:talkdesk®

Zscaler and Talkdesk

Contact center AI that actually delivers ROI. Securely.

Zscaler and Talkdesk

Ensure secure contact center communication.

With our cloud-native, generative AI-powered CX platform, purpose-built industry solutions, and extensible AI offerings, Talkdesk empowers enterprises to deliver exceptional customer experiences that make them more competitive, grow revenue, reduce costs, and provide operational efficiencies.

Now, Talkdesk and Zscaler work together to help companies provide secure, cloud-first contact center as a service (CCaaS) to their distributed workforces. Talkdesk brings the modern, cloud-native enterprise CCaaS functionality that today's teams need. With Zscaler One-Click for Talkdesk, enterprises can confidently shift to a CCaaS platform protected by cloud-first security—delivered in one frictionless access experience across desktop, mobile, and tablet.

How Talkdesk and Zscaler work together

Zscaler Internet Access protects Talkdesk users from advanced threats with a complete security stack, including threat prevention, data loss protection, and access control. With the joint solution in place, enterprises can inspect all SSL traffic and fast-track recognized Talkdesk users.

As enterprise needs grow and Talkdesk adds IP addresses or makes security policy changes in the cloud to keep up with increasing demands, Zscaler receives automatic updates, so IT doesn't have to manually track and adjust. This enables you to securely shift to a cloud-based contact center and give your contact center agents and supervisors the powerful Talkdesk tools they need to safely communicate with their customers — anytime, anywhere.

Zscaler One-Click for Talkdesk lets you:

- Give your contact center workforce frictionless, secure access to Talkdesk
- Filter, control, and enforce Talkdesk access from a convenient centralized console
- Gain total visibility into cloud traffic via centralized reporting
- Simplify IT management challenges–no more multiple proxies and firewalls
- Reduce operational overhead and management costs

Zscaler and Talkdesk

- Scale-up operations in the cloud without having to upgrade or maintain on-premises servers

There is no additional software to deploy to get access to this integration if you have already deployed Zscaler Client Connector onto end-user devices.
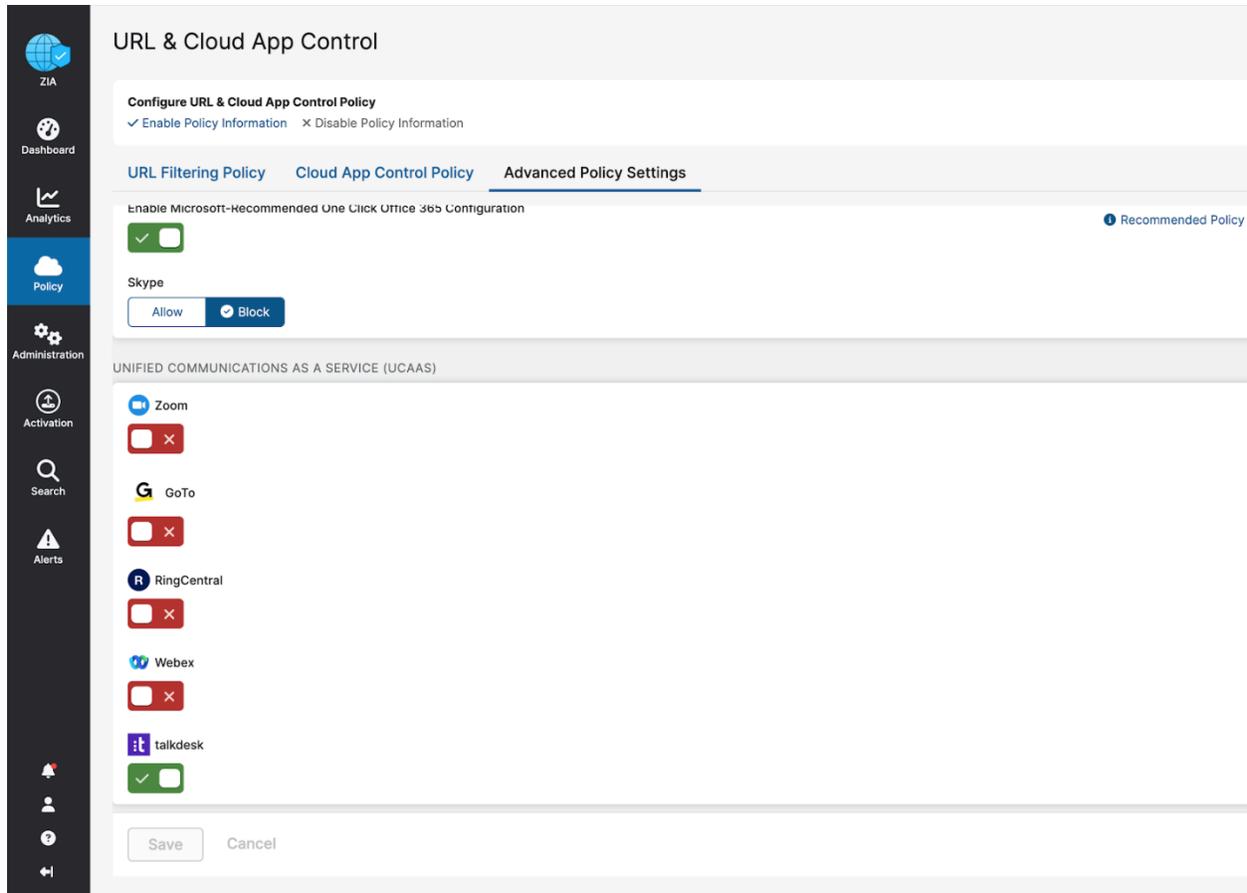
Talkdesk 'One-Click' activation

Together, Talkdesk and Zscaler enable agents and supervisors to communicate securely with the best experiences possible. The Zscaler and Talkdesk one-click integration delivers IT teams ease of configuration and provides unrivaled security for contact center communications.

About Talkdesk

Talkdesk is leading the charge to rid the world of bad customer experience. We use generative AI to supercharge the contact center and hyper-personalize the customer journey. We provide autonomous virtual agents that resolve customer inquiries independently, intelligent copilots to help agents deliver the highest level of service, and deep analytic capabilities to optimize the customer experience.

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ platform protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SSE-based Zero Trust Exchange™ is the world's largest in-line cloud security platform.