Talkdesk Funding Elevator Pitch Deck

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Company Overview

talkdesk

Purpose of this slide is to show the overview of the company i.e., **Talkdesk** along with other details such as estimated annual revenue and employees, market valuation, company status, sector and headquarters, industries, company vision and mission, last funding type etc.

General Company Information

Founded **2011**

Status: **Private** , Independent company

Market Valuation : **$3B**

Est. Annual Revenue **$200M**

Est. Employees **$1400**

Founder
Cristina Fonseca , Tiago Paiva

Last Funding Type
Series C

Operating Status
Active

Legal Name
Talkdesk, Inc.

Company Type
For Profit

Industries
Call center, Cloud Computing, CRM, Customer Service, SaaS, Software

Company Brief Information

› **Talkdesk** is a privately held computer software corporation that develops, and markets call center management software.
› **Talkdesk** provides a cloud-based contact center platform that allows businesses to improve customer loyalty and agent productivity.
› **Talkdesk** offers customer engagement, workforce engagement, enterprise collaboration, analytics, AI, knowledgebase, integrations, and other capabilities.

Sector
Business Support Service

Headquarters
San Francisco, California, San Francisco , Bay Area

Mission
To offer a better way for organizations to unlock the promise and potential of great customer experience.

Vision
To deliver companies a better customer experience

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Why Choose Talkdesk

This slide shows that why the business organizations should choose Talkdesk as their cloud-based contact center platform

Flexible Deployment Options

Talkdesk offers the most flexible cloud solutions for your digital transformation journey, allowing you to migrate to the cloud

No More Forklift Upgrades

You'll never have to face a seven-figure tech update again with **Talkdesk.** You are free to replace your legacy system at your own pace.

Cloud-native Architecture

The next-generation architecture of **Talkdesk** maximizes flexibility, allowing you to remain agile and control your contact center with clicks rather than code.

One Platform. Endless Uses

Talkdesk's AI-infused cloud contact center platform provides intelligent routing, monitoring, analytics, context, and mobile solutions to assist you in providing excellent customer service.

Superior Voice Quality and 100% Uptime SLA

Talkdesk's Global Communications Network^{TM} is intended to reduce latency and support call distribution for crystal-clear conversations

Real Time Status Updates

Talkdesk keeps customers up to date and provides accurate time estimates for resolving issues.

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Solutions offered by Talkdesk

This slide provides details about solutions that are offered by Talkdesk to its users across multiple industries namely retail and e-commerce, financial services, healthcare and hospitality.

For Retail, E-Commerce and Consumer Goods

Reach your Customers – Everywhere

Connect with shoppers at any stage of the buying process.

Let's get Personal

Talkdesk connects the data in your CRM, website, sales, and service systems to create a complete picture of each customer.

Be Ready to Scale

The user-friendly design of Talkdesk makes it easy to onboard and handle agents. Wherever they are.

For Financial Services and Insurance

Streamline the Borrower Experience

The Talkdesk Digital Lending solution assists lenders in reducing loan periods and enhancing borrower CX by minimizing friction.

Reimagine Banking

Responding to customers in a timely manner has never been more significant.

Revolutionize Insurance

Enable agents to assist policyholders remotely, streamline requests with real-time intelligence, and shorten claim cycles.

Process Transactions rapidly with Payments & Fintech

For Healthcare and Life Sciences

Vaccine Administration

Streamline your COVID-19 vaccine administration and communication processes with Talkdesk

Personalize provider Interactions

Talkdesk enables you to personalize interactions with healthcare providers (HCPs), patients, and caregivers in order to have a better experience.

Reimagine the Patient Experience

With Talkdesk, healthcare providers can improve customer satisfaction and offer more convenience.

For Travel and Hospitality

Reach Customers wherever they are

Offer your customers with more efficient ways to contact your business while maintaining high-quality, reliable service. .

Easily Scale Services up as the Industry Rebounds

Set up a leading cloud contact center and onboard agents from anywhere in as little as 24 hours, allowing you to rapidly scale your staff.
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Talkdesk Features for Customer Service

Following slide provides information about the Talkdesk features that it offers to its customers in order to enhance the client experience

Callbar
Navigate details easily through CRM systems without losing track of the customer

Intelligent Routing
Calls are routed to the most experienced agent available to handle each customer

Automated Workflows
With automation, you can reduce average handle time and increase agent efficiency

Call Recording
Listen to phone calls to identify coaching opportunities

Speech Analytics
Use AI to recognize CSAT problems and where to improve agent engagement
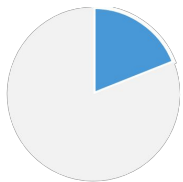
Prebuilt Integrations
Get started right away with 30+ pre-built integrations with leading business tools

Sentiment
Capture customer happiness with CSAT (Customer Satisfaction) surveys and client mood assessments

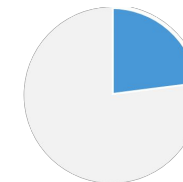## Outcomes after Implementing Talkdesk Customer Service Features

19%
CSAT Improvement

20%
Agent Productivity Improvement

23%
Wait Time Reduction

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Talkdesk Features for Sales Enhancement

Following slide provides information about the Talkdesk features that it offers in order to boost up the sales and enhance sales calling operations

Power Dialer

Increase outbound prospecting connect rates by automating call placement.
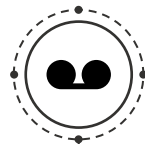
Voicemail Drop

Choose a pre-recorded voicemail message to leave in prospects' inboxes.

Local Presence

When calling prospects, use a local number to maximize response rates.

Web - to - Call

Prospects can be automatically added to your call queue after they fill out a webform.

Outbound Caller ID

For each call, manually pick the best phone number shown on caller ID.

Salesforce Integration

All contact details, call logs, and other information is automatically synced into Salesforce.

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Other Key Features offered by Talkdesk

Following slide provides information about some of the basic key features that are offered by Talkdesk such as interactive voice response, email notifications, automatic call distribution, quality and workforce management etc.

- Automatic call Distribution
- Customizable call queues
- Customizable outbound caller ID
- Desktop and mail notifications
- Interactive voice response
- Add text here
- One click integrations with Salesforce , Pipedrive , Zoho
- Outbound dialer
- Performance management
- Workforce management
- Add text here

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Latest Innovations at Talkdesk

talkdesk

This slide provides information about some of the latest innovations of Talkdesk that will ease the day-to-day operations of the users.

A New AI- Infused Digital Lending Solution Accelerates the Lending Lifecycle
Loan origination and servicing processes for personal, mortgage, and commercial loans can be streamlined and accelerated with the **Talkdesk Digital Lending solution.**

Talkdesk announces Vacation now Solution to Support Travel &Hospitality. Free For 90 Days
Talkdesk Vacation Now enables tourism and hospitality firms deliver quick, scalable customer service, allowing travelers to get to their dream destinations faster.

Talkdesk Streamlines Loan Administration to Get Small Businesses Back on their Feet
New **Talkdesk's Small Business Lending Solution** eliminates friction in the Paycheck Protection Program (PPP) loan delivery business and help financial institutions to fast track the application..

Talkdesk Eases Vaccine Administration for Patients and Providers
Talkdesk's new Vaccine Administration Solution assists healthcare professionals with global vaccine administration and patient interactions.

Talkdesk on the Go Solutions for your Mobile Workforce
Talkdesk On the Go is an intelligent, user-friendly mobile solution designed to assist field teams, location-based personnel, outside sales representatives, and remote employees to provide a consistent and seamlessly connected customer experience.

Talkdesk introduces Speech Analytics to make every Word Count
Talkdesk Speech Analytics^{TM} employs artificial intelligence (AI) to understand customer intent, automate call quality monitoring, and boost agent performance.

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Reputed Brands and Retailers that choose Talkdesk

talkdesk

This slide shows some of the reputed brands and retailers across multiple industries that choose Talkdesk as their call center operations software partner.

Retail and E-Commerce Partners

BOMBAS

BOSTON PROPER

Canon

DAVID PHILLIPS/

MVMT

THE FINEST QUALITY
THE Herschel SUPPLY CO. BRAND
TRADE MARK

clearly

JERÓNIMO MARTINS

HunterDouglas

Add Brand Here

Peet's Coffee

Financial Services and Insurance Partners

upgrade

UNITED CAPITAL
A GOLDMAN SACHS COMPANY

Lemonade

Root
Insurance Co

PINNACOL ASSURANCE

bambora
a Worldline brand

FuturePay

credit sesame

LOGO

Rectangle HEALTH

ZEGO

Add Brand Here

Healthcare and Life Sciences Partners

City of Hope

Doctolib

Maxor
SPECIALTY PHARMACY

5-STAR TELEMED

zenitas

cognosante

TimeDoc
Health

CareCloud

DevotedHealth

Add Brand Here

Travel and Hospitality Partners

trivago

onefinestay

TAP AIR PORTUGAL

Hotel Tonight

Weekendesk
créateurs de week-ends d'exception

OMIO

INDIE CAMPERS

HORNBLOWER
CRUISES & EVENTS

HAINAN AIRLINES

CAMM & HOOPER

Add Brand Here

Papa Murphy's
TAKE 'N' BAKE PIZZA

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This slide provides information about the business values on which Talkdesk day to day operations are based

Courageous Innovation

Customer Obsessed

Diversity , Equity, and Inclusion

Trust and Transparency

Community and environmental Giving

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Geographical Presence of Talkdesk

This slide provides information about the geographical presence of Talkdesk across various countries and regions

Europe

Coimbra, Portugal
Instituto Pendro Nunes, Edificio D , Sala 1.12 | Rua Pendro
Nunes , 3030 -199 Coimbra,
Portugal
3030-199

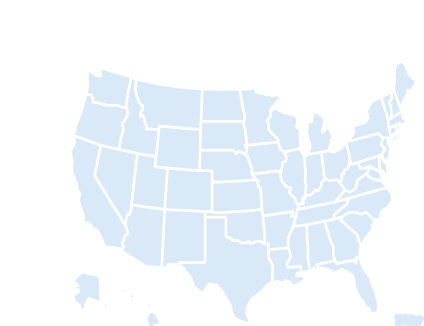**London , UK**
2-6 Boundary Row
SE1 8HP

Lisbon, Portugal
Torre 315 andar 1070-274 , R. Tierno Galvan
1250-096

Porto, Portugal
Rua De Anselmo Braancamp 119
4000-078

North America

Lehi ,UT
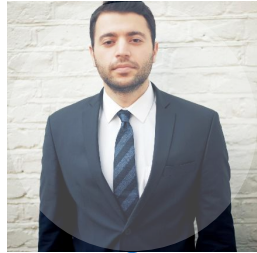2600 W Ashton Blvd
84043

San Francisco ,CA(HQ)
535 Mission St. Suite 12
94105

Salt Lake City , UT

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Meet the Team

Following slide displays information about the senior management and the founding members that contributes towards company's success. It also includes the responsibilities of each member.

Tiago Paiva
Chief Executive Officer and Founder

› Add qualifications here
› Add responsibilities here
› Add experience here
› Add skills here

Anthony (Tony) Barbone
Chief Revenue Officer

› Add qualifications here
› Add responsibilities here
› Add experience here
› Add skills here

Marco Costa
International Chief Operating officer
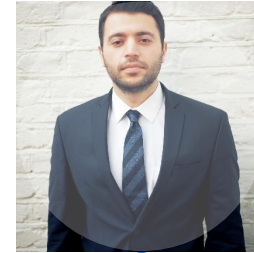
› Add qualifications here
› Add responsibilities here
› Add experience here
› Add skills here

Kathie Johnson
Chief Marketing Officer

› Add qualifications here
› Add responsibilities here
› Add experience here
› Add skills here

Chad Gaydos
Chief Operating Officer

› Add qualifications here
› Add responsibilities here
› Add experience here
› Add skills here

Raoul Felix
Chief Technology Officer

› Add qualifications here
› Add responsibilities here
› Add experience here
› Add skills here

Charanya Kananan
Chief Product Officer

› Add qualifications here
› Add responsibilities here
› Add experience here
› Add skills here

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Technologies used by Talkdesk

This slide provides information about the Technology Stack of Talkdesk i.e., the technologies that are used by Talkdesk for its technical operations

Technologies that are used by Talkdesk Platform are :

Adobe Illustrator
By **Adobe**

Office 365
By **Microsoft**

Cisco Meraki
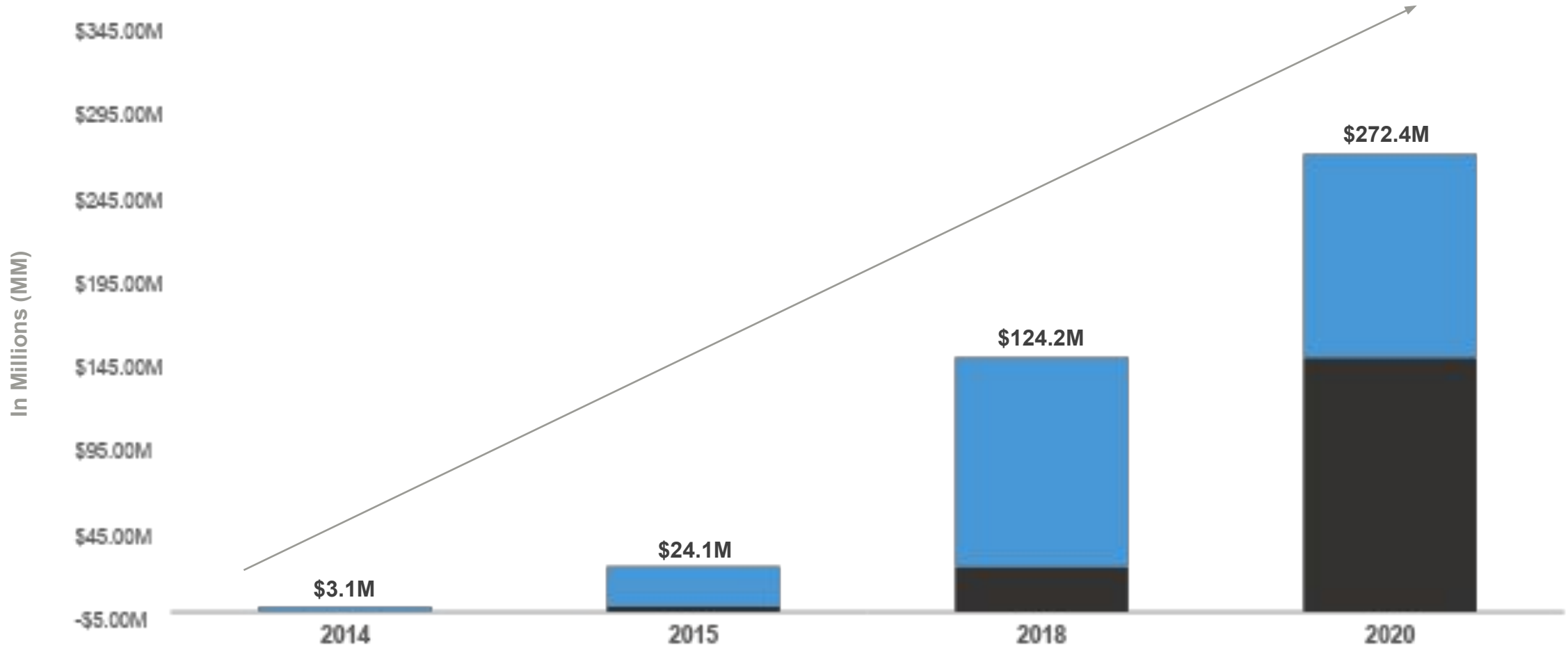By **Cisco**

Medallia
By **Medallia**

Coupa
By **Coupa**

SeatGeek
By **SeatGeek**

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Talkdesk Funding History

This slide shows the funding history of the company over the years. In total, Talkdesk has raised around **$ 272.4 MM** till July 2020.

Talkdesk Funding History over Years

In Millions (MM)

- $345.00M
- $295.00M
- $245.00M
- $195.00M
- $145.00M
- $95.00M
- $45.00M
- -$5.00M

Year	Amount
2014	$3.1M
2015	$24.1M
2018	$124.2M
2020	$272.4M

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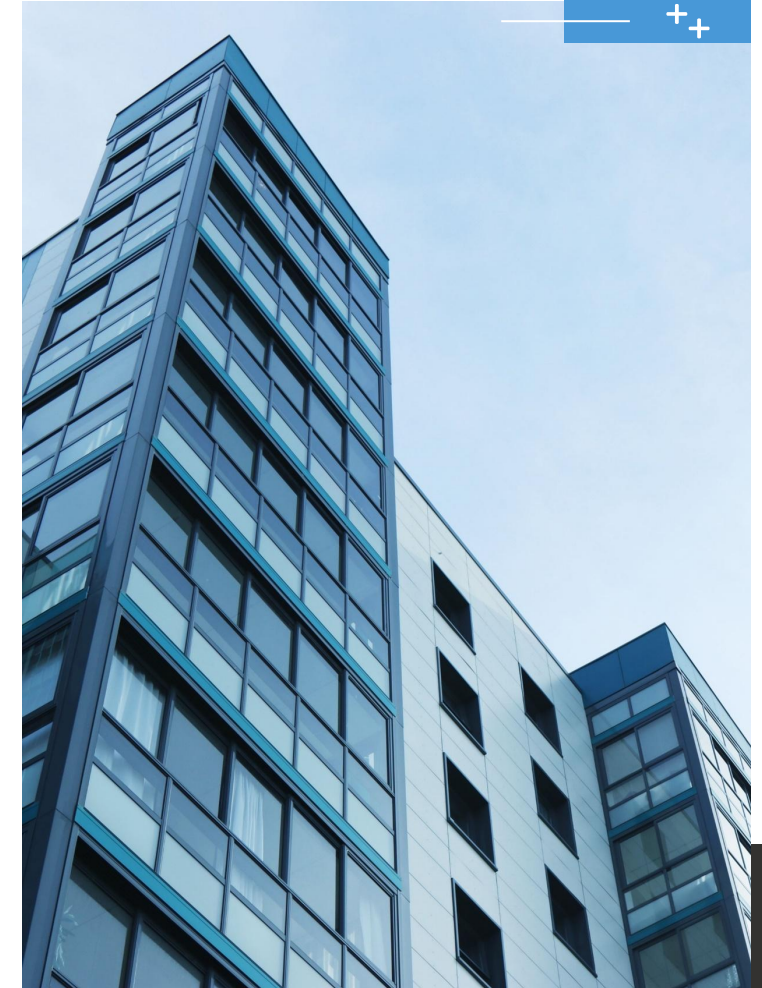
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