TALKDESK CASE STUDY

# Lone Wolf Real Estate Technologies

## Introduction

This case study of Lone Wolf Real Estate Technologies is based on a December 2021 survey of Talkdesk customers by TechValidate, a 3rd-party research service.

> "Easy to use, generally reliable, very responsive/collaborative account management team."

## 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:
  - Difficult/inability to integrate with other services/systems

## 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
  - Ease of use
  - Ease of customization & administration
  - Integrations with other technologies (e.g., Salesforce, Microsoft, ServiceNow, etc.)
  - Product feature set/functionality
  - AI and automation capabilities
  - Capability to scale
  - 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: 10%-24%
  - Customer satisfaction improvement (CSAT, NPS scores): 0 to 10%
  - Agent satisfaction or productivity: 0 to 10%
  - Handle/resolution improvements: 0 to 10%
- They improved customer satisfaction by 5% since implementing Talkdesk.

### Company Profile

Company:
**Lone Wolf Real Estate Technologies**

Company Size:
**Medium Enterprise**

Industry:
**Computer Services**

### 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:**

 Talkdesk

Research by **TechValidate** by SurveyMonkey

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