

“ Once implemented Talkdesk gave visibility on key eye-opening statistics. These KPI’s facilitated discussions with executives when working on budgets. We are now able to forecast call volumes properly and guide our clients as to when to reach out to us during lower call volume periods for non-urgent cases.

— Michel Oligny, National Director Customer Service , MEDFAR Clinical Solutions

Source: Michel Oligny, National Director Customer Service , MEDFAR Clinical Solutions

talkdesk[®]

TechValidate
by SurveyMonkey

✓ Validated

Published: Mar. 21, 2022 TVID: 174-E73-AC4