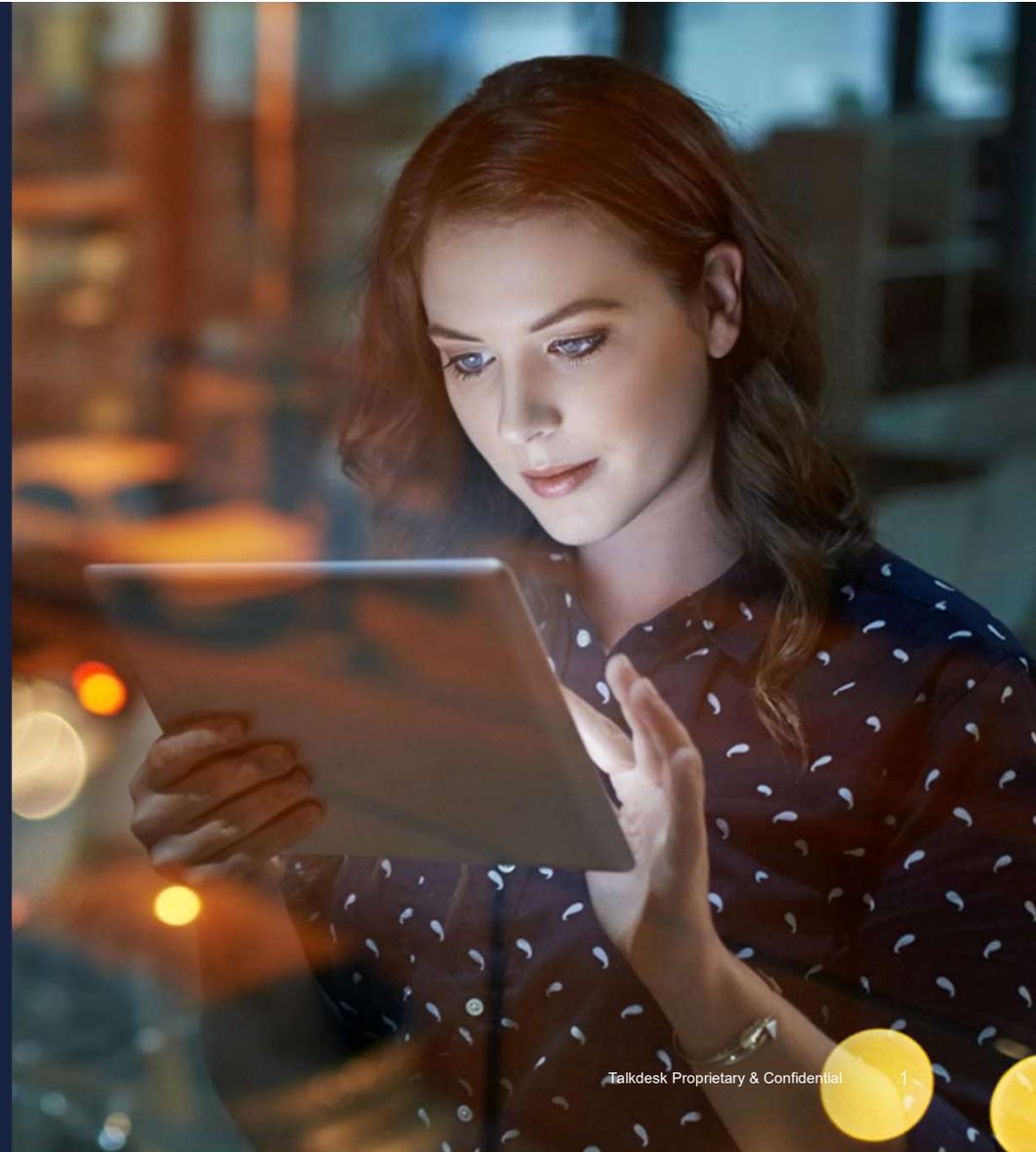


talkdēsk

TECNOLOGIA: O QUE PODEM ESPERAR OS CONTACT CENTERS NO FUTURO PRÓXIM

Marco Costa
GENERAL MANAGER EMEA



Talkdesk, The Enterprise Contact Center Platform

Globally



6 Data Centers

Built directly on industry leading infrastructure such as Twilio and Amazon



+1,500 Customers

We service customers across the world in varying industries



24/7 Support

Dedicated Customer Success Manager and 24/7/365 Support Team



Gartner

Youngest company to be named to be named “Visionary” in the Magic Quadrant



60 Countries

Connect our Customers to their Customers in over 50 Countries



99.99%

Uptime protected by available Enterprise Uptime SLA

EMEA



EMEA Expansion

150 new customers in the last 12 months



Presence in EMEA

Customers in more than 20 countries:
UK, Germany, Portugal & Spain

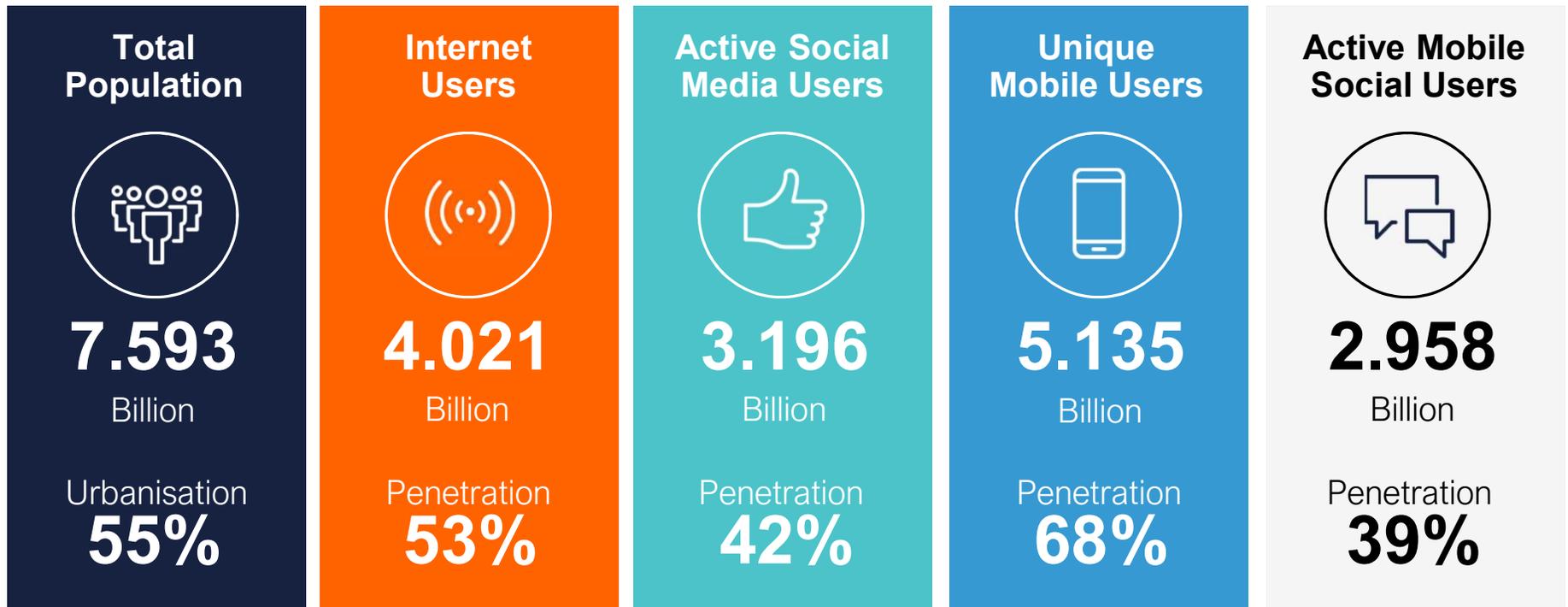


358% Growth

3x growth in EMEA

Digital Around the World in 2018

Key Statistical Indicators for the world's internet, mobile, and social media users



Human-less Vs. Less Humans

- Robots started changing the industrial world from 90s
- New generation of sensors and robots are changing the current world.
- We are emerging to see driver-less cars, operator-less trains, agent-less bots
- Human will play an important role in future world if they are specialists and expert in certain fields.
- Anybody with low or zero expertise will be replaced with bots, robots and intelligent systems.
- Human with expertise will shine.

talkdēsk





zendesk



Google



KUSTOMER



pipedrive

RADIUS

servicenow



slack



talkdesk



WORKFORCE MANAGEMENT

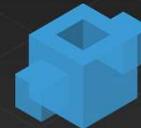
QUALITY ASSURANCE

BUSINESS INTELLIGENCE

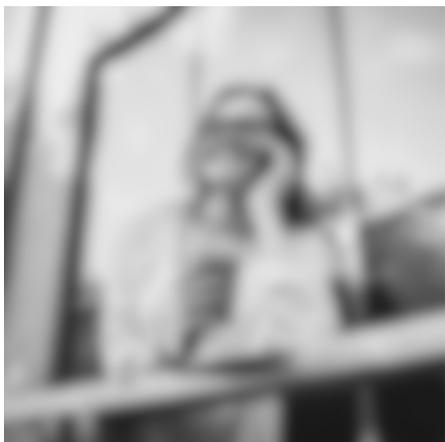
PRODUCTIVITY TOOLS

KNOWLEDGE MANAGEMENT

VOICE ANALYTICS



Caller Understanding – Routing to the right agent



Caller



Caller + Data



Caller + Data + Data Science

Thank You

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