talkdesk

Small Business Energy & Utilities Company

Introduction

This case study of a small business energy & utilities company is based on a November 2021 survey of Talkdesk customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "The key for us choosing Talkdesk was the Salesforce integration. But even with that integration available we had to make sure Talkdesk platform would still meet our call center needs, which it has. The integration of Talkdesk with our CRM platform has enhanced our ability to service our customer and have that elusive 360 view of them then they call us. This provided a more effective and efficient customer service experience."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Talkdesk:

- The business challenges they were experiencing with their call/contact center software that led them to implement Talkdesk:
  - Even though it is SaaS model, there can be challenges to optimize it's performance and support in a larger corporate environment.

Use Case

The key features and functionalities of Talkdesk that the surveyed company uses:

- The Talkdesk capabilities that were most important to them when evaluating competitive or alternative solutions:
  - Call quality
  - Value for investment
  - Integrations with other technologies (e.g., Salesforce, Microsoft, ServiceNow, etc.)
  - Product feature set/functionality
  - AI and automation capabilities
  - Support/service

Results

The surveyed company achieved the following results with Talkdesk:

- Level of improvement on the following since using Talkdesk:
  - Ability to meet SLAs: 0 to 10%
  - Customer satisfaction improvement (CSAT, NPS scores): 0 to 10%
  - Agent satisfaction or productivity: 0 to 10%
  - Handle/resolution improvements: 0 to 10%
  - Reduced costs: 0 to 10%

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Small Business

Industry:
Energy & Utilities

About Talkdesk

Talkdesk is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings and profitability. Talkdesk CX Cloud is an end-to-end customer experience solution that combines enterprise scale with consumer simplicity. Over 1,800 innovative companies around the world, including IBM, Acxiom, Trivago, and Fujitsu partner with Talkdesk to deliver a better way to great customer experience.

Learn More:

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