

## Automation-first customer experience delivers success

### Why Talkdesk?

- Global Communications Network
- Low-, no- and custom-code tools
- Talkdesk AI
- Flexible deployment options
- 80+ AppConnect solution marketplace
- 30+ security certifications
- 60+ pre-built integrations

### Product overview

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Talkdesk CX Cloud™ is an automation-first customer experience solution that optimizes our customers' most critical customer service processes. It includes Talkdesk AI and a full set of enterprise-level, integrated, CX applications for customer self-service, omnichannel engagement, workforce engagement, employee collaboration, and customer experience analytics to align and drive CX winning behaviors across your organization.

### Product features

#### Self-Service Experience

Provide a high-quality, convenient digital self-service experience with Talkdesk AI.

#### Employee Collaboration

Extend customer service beyond the contact center with employee collaboration.

#### Omnichannel Engagement

Meet your customers where they are.

#### Customer Experience Analytics

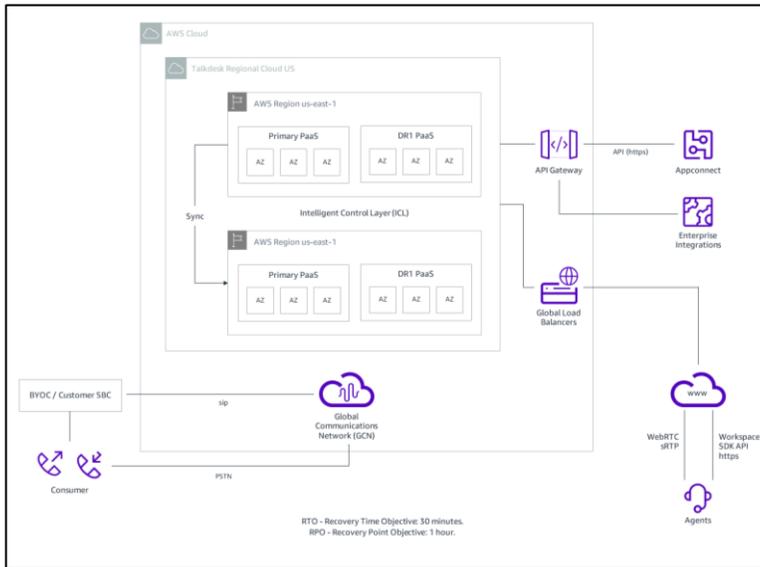
Turn insights into results with customer experience analytics.

#### Workforce Engagement

Drive engagement throughout the employee lifecycle and turn every agent into a top performer.

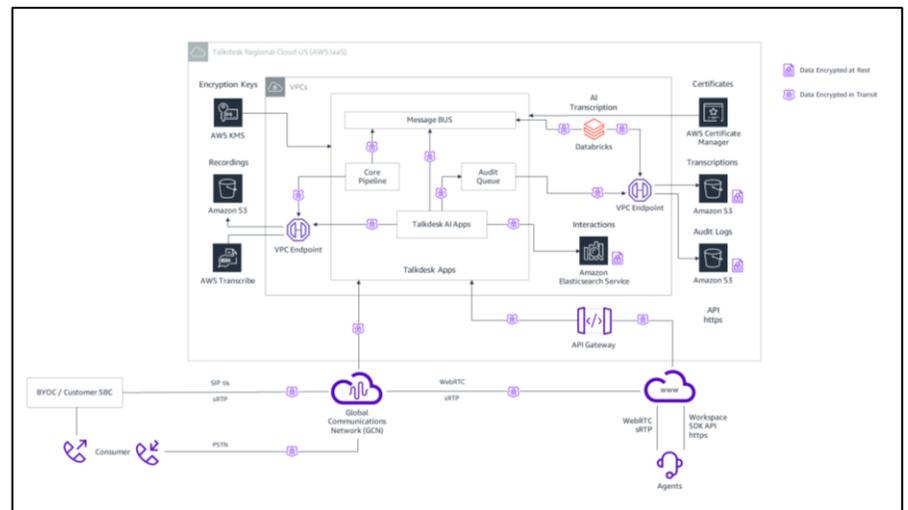
## How it works

Talkdesk GCN is built with distributed systems engineering practices using diverse cloud infrastructure providers, including Amazon Web Services (AWS). We have geographically distributed data centers and invest in redundancy on every level to eliminate single point-of-failure. Encryption is an important part of Talkdesk security strategy, and it's used as best practices for data in transit and at rest. For data in transit, we use TLS 1.2 with an industry standard ECDHE-RSA-AES128-SHA256 cipher. Data encryption at rest is implemented using the AWS EBS disk encryption feature.



## Architecture US – HA Redundancy

## How We Secure Data



## Differentiators

- Enterprise-ready Applications
- AI-powered Technology
- Customization Tools
- Industry-specific Solutions
- White-glove Customer Service

## Data Points

25%

Increase in authentication time

10%

Increase in call deflection

10%

Decrease in agent effort

5%

Increase in customer satisfaction

15%

Decrease in interaction costs

## What our customers are saying



*With Talkdesk, we've been able to identify certain patterns and trends that have made a significant impact on the service experience we provide to our clients.*



**- Bill Burch, Vice President of Customer Service, Cherwell Software**

## Additional Resources

- [Talkdesk/AWS Partnership Page](#)
- [Talkdesk AWS Immersion Day Replay](#)
- [Creating powerfully smart interactions with AWS and Talkdesk webinar replay](#)
- [The future of AI in the contact center webinar reply](#)
- [AWS Turning patient experience into a competitive advantage workshop webinar replay](#)