

talkdesk



TALKDESK EBOOK

# Talkdesk Recognized as Contact Center Industry Leader

---

March 2017

# Talkdesk Recognized as Contact Center Industry Leader

Data from G2 Crowd's most recent industry overview named Talkdesk a High Performer based on customer satisfaction and market presence, with 95% of users giving 4- or 5-star ratings. Talkdesk's performance exceeds the category average in every customer satisfaction metric.

## G2 Crowd's Grid for Contact Center Infrastructure Winter 2017 Data

	talkdesk	Avaya	Five9	Industry Average
Likely to Recommend	<b>89%</b>	64%	72%	82%
Product Going in Right Direction?	<b>95%</b>	55%	66%	82%
Quality of Support	<b>86%</b>	57%	75%	82%
Ease of Use	<b>89%</b>	70%	81%	85%
Meets Requirements	<b>90%</b>	86%	76%	87%
Ease of Admin	<b>88%</b>	80%	83%	84%
Ease of Doing Business	<b>94%</b>	66%	84%	84%
Ease of Setup	<b>86%</b>	n/a	72%	81%

## Talkdesk Tops GetApp's Call Center Rankings

In GetApp's Q1 2017 Call Center report, Talkdesk is a leader in the call center industry, topping Avaya Aura (9th) and Five9 (14th). Talkdesk was able to secure a top three ranking in three of GetApp's five call center categories, something no other solution achieved. In the security category, Talkdesk achieved a perfect 20/20 rating.

## Why Talkdesk Received High Ratings

Talkdesk's highest-rated features according to G2 Crowd are custom toll-free number assignment (96%), computer telephony integration (94%) and reporting/dashboards (94%).

GetApp's overview of Talkdesk emphasized Talkdesk's integrations, reporting and deployment speed/ease. Among GetApp's Talkdesk reviewers, 100% would recommend Talkdesk to a friend or colleague.

## Customer Reviews from Industry Reports

"This tool is very simple to set up including their integration with Zendesk. Talkdesk makes it easy to retrieve data. Customer service has been quick to resolve issues."

**Torey Price (1st Light Energy Inc.)**

"Our clients loved the advanced, skills-based routing, our agents appreciated the ring group options and integration with our ticketing system, and management loves the reporting options."

**Matt Dale (Illuminate Education)**

"We switched to Talkdesk about a year ago and we've seen a huge increase in customer retention and a decrease in customer complaints."

**Hillary Strickland (The Telegraph)**

# All the Benefits of Enterprise Call Center Software Without All the Complexity



CALLBAR

Provide agents with more flexibility through a freestanding web app.



TALKDESK LIVE

Build custom dashboards to display rich call data in real-time.



MOBILE SDK

Allow customers to request a callback using a custom form in your mobile app.



INTEGRATION API

Integrate Talkdesk with the helpdesk or CRM application of your choice.



ROUTING API

Allow callers to input values into the keypad and hear relevant information.



REPORTING API

Integrate Talkdesk analytics and data with any other productivity tool.

More than 1,000 companies power their conversations with Talkdesk, including:

PaySimple



box



Contact (888) 743-3044 | [www.talkdesk.com](http://www.talkdesk.com) | [sales@talkdesk.com](mailto:sales@talkdesk.com)



# Digital Direction

Kyle Werhand

*kwerhand@digital-direction.com*

