REPORTING

AGENT PRODUCTIVITY

OUTBOUND DIALER

INTELLIGENT ROUTING

WORKFORCE MANAGEMENT

QUALITY MANAGEMENT

OMNICHANNEL

ADVANCED SECURITY

50+ ENTERPRISE APP AND CHANNEL INTEGRATIONS

ONE-CLICK APP MARKETPLACE

GLOBAL SCALABILITY

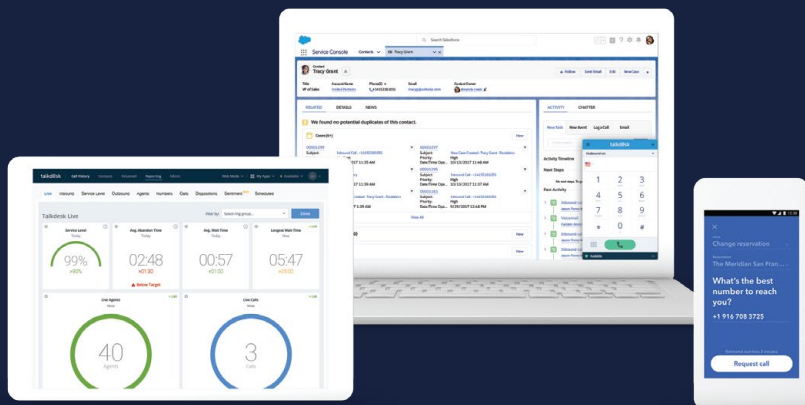**CALL QUALITY GUARANTEES**

99.99% UPTIME GUARANTEES

NATIVE CLOUD ARCHITECTURE

"Talkdesk offers everything you look for in an enterprise software vendor, but will help us to increase our focus on quality interactions with dozens of innovative call center features such as a Slack integration, queue to call back, live reporting, intelligent reconnect and many more."

— CHRIS WILSON, DIRECTOR OF TECHNICAL SUPPORT AT SHOPIFY

The Contact Center Platform
for Innovative Enterprises

IBM   shopify   zumiez   Dropbox   PELOTON

mongoDB   The Weather Company An IBM Business   SHOWTIME   acxiom   STITCH FIX

Peet's COFFEE   cloudera   STUART WEITZMAN   Pivotal

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