TALKDESK CUSTOMER RESEARCH

Improvements since implementing Talkdesk

	75% or more	50%-74%	25% to 49%	10%-24%	0 to 10%
Ability to meet SLAs	35%	24%	20%	15%	6%
Customer satisfaction improvement (CSAT, NPS scores)	26%	30%	18%	14%	12%
Agent satisfaction or productivity	33%	33%	14%	12%	8%
Handle/Resolution improvements	21%	32%	20%	15%	12%
Reduced Costs	10%	21%	20%	25%	24%

Source: TechValidate survey of 152 users of Talkdesk



Published: Mar. 21, 2022 TVID: 6F1-267-D90

