

The Ce Shop

Introduction

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



“My responsibility is client experience and quality management and I use Talkdesk to bolster the skills of my colleagues. Strong platform, service interface, and flexibility.”

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 to use
 - Difficult/inability to integrate with other services/systems
 - 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:
 - Ease of use
 - Ease of customization & administration
 - Integrations with other technologies (e.g., Salesforce, Microsoft, ServiceNow, etc.)
 - Product feature set/functionality

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): 50%-74%
 - agent satisfaction or productivity: 50%-74%
 - handle/resolution improvements: 50%-74%
 - reduced costs: 50%-74%
- How using Talkdesk impacts their day-to-day experience as a CX professional:
 - with Talkdesk, they have more information to make better decisions: strongly agree
 - with Talkdesk, they're able to help their customers more effectively: agree
 - with Talkdesk, they're able to help their customers more efficiently: agree
 - with Talkdesk, they can connect with customers anytime, anywhere: strongly agree

Company Profile

Company:
The CE Shop

Company Size:
Medium Enterprise

Industry:
Real Estate

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](#)