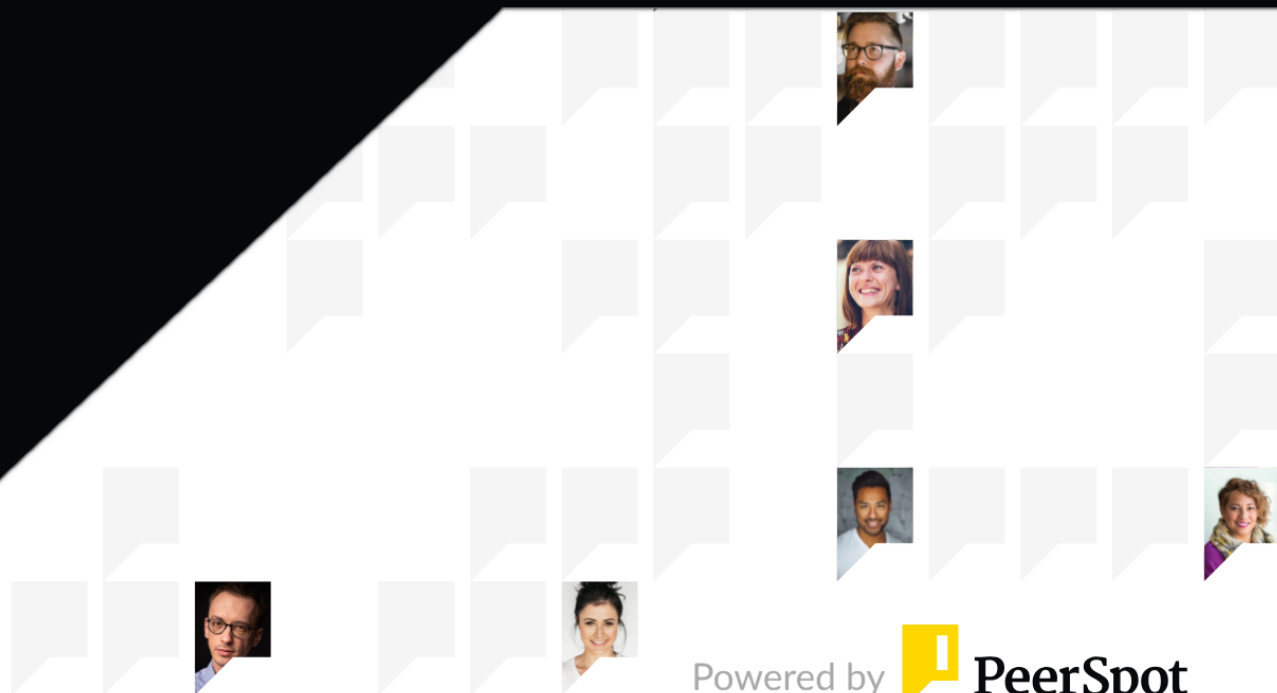




Talkdesk

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Talkdesk

Talkdesk Recap

Talkdesk provides a customer experience platform that helps organizations operate a human-AI hybrid workforce across service, sales, and support. Enterprise Contact Center as a Service (CCaaS) supports the human workforce, while Customer Experience Automation (CXA) builds and manages the AI workforce and orchestrates work across both. Both support voice and digital engagement, and CXA can work with Talkdesk CCaaS or an existing third-party contact center.

Talkdesk CCaaS provides omnichannel routing, workforce engagement management, self-service, real-time agent guidance, employee collaboration, and customer experience analytics for the human workforce. CXA enables customers to engage with AI agents across channels and uses agentic AI and multi-agent orchestration to coordinate AI agents, human employees, data, knowledge, workflows, and enterprise systems as customer needs move toward resolution. AI agents can reason, use tools, take action, and complete multi-step work across front- and back-office systems.

Talkdesk Data Cloud provides unified, real-time context from customer interactions, enterprise systems, and knowledge sources. Guardrails, permissions, monitoring, and human oversight help organizations govern automation as it scales. Industry-specific AI, workflows, and integrations support more than 12 industries.

CXA also supports the AI agent lifecycle, analyzing previous interactions and performance data to identify automation opportunities, enabling natural-language agent creation, testing agents before customer deployment, and monitoring performance to continuously optimize them.

Key capabilities include enterprise omnichannel contact center capabilities; agentic end-to-end automation; human-AI and multi-agent orchestration; a continuous automation lifecycle; unified data, knowledge, and governance; and flexible deployment with Talkdesk CCaaS or an existing cloud, hybrid, or on-premises contact center.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “TalkDesk has positively impacted my organization because it has been very helpful since I started using this tool; it has increased quality assurance scores, improved customer experience and trust in pilot reviews, improved training material, improved call handling time, and increased quality evaluation.”



Kages Michael

Human Resources Manager at Uber

- ✓ “TalkDesk has been really helpful in my organization as this tool has reduced average AHT from four minutes to two minutes, CSAT increased over thirty percent, and our QM team evaluates calls twenty percent faster.”



Miriam Wanjiku

Software Engineer at AT&T

- ✓ “TalkDesk enhanced customer service with AI.”



Karthik Ramiya

Solutions Architect at B2B



“It is very simple to learn how to use TalkDesk.”



Vitor Hugo Pacheco

Head Of Telemarketing at Goldenergy



“The solution is quite user-friendly.”



TANMAY AKHADE

Technical Program Manager at WhiteHat Jr



“I believe it is a great return because our last solution did not have this strict relationship.”



Verified user

Engeniering cloud at a insurance company with 201-500 employees



“The initial setup was straightforward.”



Jenish P.

Infrastructure Architect at Bank of the Philippine Islands (BPI)

What users had to say about valuable features:

We need to adopt this platform. The main feature for us is reporting and the capability to maintain a strict relationship with our customers. Additionally, it provides the capability to schedule a call for all busy hours.

Verified user

Engeniering cloud at a insurance company with 201-500 employees

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“The product's most valuable features are the campaigns and call routing. The ability to define call attributes and route calls accordingly, along with the integration with Salesforce, ensures that customers can talk to the same agent familiar with their account, greatly enhancing customer service..”

Jenish P.

Infrastructure Architect at Bank of the Philippine Islands (BPI)

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“With TalkDesk, you can use add-ons, like extensions, from another application. TalkDesk allowed us to leverage metrics and analyze long calls using additional add-ons. I remember using Observe.AI, which was a game-changer for our project involving governmental information.

We needed to ensure compliance with specific regulations, which agents could mention at any point during a call. These calls often lasted around thirty minutes, making it extremely time-consuming to verify compliance manually. Observe.AI, with its artificial intelligence capabilities, could analyze the calls and confirm if the necessary information was mentioned, saving us a tremendous amount of time and effort.

I have used TalkDesk for standard metrics and reports, such as tracking call activity and performance. .”

Yessy Lebreault

Floor Supervisor at Xploy Solutions

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“The best features that TalkDesk offers include live tracking of agent productivity, reporting of agent evaluations, and text analyzing calls agents have taken.

“Out of the features such as live tracking, agent evaluation reporting, and text analysis of calls, all the features that I mentioned are great, as well as the enabled AI agents to operate with full context, collaborating seamlessly to resolve complex customer problems with speed, precision, and adaptability.

“I also love the user interface of TalkDesk. It is very easy to customize and navigate, and also very user-friendly. This makes TalkDesk one of the easiest tools to use. Additionally, the customer support has been very proactive and responsive 24/7. They help all the new users or generally anyone who has a question about TalkDesk, and they are able to resolve any issue on time..”

Kages Michael

Human Resources Manager at Uber

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Some of the best features that TalkDesk offers are ease of use and customization, valuable training resources, responsive support, and also AI and automation capabilities, Agent Assist, and speech analytics and sentiment analysis.

All the features that I have mentioned make the biggest difference for our team, providing an intuitive interface allowing for easy navigation and customization options tailored to our collaboration needs.

“TalkDesk has been really helpful in my organization as this tool has reduced average AHT from four minutes to two minutes, CSAT increased over thirty percent, and our QM team evaluates calls twenty percent faster.

“Most of the changes that made it possible to reduce average AHT and increase CSAT are low-code or no-code, which lets us maneuver quickly when we need to implement changes or new features. .”

Miriam Wanjiku

Software Engineer at AT&T

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“TalkDesk has good integration capability apart from the default products and excellent customization capabilities. You can integrate with products available in the TalkDesk app store, including ServiceNow, Salesforce, and multiple other products. Additionally, if APIs are available, you can custom integrate with third-party applications that are not in the list, which is a significant advantage.

“It helps tremendously because with our CRM we can access all call details, interaction details, and recordings. All information is available for each case. We don't need to open TalkDesk separately to check recordings, date-time, or other metadata. Instead, we can directly get all details from the CRM itself. There are additional features where information can pop up through a browser, so agents don't need to search based on who is calling. They can directly view the customer profile without going back and forth..”

Verified user

Regional Telephony Manager at a comms service provider with 51-200 employees

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Other Solutions Considered

“Organizations should consider TalkDesk based on their specific needs, whether they are startups or large organizations. For manual dialing, inbound calls, and basic AI integration capabilities, TalkDesk is suitable. However, for advanced AI capabilities and chatbots, other solutions such as yellow.ai might be more appropriate. TalkDesk is particularly good for basic inbound and outbound capabilities..”

Verified user[Read full review](#) 

Regional Telephony Manager at a comms service provider with 51-200 employees

“The user experience and the ease of implementation are the main pros.

For me, the dashboard customization is the only con. Otherwise, there are no disadvantages. Everything is possible. Even if there are no out-of-the-box solutions available, you can do some customization, and everything is possible. The team is more than happy to help and achieve what the business is really looking for..”

Karthik Ramiya[Read full review](#) 

Solutions Architect at B2B

“We changed our previous solution to TalkDesk in about two months. Avaya. It was a physical solution. We needed to change because there were some changes in the company, and Avaya Central belonged to one of the companies that left our group.

Anyway, it was an old solution. It didn't give us the flexibility we needed to make changes to our IVR. It was all one code, so we needed to ask our IT department to change it. It was very outdated compared to what was already on the market in 2019..”

Vítor Hugo Pacheco

Head Of Telemarketing at Goldenergy

[Read full review](#) 

“Every product has its own advantages and disadvantages. Genesis is a top player but has limited default reports and dashboards with minimal customization options. Nice has good recording solutions. TalkDesk stands out with its user-friendly UI compared to other industry-leading products. It is well-organized, except for the studio flows which can feel somewhat disorganized. They introduced modules in studio flow a few years ago, but the interface for studio creation could still be more user-friendly..”

Verified user

Regional Telephony Manager at a comms service provider with 51-200 employees

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ROI

Real user quotes about their ROI:

I believe it is a great return because our last solution did not have this strict relationship. After implementing TalkDesk, we boosted our solution and our workforce to improve our response time.

Verified user

[Read full review](#) 

Engeniering cloud at a insurance company with 201-500 employees

“We had a return on investment with TalkDesk, but it took a little longer than it should have. There were no setup costs, but over time, it paid for itself..”

Vítor Hugo Pacheco

[Read full review](#) 

Head Of Telemarketing at Goldenergy

“I have seen a return on investment as efficiency increased when I did not have as many programs open at once, recording got better in conversations, and tracking became better in conversation..”

Kages Michael

[Read full review](#) 

Human Resources Manager at Uber

“First, many legacy contact center platforms are on-premise based. They have a lot of on-premise infrastructure and cost elements that consume resources to manage and operate.

That's one of the commercial debts because it's always eating up resources and the commercial element, particularly in maintaining the on-premise infrastructure.

- **Increased productivity:** Compared to cloud solutions today, there's a vast difference in features and functionalities. The new solutions can bring a lot of productivity, which is a return on investment you can count on.

For example, contact center agents usually take about ten minutes after each call to summarize and document their conversation with the customer. This was a manual process, but with new cloud solutions, it's automated. The interaction analysis elements of the new platform constantly analyze all communications and are intelligent enough to summarize those conversations, helping agents keep a brief summary right in front of their workspace. These elements increase agent productivity drastically.

- **Resource management:** Another major benefit is the elimination of managing on-premise resources, both hardware and the people needed to maintain them. This is completely eliminated when moving from legacy solutions to cloud contact center solutions.
- **Business Efficiency:** The third major thing is how you can improve business efficiency. There are a lot of automation in place now where all communications are transcribed or listened to intelligently. With new technologies in cloud contact center platforms, you get an analytical dashboard in front of your computer for every single communication between the customer and the agent. This provides the business management team with insights into where they need to enhance the business, whether it's positive or negative, in order to improve agent efficiency and operational efficiency or address customer needs and enhance their experience. These analytics give them decision-making power.

Stand-out features:

This isn't unique to TalkDesk, as there are multiple contact center solutions available in the market. However, TalkDesk has a user-friendly interface, especially the workspace that the agent uses. It's a single workspace where they can see all the applications integrated through the OpenAPI, eliminating the need to open multiple applications.

They don't have to waste their time. They have a single view of all the data, whether it's from the CRM or the knowledge management resource. This is one of the positive advantages. Although other platforms have this, TalkDesk is one of the most user-friendly interfaces..”

Karthik Ramiya

Solutions Architect at B2B

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Use Case

Our industry is insurance. We are a middle to large enterprise with around seven hundred employees and about one thousand mailboxes. We have four contact centers, each with around twelve or fifteen agents.

Verified user[Read full review](#) 

Engeniering cloud at a insurance company with 201-500 employees

“I was supervising a team, and we handled all our phone calls and the necessary metrics from those calls. We were using TalkDesk to gather that information..”

Yessy Lebreault[Read full review](#) 

Floor Supervisor at Xploy Solutions

“I use TalkDesk for IVR applications, specifically for collecting payments. The system prompts them to enter their account number, checks their balance, allows them to choose a payment amount, collects credit card information including number, expiration month, and year, and then processes the payment..”

Mitchell Rivera[Read full review](#) 

Software developer at Freelancer

“I am an IVR application developer. My company is using TalkDesk to develop an application for Ashley Furniture Homestore India, a retail shop. My company is developing TalkDesk and integrating it with Omilia. My company is using TalkDesk to connect with an agent and for all purposes, as well as to integrate with NLP and for all those that Omilia will handle. TalkDesk handles agent transfers and creates the flows..”

Miruna Mohan

Developer at Ashley Furniture

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TalkDesk is our primary omnichannel product, and it meets the needs of our customers as it allows AI integration as well as opening up lots of different types of channels for customers to receive communication from their customers.

Our team uses TalkDesk as our telephony system for our inbound contact center that handles technical support for our organization, where we were looking for a flexible platform that allowed us to seamlessly build a multi-tenant instance that worked for all of our various teams and clients, which TalkDesk provides.

“TalkDesk allows our team to speak with our clients and customers effectively and seamlessly, and this is best used by our support staff to ensure our business needs are being addressed in a timely manner. .”

Miriam Wanjiku

Software Engineer at AT&T

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“My main use case for TalkDesk is to evaluate calls and communicate feedback to employees regarding their performance. I also use it to track agent productivity and their status. TalkDesk helps us address productivity issues. We have a live view of everything and can address it simultaneously. I can also track performance feedback through the evaluation forms.

“In addition to that, I also use TalkDesk to track customer interaction and satisfaction and to report on the business performance.

“A specific example of how I use TalkDesk to communicate feedback or track productivity is that it serves as our main telephone system. We eliminated Cisco, which was much more expensive compared to TalkDesk. It is our main telephone system for our inbound contact center that handles technical support for our organization. I was looking for a flexible and cost-effective platform that allowed us to seamlessly build a multi-tenant instance that worked for all our various teams, which TalkDesk provided. In the future, I am looking to layer in AI components such as autonomous agents and automated QA, and I am currently exploring this option..”

Kages Michael

Human Resources Manager at Uber

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The tool is cloud-based. We have our own account, which is maintained by TalkDesk’s team. The customer account representatives maintain all the billing and reminders. The deployment is user-friendly. The time required for deployment depends on the customers’ requirements. According to the requirements we receive, we can deploy the tool in two to three days..”

TANMAY AKHADE

Technical Program Manager at WhiteHat Jr

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“I have used TalkDesk with different companies, and its ease of use depends on the company's setup. In one instance, we needed a key to send to someone, who then sent an email back, allowing us to configure the account to make calls.

As a supervisor, I received one email with all the necessary configurations and a second email with a link granting supervisor permissions..”

Yessy Lebreault

Floor Supervisor at Xploy Solutions

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“Setting up TalkDesk initially wasn't difficult, but it could be improved. Typically, I'm used to creating one application that can adapt to different environments through parameters, ensuring it works consistently across different stages like development or production. However, with TalkDesk, I had to create separate applications for each environment, which required some manual adjustments, especially for API calls.

.”

Mitchell Rivera

Software developer at Freelancer

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“I didn't start the implementation; I joined in the middle during the second phase. From the second phase, the implementation was quite seamless. They have a support team that updates you on new features regularly. If there are features you need that aren't included in the VoIP system, they add them to the backlog and let you know when they are added.

The implementation was quite seamless. However, voice implementation isn't always seamless, especially when moving from one system to another or from a legacy phone system to VoIP. You must do porting, end phone licenses with the existing provider, and move to a new one. These are just some of its legal aspects..”

Leo Sanni

Agile Project Manager at World Vision Canada

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“The initial setup is straightforward.

1. Implementation strategy:

The implementation strategy usually starts with the customer clearly defining their requirements and what they want to achieve. Their business capabilities should be clear and concise because that will be the input for TalkDesk.

From there, it starts as a consultative approach. When you have the inputs ready, you will be engaged with a TalkDesk consultant, and there will be routine calls with all the stakeholders involved. It will go hand-in-hand. There will be a designated project manager.

The customer's requirements are explained, and the consultant will provide input and recommendations, including enhancements and best practices.

Once everyone agrees on the high-level design, it's signed off, and the implementation starts. TalkDesk will configure and deploy the solution, followed by sandbox testing involving engineering resources from the customer side. Once everyone is happy with the results, it's signed off and moved into production.

2. Deployment time:

It depends customer to customer, on the complexity of the solution. Some solutions will be very straightforward, pretty much out of the box. If you have the input ready and the design secured, it's a matter of a week to implement everything, test, and deploy.

However, when customers have complicated requirements that require custom integrations, it takes longer. This involves different elements and modules, so it would take up to three to four weeks.

3. Maintenance:

It is one of the major advantages of moving from a legacy solution to a cloud

solution. You don't have to have any resources to maintain it. You are just the user. All the solutions are on the cloud and completely managed by Talkdesk. Because this is a contact center as a service, we use the service, but we don't maintain anything. So, in that aspect, there are no burdens or overheads from the customer side to maintain it. It's straightforward; if there are any issues, they raise a support ticket with Talkdesk's support team, and they'll get back to you as soon as possible. The support is good as well..”

Karthik Ramiya

Solutions Architect at B2B

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Customer Service and Support

“The customer support is very proactive and helpful 24/7. They have been really good, especially when I have an issue and I reach out to them; they are quick to respond and have a solution for me..”

Kages Michael

Human Resources Manager at Uber

[Read full review](#) 

“The solution's technical support team has been very supportive, especially when our company raises any issues. The solution's technical support team is easily contactable, and they respond. I rate the technical support a nine out of ten..”

Miruna Mohan

Developer at Ashley Furniture

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“Sometimes, support can take a longer time to provide answers. However, they offer a flexible support plan. If you want improved support, they provide a dedicated solution architect or customer engagement manager for an additional cost. .”

Leo Sanni

Agile Project Manager at World Vision Canada

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“Compared to other technical services, its support is excellent. The response, how they address the issue, and their politeness stand out. They are very professional compared to other companies you call. With TalkDesk, they always know what to do because their program rarely has issues..”

Yessy Lebreault

Floor Supervisor at Xploy Solutions

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Other Advice

“I would recommend the product to others. It is an efficient and easy-to-use technology. It can handle calls and different portfolios. I rate the product an eight out of ten. .”

Calvince Okello

Customer Success Lead at Power Financial Wellness, Inc

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“TalkDesk is a robust and efficient tool for modernizing communication systems. It has a slight learning curve for administrators but offers significant benefits regarding flexibility and integration capabilities.

I rate it an eight. .”

Jenish P.

Infrastructure Architect at Bank of the Philippine Islands (BPI)

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“It's not complicated to understand. Even those with a basic understanding quickly grasped it. It's very user-friendly.

If they want an application for making calls and analyzing the information gathered from those calls or metrics, TalkDesk would be a great tool. If you have already implemented AI analysis, then the potential is limitless. The AI capabilities for analyzing and referencing calls are amazing.

Overall, I rate the solution a ten out of ten..”

Yessy Lebreault

Floor Supervisor at Xploy Solutions

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We are really satisfied as agents with TalkDesk because it helps us check how many inbound and outbound calls we have made so far, as an individual and also company-wide, and checks the calls of the whole team, and it is very user-friendly.

The advice I would give to others looking into using TalkDesk is that it is suited in every scenario, and the best part I love about TalkDesk is that it displays the customer information immediately, the moment a call comes in.

“I have given this product an overall rating of nine out of ten. .”

Miriam Wanjiku

Software Engineer at AT&T

[Read full review](#) 

“Efficiency has increased since TalkDesk was implemented. Call volume is balanced and employees are more productive. Call abandonment rates have been

reduced dramatically. It is also very easy to use and very straightforward.

“TalkDesk has positively impacted my organization because it has been very helpful since I started using this tool; it has increased quality assurance scores, improved customer experience and trust in pilot reviews, improved training material, improved call handling time, and increased quality evaluation.

“My advice for others looking into using TalkDesk is that it is very good for medium to large organizations that need customer ability and many features. It is also one of the best tools for customer satisfaction and call centers. TalkDesk is very cost-effective and very easy to use.

“TalkDesk is very user-friendly and easy to navigate. Call dispositioning has been streamlined very well to accommodate [CRM](#) profiles. Call alerts are very useful and efficient, which helps us avoid any missed calls or interactions. Call evaluation data has been stored accurately and updates in real-time, also providing access to quality evaluation data.

“I would rate TalkDesk an eight out of ten according to my user experience..”

Kages Michael

Human Resources Manager at Uber

[Read full review](#) 

“We tested AI features in TalkDesk such as Copilot and auto-translate, though we didn't extensively use them. These are valuable features as TalkDesk and other products are incorporating AI capabilities. The system can auto-translate calls and highlight repeated words based on customer scenarios, making it easier to identify contact reasons in specific industries such as hospitality.

“TalkDesk is efficient and user-friendly for both small and large businesses. It excels in AI capabilities, inbound calls, standard outbound calls, quality management, and interaction analysis. The system allows for storing and checking real-time data, and with capable developers, customization of live monitoring and

historical data analysis is possible through backend integration.

“The voice functionality in TalkDesk is particularly strong and easy to train. The Studio flow allows for automation and UI customization for both agents and admins. Integration is straightforward, and agents can efficiently manage cases with automated data population and AI-powered interaction summaries.

“On a rating scale, TalkDesk deserves an 8 out of 10 as it offers comprehensive functionality and continues to improve.

“The solution is currently hosted on [AWS](#) and [Azure](#), depending on the region, with most servers hosted on [AWS](#). Customers do not have direct access to their servers but interact through the interface..”

Verified user

Regional Telephony Manager at a comms service provider with 51-200 employees

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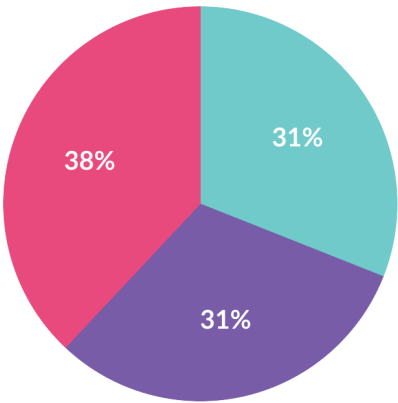
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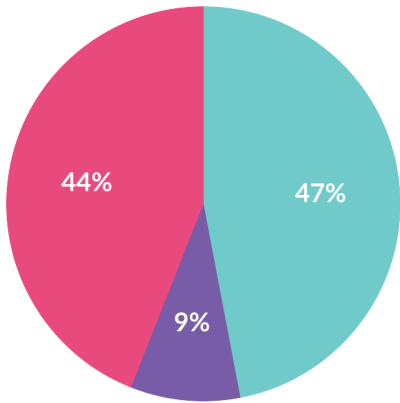


Company Size

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Large Enterprise Midsize Enterprise Small Business

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