aws marketplace

TalkDesk

Reviews, tips, and advice from real users

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Product Recap

:t TalkDesk

TalkDesk Recap

TalkDesk, an advanced Cloud Contact Center Platform, revolutionizes customer service operations through its omnichannel capabilities. It seamlessly integrates with businesses' internal systems, enabling efficient management of customer interactions across phone, email, SMS, and social media. By identifying existing customers and leveraging custom objects, TalkDesk enhances agent efficiency and automates interaction data integration.

TalkDesk offers a suite of essential features for robust contact center functionality. Queue management, voicemail, click-to-call, call forwarding, local caller ID, and comprehensive analytics ensure efficient query management and improved customer satisfaction.

Additional features to emphasize:

- TalkDesk's compatibility with popular CRM systems and live chat tools enhances team performance and workflow cohesion.
- TalkDesk's customer experience analytics include sentiment analysis and visually appealing dashboards to provide deep insights into customer emotions and trends, enhancing businesses' understanding and response to customer needs.
- TalkDesk's automated workflows and direct ticket creation within the interface streamline operations further.
- Finally, TalkDesk's AI-driven tools optimize call routing, provide detailed analytics, and assist in agent coaching, elevating the quality of customer interactions.

Additionally, TalkDesk's focus extends to quality and workforce management, providing tools for assessing agent performance and recommending improvements. Features like voice and screen recording, time-stamped comments, and gamified metrics offer valuable insights for performance enhancement.

The mobile app Talkdesk Conversations, available for iOS and Android, extends platform functionality for remote teams. It includes call placement, recording, and CRM connectivity features, ensuring uninterrupted customer service. However, the app has garnered limited reviews and ratings on mobile app stores.

In summary, TalkDesk is a comprehensive, AI-enhanced, and highly integrative solution for businesses seeking to optimize customer service and agent management. With its range of features catering to various customer service aspects, TalkDesk is a good contact center platform to consider.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The initial setup was straightforward."

Jenish P.
Infrastructure Architect at Bank of the Philippine Islands (BPI)

✔ "With TalkDesk, you get to use TalkDesk Studio, which allows you to easily create outbound campaigns, and I am very happy with it."

Miruna Mohan
Developer at Ashley Furniture

✔ "TalkDesk enhanced customer service with AI."

Karthik Ramiya
Solutions Architect at B2B

✔ "It is very simple to learn how to use TalkDesk."

Vítor 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 tool is similar to RingCentral. It automatically integrates with your systems, so you can make calls directly from Teams instead of making calls with the TalkDesk application. It also has sentiment analytics features, similar to AI features, where you can analyze the tone of the person you're speaking with, determining if they are angry or happy. You can pull back data and analyze it on a separate system."

Leo Sanni
Agile Project Manager at World Vision Canada

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   Read full review ↗
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.   Read full review ↗
Infrastructure Architect at Bank of the Philippine Islands (BPI)

"The solution's most valuable feature is its calling feature. It is very stable for outbound calls, and the tool's call routing feature is efficient. We integrated it with Zendesk. I answered the calls in my queue and transferred the ones that were for escalation. TalkDesk is very user-friendly. ."

Calvince Okello   Read full review ↗
Customer Success Lead at Power Financial Wellness, Inc

"TalkDesk and their online support are very helpful. I collaborated with another resource who managed the call routing. My role was to develop applications that interacted with the routing system as needed, such as taking over calls for payment processing and directing any issues to the appropriate support personnel.   ."

Mitchell Rivera
Software developer at Freelancer

Read full review ↗

"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

Read full review ↗

"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

Read full review ⧉

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

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

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

Read full review ↗

"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

Solutions Architect at B2B

Read full review ↗

"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

Read full review ↗

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

"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   Read full review ↗
Developer at Ashley Furniture

"We use the solution for calls and call centers. My implementation was for a nonprofit that handles donations and reaches out to potential donors. They have a call center to receive calls from customers and people who want to donate over the phone.

It also supports sending text messages and includes text messaging prompts for automation, allowing people to make inquiries. Additionally, it integrates with other systems like Facebook Messenger and chatbots, which exist within TalkDesk itself and were configured for the organization's use.."

Leo Sanni   Read full review ↗
Agile Project Manager at World Vision Canada

"The main purpose of implementing a solution like TalkDesk, specifically a CCaaS environment with the latest technologies, was to enhance the customer experience. That's one of the major focus.

We also focus on how this platform can help us achieve ROI and business improvements, as well as improve operational efficiency through automation. With the recent introduction of AI, we have seen a significant increase in productivity and efficiency for users, agents, and operations.

Innovations in every aspect of contact center platforms are rapidly increasing, which greatly benefits the business. In summary, our focus areas are operational efficiency, agent productivity, business efficiency, and business improvement. These were the key factors we were looking for in a solution, and TalkDesk delivered.Additionally, we are a managed service provider. So not only do we use this product, but we are also a channel partner for TalkDesk, reselling this solution to our customers and clients who have similar goals and requirements.."

Karthik Ramiya
Solutions Architect at B2B

Read full review ↗

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   Read full review ⬈
Technical Program Manager at WhiteHat Jr

"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   Read full review ⬈
Floor Supervisor at Xploy Solutions

"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.

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Mitchell Rivera
Software developer at Freelancer

Read full review ⬀

"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

Read full review ⬀

"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

Read full review [↗]

Customer Service and Support

"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

Read full review ↗

"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

Read full review ↗

"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

Read full review ↗

Floor Supervisor at Xploy Solutions

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   Read full review ↗
Customer Success Lead at Power Financial Wellness, Inc

"Overall, I would rate TalkDesk a seven out of ten.

My advice to others would be to expect some learning curves with the product but to give it time as it becomes easier to use once you get familiar with it.."

Mitchell Rivera   Read full review ↗
Software developer at Freelancer

"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.   Read full review ↗
Infrastructure Architect at Bank of the Philippine Islands (BPI)

"TalkDesk is a SaaS product. I would recommend the solution to other users. It is easy for a beginner to learn to use TalkDesk for the first time. TalkDesk is a very easy-to-use, powerful, and feature-rich solution.

Overall, I rate the solution a nine out of ten.."

Luke Johnson   Read full review ↗
I.T. Director at a computer software company with 201-500 employees

"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

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.."
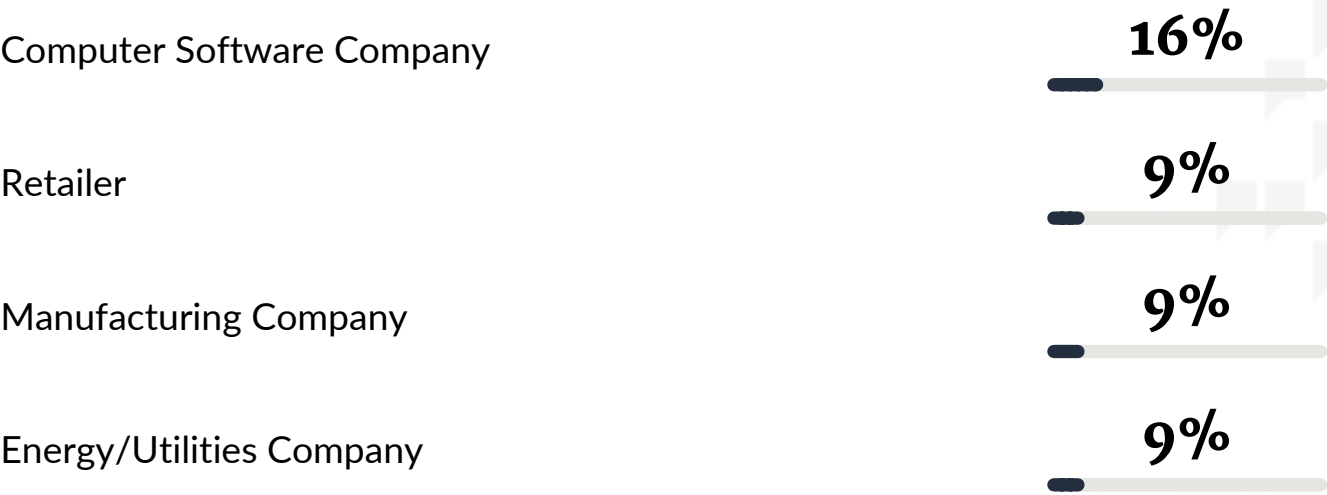
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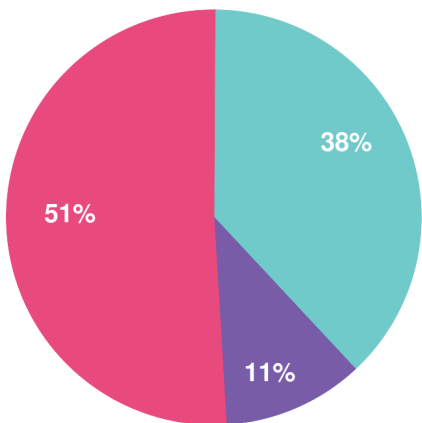employees

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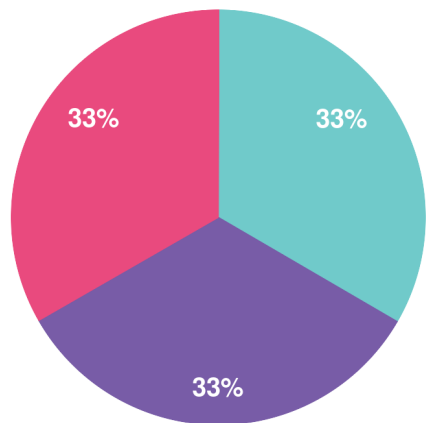
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