

:talkdesk®

A better way to great customer experiences.

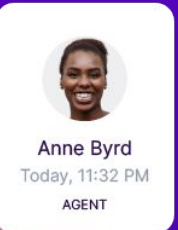
brose
Technik für Automobile

Renewal Proposal

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Summary and Considerations



Summary and Considerations

Our main objective is to provide Brose with a **solution** that allows them to deliver a **better customer experience**.

Brose can **respond instantly** to every customer query at **any time of the day** with Talkdesk Autopilot™, powered by conversational And generative AI technology.

With Talkdesk Voice and Digital Engagement™, Brose can have an omni-channel platform to support their agents responding to any customer question, **improve customer satisfaction**.

Through Talkdesk Feedback™ and Talkdesk Quality Management™, Brose can **evaluate agent interactions**, identify key areas of improvement, and provide agents with the **actionable feedback** they need to deliver exceptional customer experiences.

Taking advantage of this features, Brose will be able to create self-service solution and, identify future needs to their customers, improve workforce management and training needs.

This document contains the Revised Talkdesk Proposal regarding the Partnership & Collaboration with Brose.

The offers contained in this document are still subjected to approval.

Licence Portfolio

Browse current investment



Current contract

Product	Quantity	Rate (Monthly per user)	Monthly Total	Notes
Talkdesk Licenses Professional Pro	18	\$ 74.94	\$ 1.348,92	

Talkdesk for Salesforce	18	\$ 0.00	\$ 0.00	
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Agreement Terms

Length of Term	12 months	End Date: 05/01/2024
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Monthly Total	\$ 1,348.92	Annual Total: \$ 16,187.04
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Legacy vs New Pricebook

Products



Talkdesk CX Cloud

	Legacy Pricebook	New Pricebook
	Pro	Elevate
Voice Engagement	✓	✓
Studio & Routing	✓	✓
Live & Explore Standard Reporting	✓	✓
Connections	✓	✓
Unlimited Voice Recording Storage	✓	✓
API Access (Explore & Live API)		✓
Conversations Mobile App		✓
Feedback		✓
Digital Engagement (Email, Chat, SMS, WhatsApp and Facebook)		✓
Quality Management		✓
Screen Recording		✓
Automated Notifications		✓
Total numbers of features	5	12

Pricing comparison

Existing contract vs New Contract



Talkdesk CX Cloud

36 Months

	Legacy Pricebook	New Pricebook	Our Offer
	Pro - 18 Agents	Elevate - 18 Agents	Elevate - 18 Agents
Base License	✓	✓	✓
API Access (Explore & Live API)		✓	✓
Feedback		✓	✓
Quality Management		✓	✓
Screen Recording		✓	✓
Automated Notifications		✓	✓
Conversations Mobile App		✓	✓
Digital Engagement (Email, Chat, SMS, WhatsApp, Facebook)		✓	✓
User/month License	\$83.93	\$115	\$85
User/month Salesforce License	\$10	\$10	\$0
Annual Total	\$ 20,288.88	\$27,000.00	\$18,360.00

Talkdesk CX Cloud

12 Months

	Legacy Pricebook	New Pricebook	Our Offer
	Pro - 18 Agents	Elevate - 18 Agents	Elevate - 18 Agents
Base License	✓	✓	✓
API Access (Explore & Live API)		✓	✓
Feedback		✓	✓
Quality Management		✓	✓
Screen Recording		✓	✓
Automated Notifications		✓	✓
Conversations Mobile App		✓	✓
Digital Engagement (Email, Chat, SMS, WhatsApp, Facebook)		✓	✓
User/month License	\$83,93	\$115	\$90
User/month Salesforce License	\$10	\$10	\$10
Annual Total	\$ 20,288.88	\$27,000.00	\$21,600.00

Pricing Proposal

Proposal for Talkdesk CX Cloud



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Talkdesk CX Cloud Elevate

36 Months

\$3,240.00 - yearly savings

Bundle	License Type	User Monthly Price	Quantity	Monthly Price	Annual Price
Talkdesk for Salesforce	Named User	\$0	18	\$0	\$0
Talkdesk CX Cloud Elevate	Named User	\$85	18	\$1,530.00	\$18,360.00
<div><div>Talkdesk CX Cloud Elevate includes:<ul style="list-style-type: none">■ Voice Engagement■ Studio & Routing■ Live & Explore Standard Reporting■ Connections and API Access</div><div><ul style="list-style-type: none">■ Unlimited Voice Recording Storage■ Digital Engagement (3 channels - e-mail, chat, SMS, WhatsApp and Facebook)■ Automated Notifications■ Conversations Mobile App</div><div><ul style="list-style-type: none">■ Feedback Standard and Quality Management■ Screen Recording<ul style="list-style-type: none">- \$0.100 per GB per month of recording storage used</div></div>					

Notes:

New 3-Year Contract with auto-renewal

The payment terms and conditions remain consistent with those outlined in the existing contract.

Talkdesk CX Cloud Elevate

12 Months

Bundle	License Type	User Monthly Price	Quantity	Monthly Price	Annual Price
Talkdesk for Salesforce	Named User	\$10	18	\$180.00	\$2.160,00
Talkdesk CX Cloud Elevate	Named User	\$90	18	\$1,620.00	\$19,440.00
<div><div>Talkdesk CX Cloud Elevate includes:<ul style="list-style-type: none">■ Voice Engagement■ Studio & Routing■ Live & Explore Standard Reporting■ Connections and API Access</div><div><ul style="list-style-type: none">■ Unlimited Voice Recording Storage■ Digital Engagement (3 channels - e-mail, chat, SMS, WhatsApp and Facebook)■ Automated Notifications■ Conversations Mobile App</div><div><ul style="list-style-type: none">■ Feedback Standard and Quality Management■ Screen Recording<ul style="list-style-type: none">- \$0.100 per GB per month of recording storage used</div></div>					

Notes:

New 1-Year Contract

The payment terms and conditions remain consistent with those outlined in the existing contract.

Talkdesk CX Cloud Elevate



The Agent Experience

A brief overview





Flexible and efficient CTI

Talkdesk Workspace

Our vision is to provide a non-intrusive, fully integrated and robust CTI so agents can focus on what matters most: customers!

- Easily make and receive phone calls from anywhere on the desktop.
- Eliminate the need to search windows on your computer, ensuring you never miss a call.
- View relevant context information for your agents from CRM and other databases.

All channels in a unified view

Talkdesk Digital Engagement

Respond to customers using their preferred channels with a complete digital customer interaction solution.

- Voice
- Email
- Chat
- SMS
- WhatsApp
- Facebook



Service your customers 24/7

Talkdesk Virtual Agent



Talkdesk Virtual Agent™ uses speech recognition technology combined with conversational AI, to accurately identify customers' needs and instantly provide answers with an automated voice response.

The best part is that it does all of this even if you don't have human agents available. Whether employee support teams are busy on other calls or have gone home for the day, virtual agents ensure you'll never have to miss a customer call again.

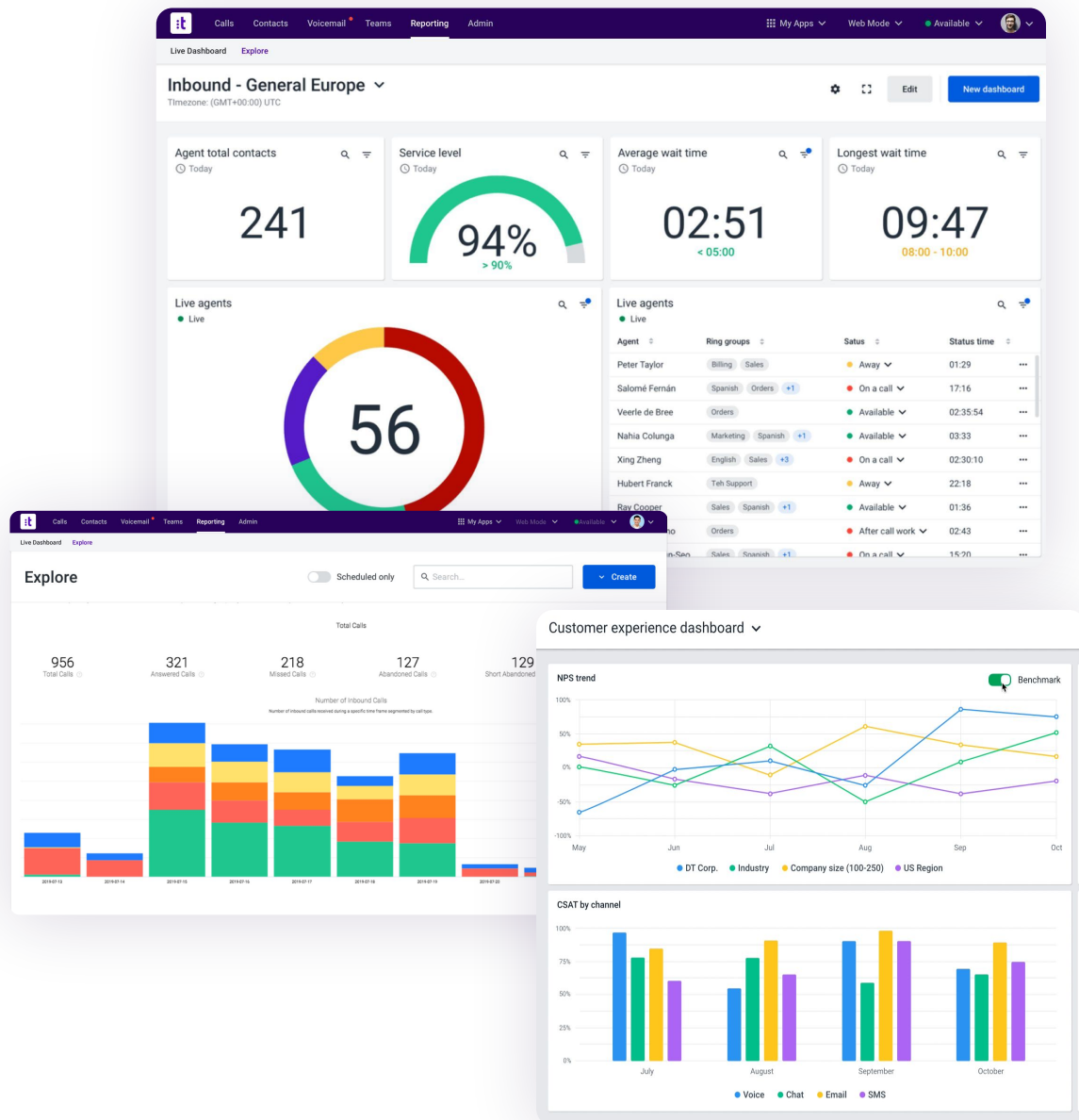
The Supervisor's Experience



Reports and Analysis

Talkdesk Live + Explore

Real-time performance against SLAs and key metrics on our live custom dashboards. Historical reporting and business analytics, with flexible filtering, scheduling and views



- Live panels
- Live wallboard
- Full screen view
- Call history
- Silent monitoring
- Interference
 - Scheduled reports
 - Pre-built reports and dashboards

Talkdesk Live

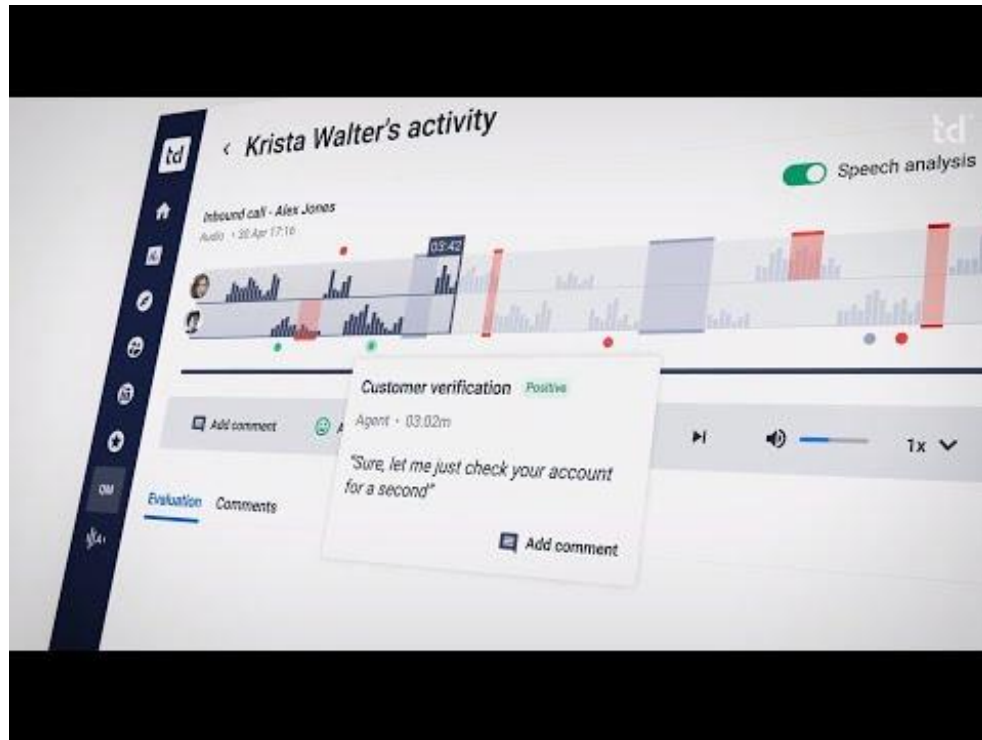


Talkdesk Explore



QM improves agent effectiveness

Talkdesk Quality Management



With Talkdesk Quality Management™ it's never been easier to evaluate agent interactions, identify key areas of improvement, and provide agents with the actionable feedback they need to deliver exceptional customer experiences.

Track individual and team performance with accessible metrics that can easily be exported into other systems. Reinforce positive behavior and reward progress through gamification and social recognition.

The IT Admin Experience





Studio

Routing Designer

Talkdesk Studio empowers your team to design, build and deliver the most complex customer journeys, leveraging data from external databases.

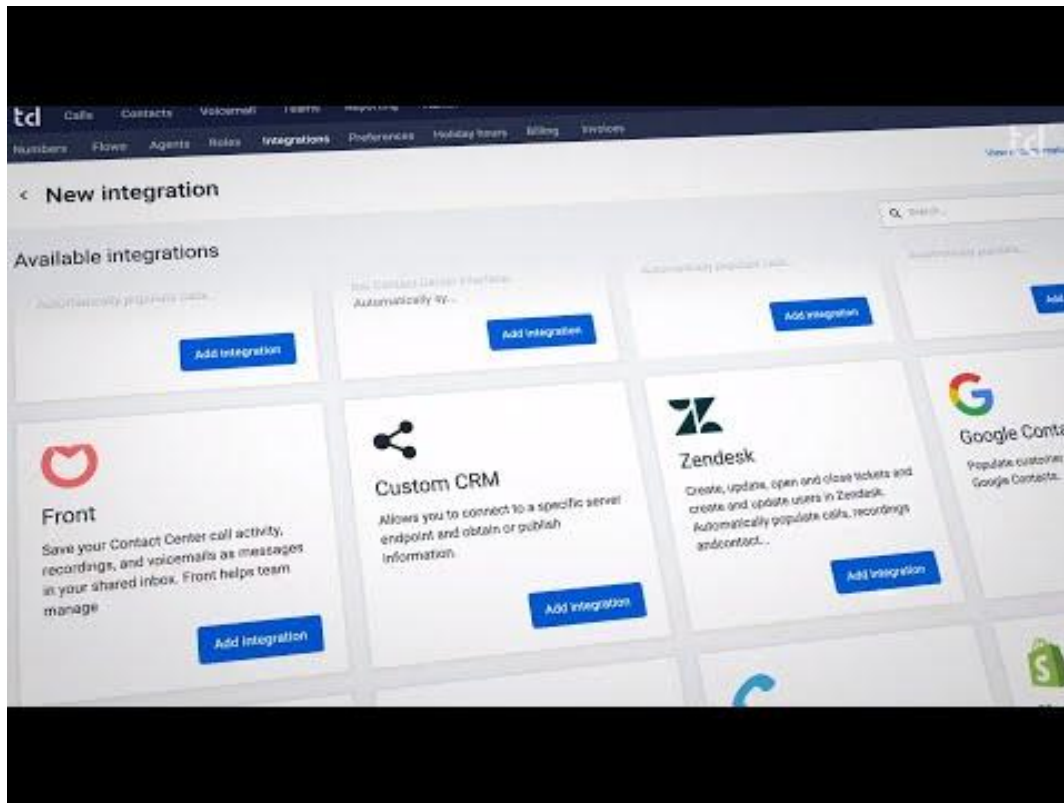
- 20+ ready-to-use components
- Possibility to create your own custom component, ie booking ID.
- Multilingual Text to Speech
- Out-of-the-box self-service resources
- Configuration of multiple versioned IVRs
- Integrated error checking

Integration Capabilities

Talkdesk Connections

Extend routing functionality with an integrated low code editor that provides a fully customized customer journey. Go beyond out-of-the-box integrations to connect the Talkdesk platform to any third-party system.

- Integration Builder
- Unlimited custom actions
- Connection Studio Component





Thank you!

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