



The key for us choosing Talkdesk was the Salesforce integration. But- even with that integration available we had to make sure Talkdesk platform would still meet our call center needs, which it has. The integration of Talkdesk with our CRM platform has enhanced our ability to service our customers and have that elusive 360 view of them when they call us. This provided a more effective and efficient customer service experience.

— IT Administrator or Manager, Small Business Energy & Utilities Company

Source: IT Administrator or Manager, Small Business Energy & Utilities Company



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