TALKDESK CASE STUDY

Zego (Powered By Pay Lease)

Introduction

This case study of Zego (Powered by PayLease) is based on a December 2021 survey of Talkdesk customers by TechValidate, a 3rd-party research service.

> "Talkdesk gives our organization a better way to deliver a great customer 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:
  - Poor value for money
  - Difficult to use
  - Poor support/service

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
  - 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: 50%-74%
  - customer satisfaction improvement (CSAT, NPS scores): 0 to 10%
  - agent satisfaction or productivity: 50%-74%
  - handle/resolution improvements: 0 to 10%
  - reduced costs: 10%-24%
- They improved customer satisfaction by 30% since implementing Talkdesk.

Company Profile

Company:
Zego (Powered by PayLease)

Company Size:
Medium Enterprise

Industry:
Financial 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

Source: Laura Trussell, Operations Director or VP, Zego (Powered by PayLease)