talkdesk ®

Talkdesk's Modern IVR
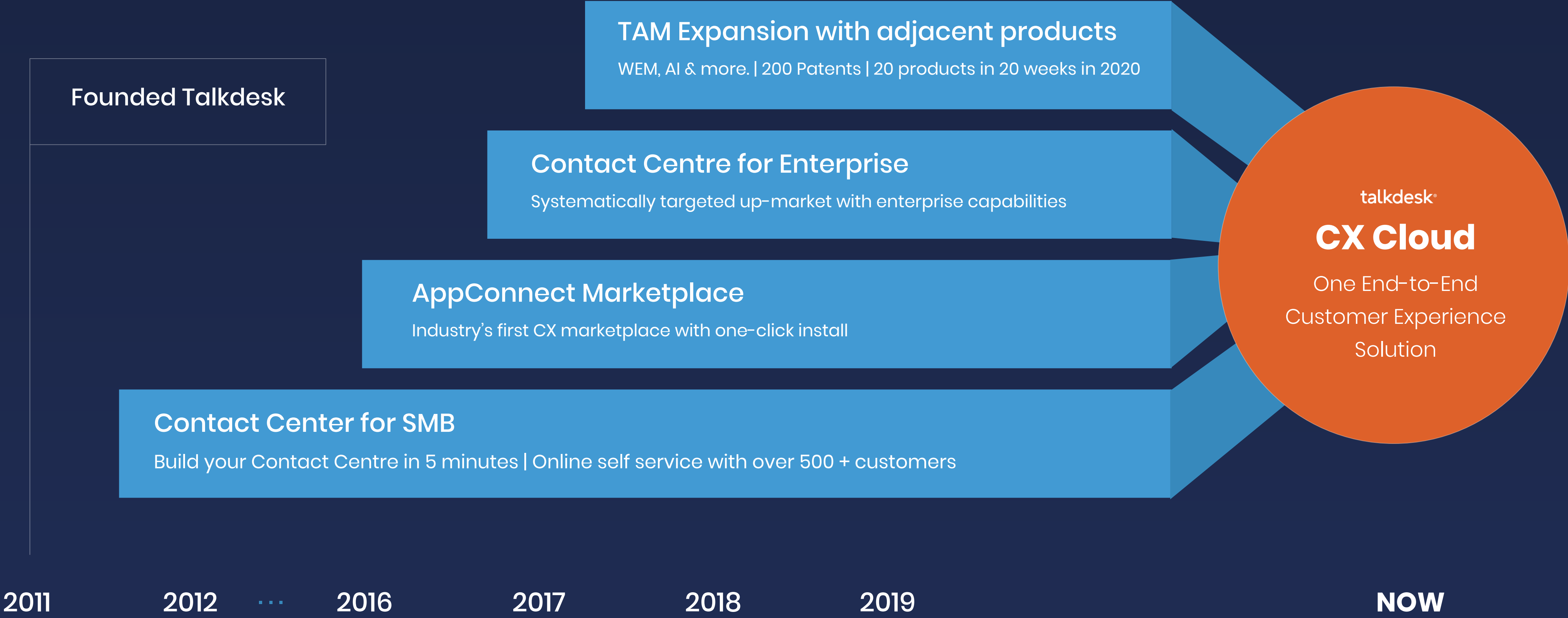
May 2020

Fernando Santos
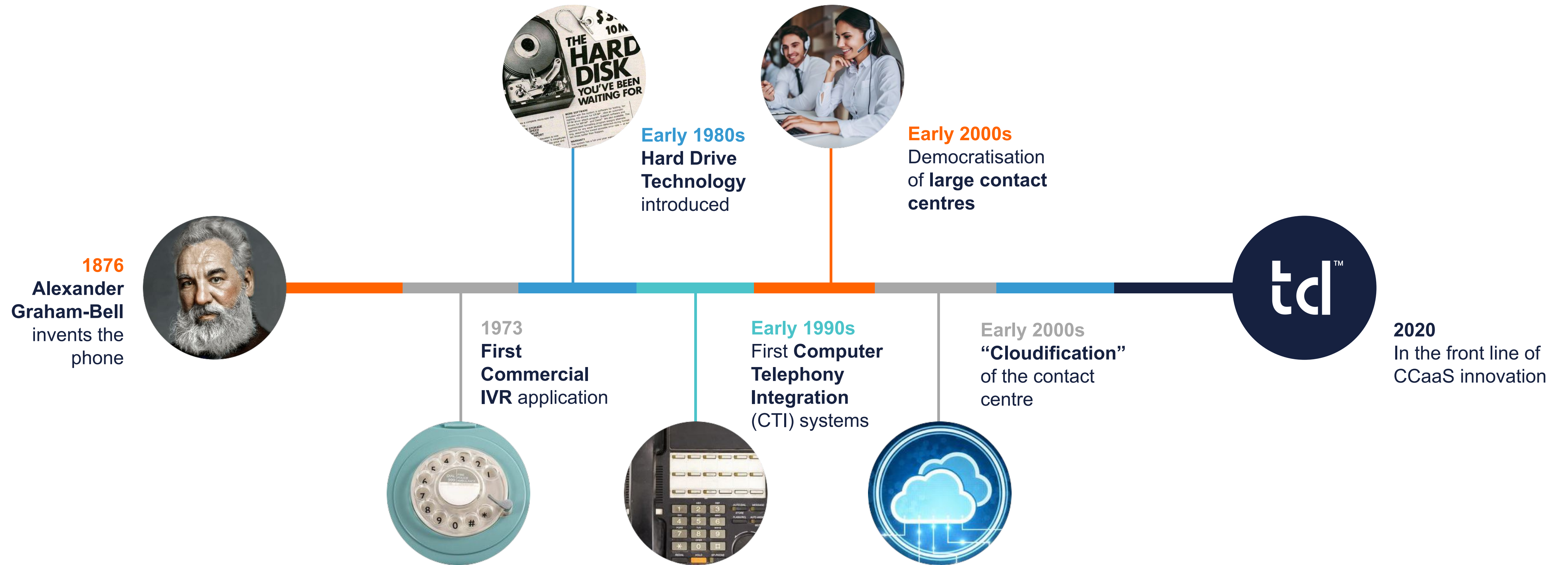Product Marketing Manager

Talkdesk Journey

TAM Expansion with adjacent products
WEM, AI & more. | 200 Patents | 20 products in 20 weeks in 2020

Founded Talkdesk

Contact Centre for Enterprise
Systematically targeted up-market with enterprise capabilities

AppConnect Marketplace
Industry's first CX marketplace with one-click install

talkdesk®
CX Cloud
One End-to-End
Customer Experience
Solution

Contact Center for SMB
Build your Contact Centre in 5 minutes | Online self service with over 500 + customers

2011   2012   · · ·   2016   2017   2018   2019   **NOW**

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A Glimpse of IVR History

1876
Alexander Graham-Bell invents the phone

1973
First Commercial IVR application

Early 1980s
Hard Drive Technology introduced

Early 1990s
First **Computer Telephony Integration** (CTI) systems

Early 2000s
Democratisation of **large contact centres**

Early 2000s
"Cloudification" of the contact centre

2020
In the front line of CCaaS innovation

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Every moment is an experience that matters.

Customers demand service that is
real-time, seamless, and intelligent.

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The Impact of Technology

Innovation

- Voice navigation
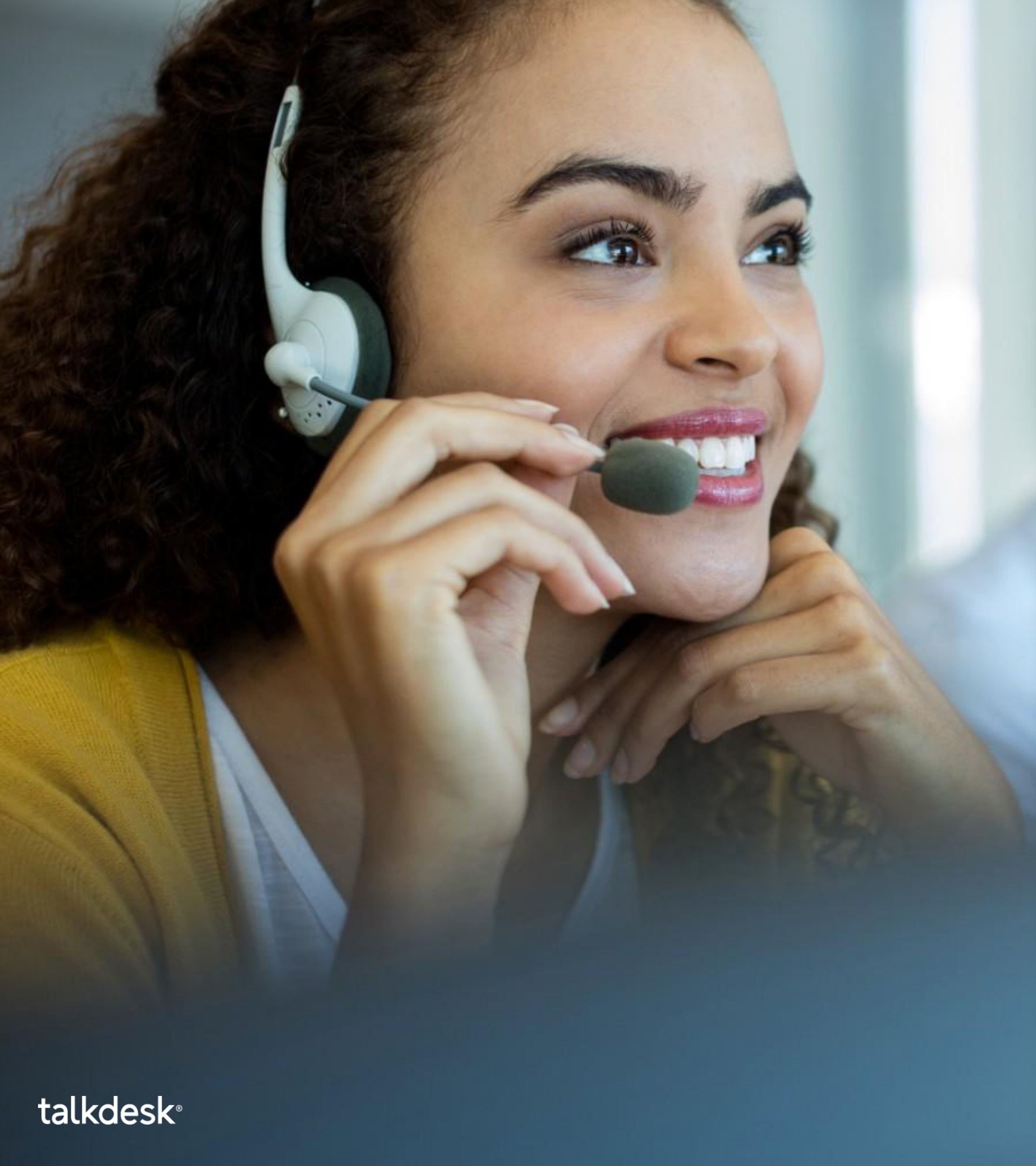- Self-service
- Automation

System Environment

- Unified operation
- Interconnected systems
- Steady & seamless information streams

Response to Challenges

- Speed of response
- Ability to deflect
- Variety of options

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Software

PowerDMS

Challenge

- Integrating with Salesforce and reporting on key contact centre metrics.

Solution

- Talkdesk Enterprise Cloud Contact Centre for its strong integrations, innovative roadmap, mobile-ready capabilities and ability to provide supervisors a view into agent performance.

Results

- PowerDMS has leveraged Talkdesk for Slack and Talkdesk for Salesforce to improve agent efficiency and productivity through real-time alerts and time-saving automations.

Website
www.powerdms.com

Founded
2001

Integration
Salesforce, Slack

Industry
Software

Customer Since
2018

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Education Technology

illuminate education

Challenge

- Ensure businesses' viability while transitioning to full work-from-home environment, and adapting to changing customers' needs.

Results

- The cloud contact centre made it easy for the team to work fully remote and the transition was completely seamless for the customers.

Solution

- Leveraged Talkdesk Studio to quickly update the IVR to breakout calls and let customers know about web resources that were made available.

Website
www.illuminateed.com

Founded
2009

Industry
Education

Customer Since
2018

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CX Solutions Provider

Humach™

Challenge

- Delivering seamless, effortless and immediate customer sales and service support.

Solution

- Talkdesk's fast deployment and time-to-value. The "clicks — not code" integration capabilities let Humach easily connect Talkdesk with external systems.

Results

- Humach leverages the Salesforce data dip with Studio to use AI to identify callers, reference relevant customer data, and provide accurate, personalised self-service resolutions 24/7/365.

Website	Founded	Integration
www.humach.com	2008	Salesforce
Industry	**Customer Since**	
BPO	2019	

A Modern IVR

DOZENS OF POWERFUL DROP-IN COMPONENTS

EASY AUDIO PROMPTS
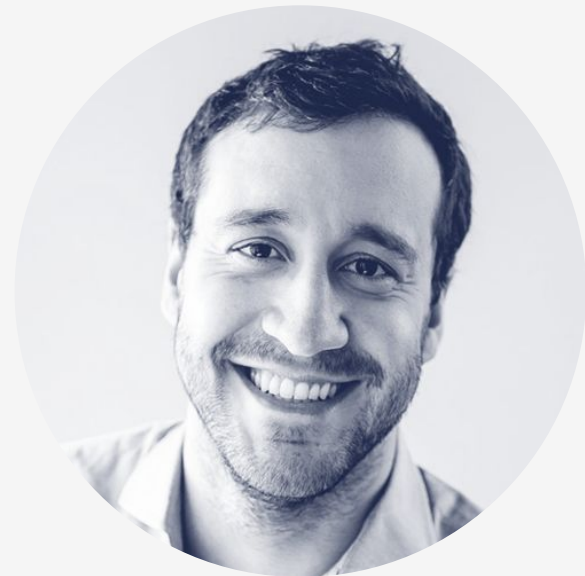
OUT-OF-THE-BOX CRM DATA-DIP

- Voice-activated

- AI-infused

- Self-service enabled

- Seamlessly automated

- Powerfully integrated

- Context-driven

- Designed with "clicks, not code"

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opentalk 2020

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Founder & CEO
Talkdesk

Dennis Snow
Founder
Snow & Associates
Fmr CX Leader Disney

Charanya Kannan
Chief Product Officer
Talkdesk

Clory Jackson
Senior Director of
Member Experience
CLEAR

Matt Dale
Vice President of
Customer Support
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* A full month of on-demand sessions focused on CX and Business Continuity starts immediately following Opentalk 2020. Included with your Opentalk 2020 registration.

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Thank You.

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