Talkdesk

OVERVIEW

Back in 2011, a Cloud Contact Center as a Service provider called Talkdesk was born, created by a 24 year old Portuguese engineer named Tiago.
In 2015, Tiago raised $25M in series A funding to back

KEY FEATURE AND DIFFERENTIATORS

100% uptime SLA
Ease of use - seeing is believing
Microservices technology
App store - 1 click install as well as 30 day free trial with pay as you go billing
Open API

LOCATIONS

San Francisco, CA

Salt Lake City, UT
San Francisco, CA
Remote

Portugal
United Kingdom

SERVICE OFFERINGS

CLOUD
Micro-services architecture for our proprietary stack

INTERNATIONAL
Global network with the ability to turn up numbers instantly across the globe

CCAAS
Enterprise class, microservices based proprietary stack with 9 global data centers with a 100% uptime SLA

Allied
communication

IDEAL CUSTOMER PROFILE

Customers who contact their customers. Anyone can be a customer as the Cx is the driving force. Customers that use their CRM (Salesforce, Zoho, etc) we integrate out of the box as well as home grown C

CUSTOMER TESTIMONIALS

We came to Talkdesk because we were looking for something more than just a contact center solution. We were looking for a partner who wanted to innovate as much as we do.

QUALIFYING QUESTIONS

1. Are you looking to improve customer satisfaction and make it a competitive advantage?
2. When contact enter leaders demand actionable analytics, do barriers/obstacles exist to meet their needs? I.

INDUSTRY RANKINGS

Gartner - Visionary
Forrester - Strong Performer
Frost & Sullivan - Fastest Growing
Aragon Research - Hot Vendor

Allied communication