:talkdesk®

Seco Energy

Introduction

This case study of SECO Energy is based on a December 2021 survey of Talkdesk customers by TechValidate, a 3rd-party research service.

> "We use Talkdesk for our Call Center agents and specialists who assist in specific work groups…. It has helped us tremendously with the challenges we face today allowing our agents to work from home. It also gives in great details monitoring capabilities which is so important when managing your teams remotely. "

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 support hybrid/distributed/remote/WFM model
  - Needed something to work with our IVR changes.

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:
  - Value for investment
  - Ease of customization & administration
  - Integrations with other technologies (e.g., Salesforce, Microsoft, ServiceNow, etc.)
  - AI and automation capabilities

Results

The surveyed company achieved the following results with Talkdesk:

- Level of improvement on the following since using Talkdesk:
  - Ability to meet SLAs: 25% to 49%
  - Customer satisfaction improvement (CSAT, NPS scores): 50%-74%
  - Agent satisfaction or productivity: 50%-74%
  - Handle/resolution improvements: 25% to 49%
  - Reduced costs: 10%-24%
- They improved customer satisfaction by 25% since implementing Talkdesk.
- How using Talkdesk impacts their day-to-day experience as a CX professional:

Company Profile

Company:
SECO Energy

Company Size:
Medium Enterprise

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:

☑ Talkdesk

Research by **TechValidate** by SurveyMonkey

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