



Talkdesk is our central phone system used by all customer facing teams (customer support, account management, sales). It allows us to have multiple phone lines/teams answering customer inquiries throughout the day in the same platform with a variety of routing paths & SLAs. The live dashboard also helps our managers understand the big picture of phone activity and make real time staffing decisions.

— Business Operations Director or VP, Small Business Financial Services Company

Source: Business Operations Director or VP, Small Business Financial Services Company



TechValidate
by SurveyMonkey



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