TALKDESK CASE STUDY

Episource India Private Limited

Introduction

This case study of Episource India Private Limited is based on a December 2021 survey of Talkdesk customers by TechValidate, a 3rd-party research service.

> "We use pro-active notifications, which is a great way to automatically contact a mass amount of members simulatneously. We also use OmniChannel, both features are new to our organization and has been a game-changer in cost-savings and efficiency, as well as actually contacting our members. "

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
  - Lack of innovation
  - Poor support/service
  - Lack of reporting capabilities

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:
  - Ease of use
  - Ease of customization & administration
  - Product feature set/functionality
  - Reporting

Results

The surveyed company achieved the following results with Talkdesk:

- Level of improvement on the following since using Talkdesk:
  - Agent satisfaction or productivity: 75% or more
  - Handle/resolution improvements: 25% to 49%
  - Reduced costs: 75% or more

Company Profile

Company:
Episource India Private Limited

Company Size:
Large Enterprise

Industry:
Healthcare

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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