

“ We use the IVR for inbound and internal call routing. We created all our automations separately (in SFDC). We have a lot more and better data since switching to Talkdesk. We analyze this to make decisions to increase Rep efficiency.

— Sales Operations Manager, Medium Enterprise Real Estate Company

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Source: Sales Operations Manager, Medium Enterprise Real Estate Company

**:talkdesk**<sup>®</sup>

**TechValidate**  
by SurveyMonkey

✓ Validated

Published: Mar. 21, 2022 TVID: 181-54D-EAE