

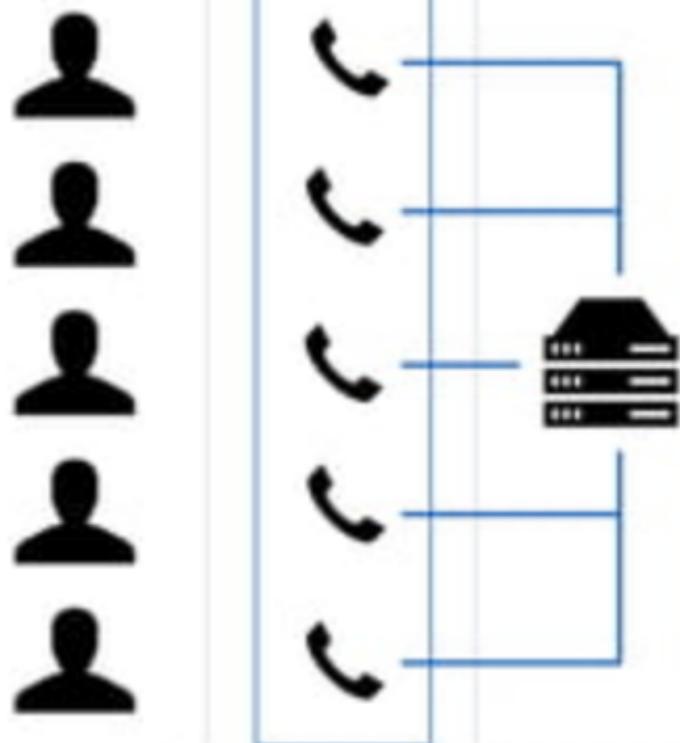
talkdesk

@talkdesk

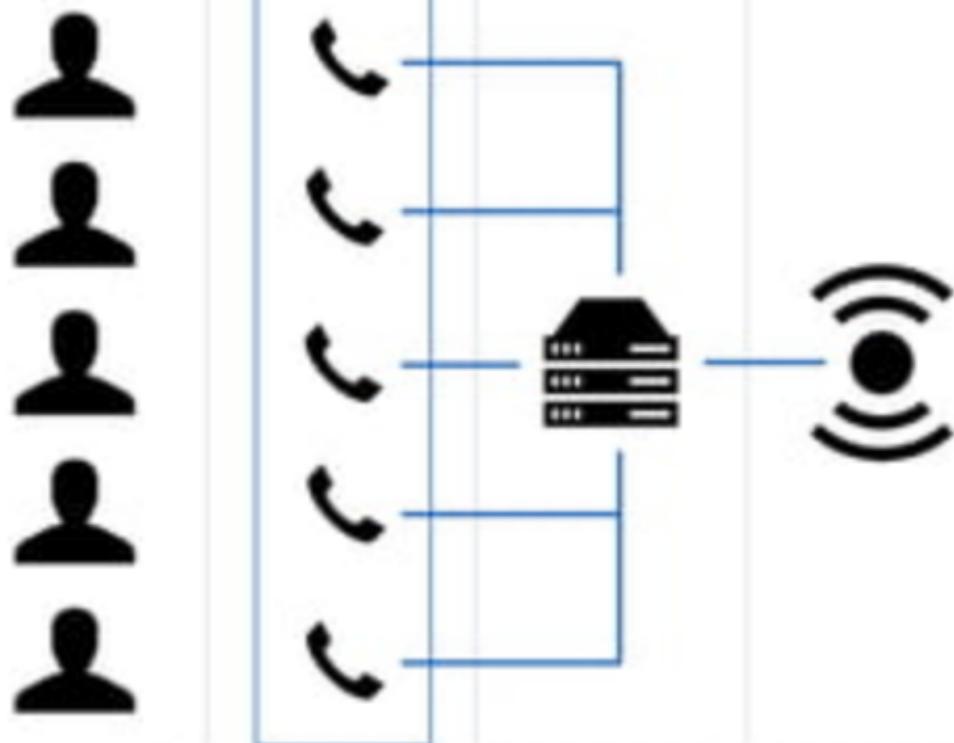
CREATE A CALL CENTER IN 5 MINUTES

ALL IN THE BROWSER

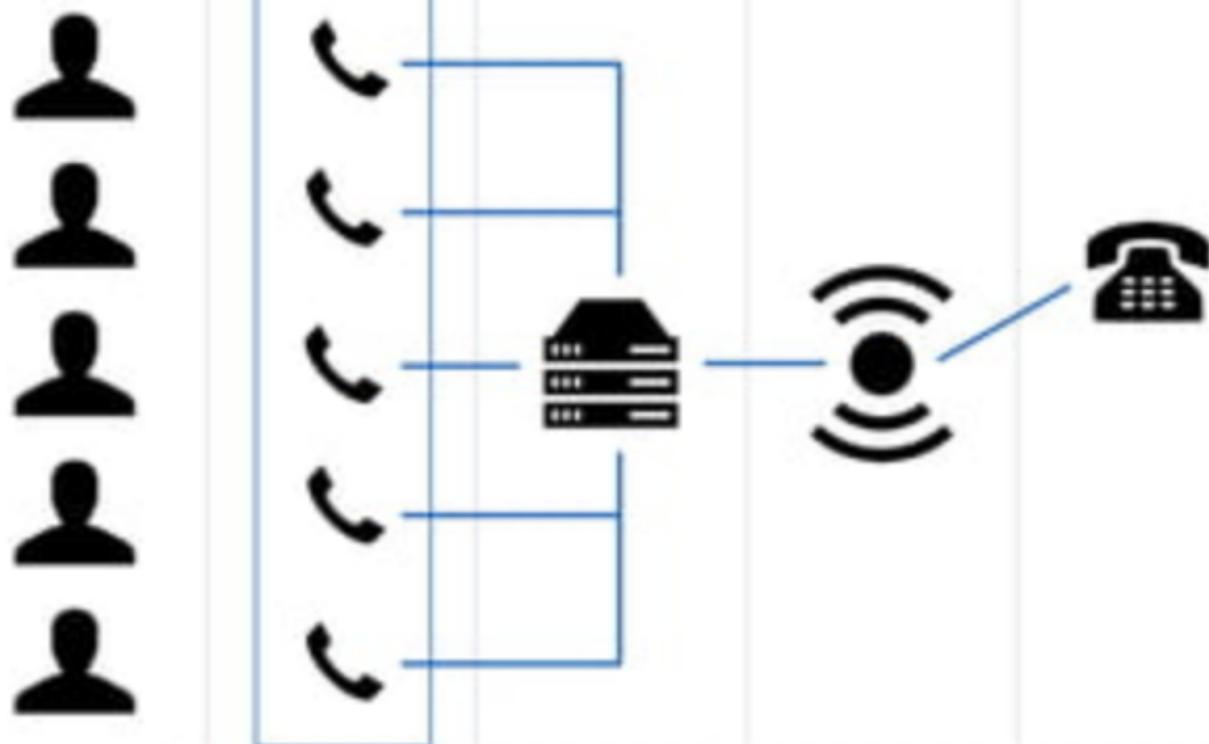
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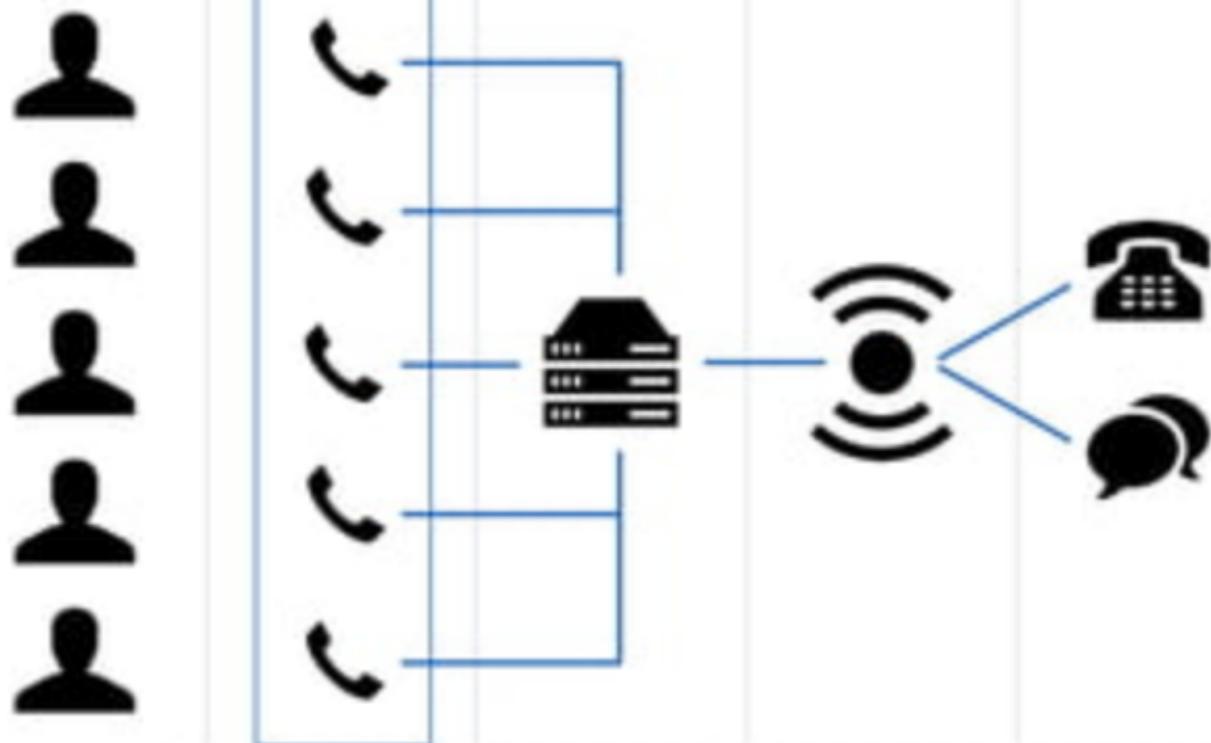
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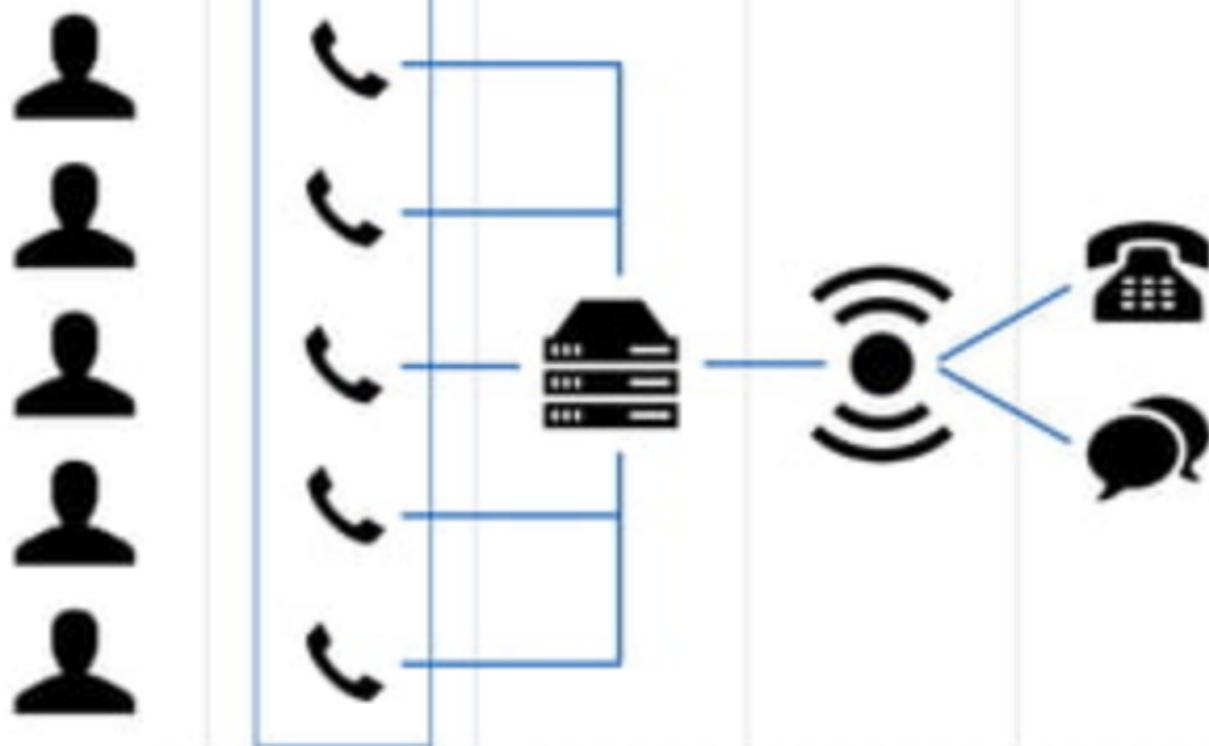
CALLCENTERSTODAY



CALLCENTERSTODAY



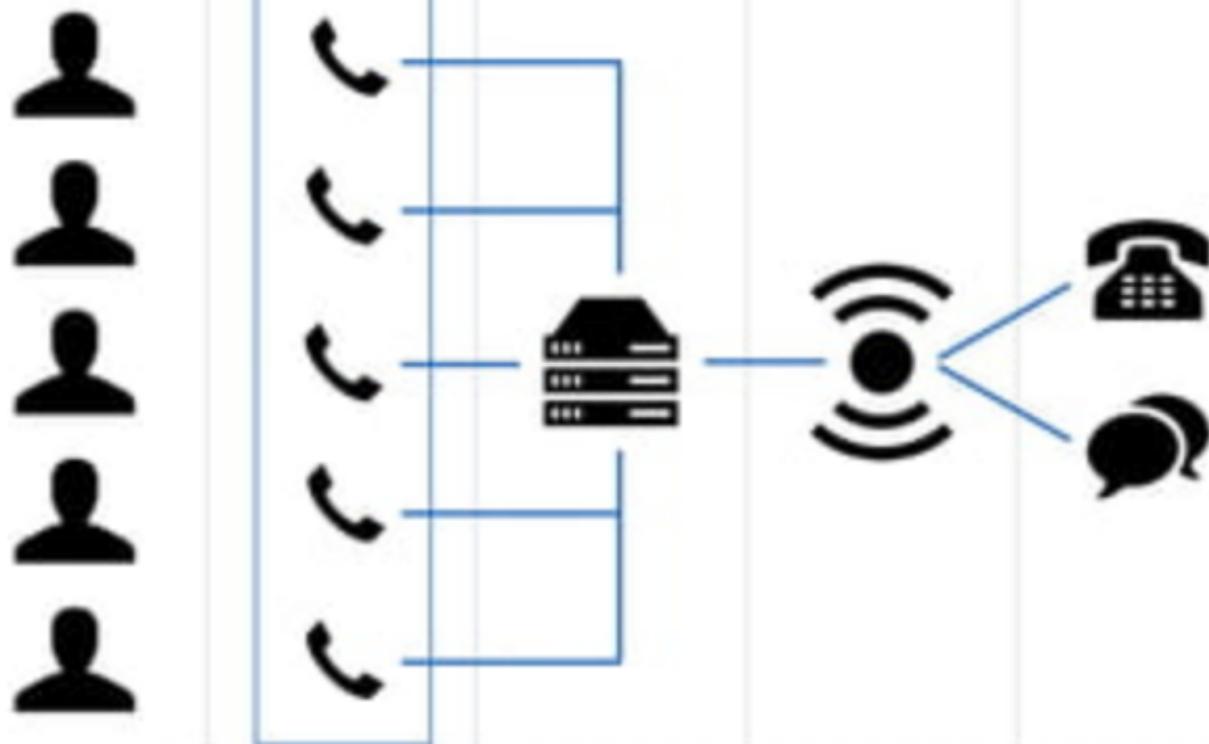
CALLCENTERSTODAY







CALLCENTERSTODAY



INTHEBROWSER

Dashboard

Dave McClure

View Profile



Dave McClure

Founding Partner at 500 Startups

00:00:10

Logout

Add Note

Email	500@500startups.com	Company	500 Startups	Address	644 Castro Street Mountain View, CA
Phone	123-456-7890	Website	http://500.co	Revenue	200k to 499,999 USD
Mobile	999-111-2222	Industry	Startups	Employees	200k to 499,999 USD
		Location	San Francisco Bay Area		

All Calls Cases Notes

	Note	He needs help setting up an account		November 11, 2012
	Call	Duration: 0 seconds		November 10, 2012
	Case	Problem with something or other	Resolved, 0	November 11, 2012
	Case	No subject	Open, 0	November 11, 2012
	Case	Another	Open, No Priority Set	October 22, 2012

INTHEBROWSER

Dashboard

Dave McClure

[User Icon]

CALL IN THE
BROWSER

Dave McClure

Founding Partner at 500 Startups

00:00:10

[Stop]

Add Note

Email	500startups@500startups.com	Company	500 Startups	Address	644 Castro Street Mountain View, CA
Phone	123-456-7890	Website	http://500.co	Revenue	\$10M in 2012 (est.)
Mobile	999-111-2222	Industry	Startups	Employees	100M in 2012 (est.)
	[Social Icons]	Location	San Francisco Bay Area		

All Calls Cases Notes

[Note Icon]	Note	He needs help setting up an account		November 11, 2012
[Call Icon]	Call	Duration: 0 seconds		November 10, 2012
[Case Icon]	Case	Problem with something or other	Resolved, 0	November 01, 2012
[Case Icon]	Case	No subject	Open, 0	November 01, 2012
[Case Icon]	Case	Another	Open, No Priority Set	October 22, 2012

INTHEBROWSER

Dashboard

Dave McClure

Account



Dave McClure

Founding Partner at 500 Startups

PUBLIC & CRM
DATA

00:00:10

Logout

Add Note

CALL IN THE
BROWSER

Email	500startups@500startups.com	Company	500 Startups	Address	444 Castro Street Mountain View, CA
Phone	123-456-7890	Website	http://500.co	Revenue	\$10M in 2012 (est.)
Mobile	999-111-2222	Industry	Startups	Employees	2,000 in 2012 (est.)
		Location	San Francisco Bay Area		

All Calls Cases Notes

	Note	He needs help setting up an account		November 11, 2012	
	Call	Duration: 0 seconds		November 10, 2012	
	Case	Problem with something or other	Resolved, 0	November 01, 2012	
	Case	No subject	Open, 0	November 01, 2012	
	Case	Another	Open, No Priority Set	October 20, 2012	

INTHEBROWSER

Dashboard

Dave McClure

Account



Dave McClure

Founding Partner at 500 Startups

PUBLIC & CRM
DATA

00:00:10

Logout

Add New

CALL IN THE
BROWSER

Email	500@500startups.com	Company	500 Startups	Address	444 Castro Street Mountain View, CA
Phone	123-456-7890	Website	http://500.co	Revenue	\$10M in 2012 (est.)
Mobile	999-111-2222	Industry	Startups	Employees	2,000 in 2012 (est.)
		Location	San Francisco Bay Area		

All Calls Cases Notes

📌 Note	He needs help setting up an account		November 11, 2012
📞 Call	Duration: 0 seconds		November 10, 2012
📁 Case	Problem with activating an email	Resolved, 0	November 09, 10:00
📁 Case	No subject	Open, 0	November 09, 10:00
📁 Case	Another	Open, No Priority Set	November 09, 10:00

SUPPORT
TICKETS

INTHEBROWSER

Dashboard

Dave McClure

Account



Dave McClure

Founding Partner at 500 Startups

PUBLIC & CRM
DATA

00:00:10

Hangup

Add Note

CALL IN THE
BROWSER

Email	dmcc@500startups.com	Company	500 Startups	Address	444 Castro Street Mountain View, CA
Phone	123-456-7890	Website	http://500.co	Revenue	\$10M to \$50M (est.)
Mobile	999-111-2222	Industry	Startups	Employees	1000 to 4999 (est.)
		Location	San Francisco Bay Area		

All Calls Cases Notes

RECORDS &
TRANSCRIPTIONS

📌 Note	He needs help setting up an account	November 11, 2012	
📞 Call	Duration: 0 seconds	November 10, 2012	▼
📁 Case	Problem with activating an email	Resolved, 8	November 01, 2012 ▼
📁 Case	No subject	Open, 8	November 01, 2012 ▼
📁 Case	Another	Open, No Priority Set	October 23, 2012 ▼

SUPPORT
TICKETS

REVENUE MODEL

REVENUE MODEL

FLAT FEE PER AGENT/MONTH - 1ST AGENT IS FREE

PAY PER MINUTE

5 AGENTS = 4 X \$49 = \$196

90K MINUTES = 90K X \$0.04 = \$3.600

1 CLIENT = \$3.796/MONTH

In Just
4 MONTHS

“@SALESFORCE YOU SHOULD ACQUIRE THIS COMPANY...
LIKE NOW!” *Luke Bornheimer*

Google

“... ONE OF THE MOST DISRUPTIVE COMPANIES IN THE
CLOUD...”

VentureBeat

Twilio Fund
powered by 500 Startups & SV Angel

CloudBeat2011

MEETTHETEAM



TIAGO PAIVA
CEO



CRISTINA FONSECA
CTO



RADUL FÉLIX
SOFTWARE ENGINEER

MASTERS DEGREE IN COMPUTER ENGINEERING
STARTUP EXPERIENCE
PROCTER & GAMBLE EMPLOYEE.

talkdesk

@talkdesk

CREATE A CALL CENTER IN 5 MINUTES

ALL IN THE BROWSER

CALLCENTERSTODAY

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CALLCENTERSTODAY



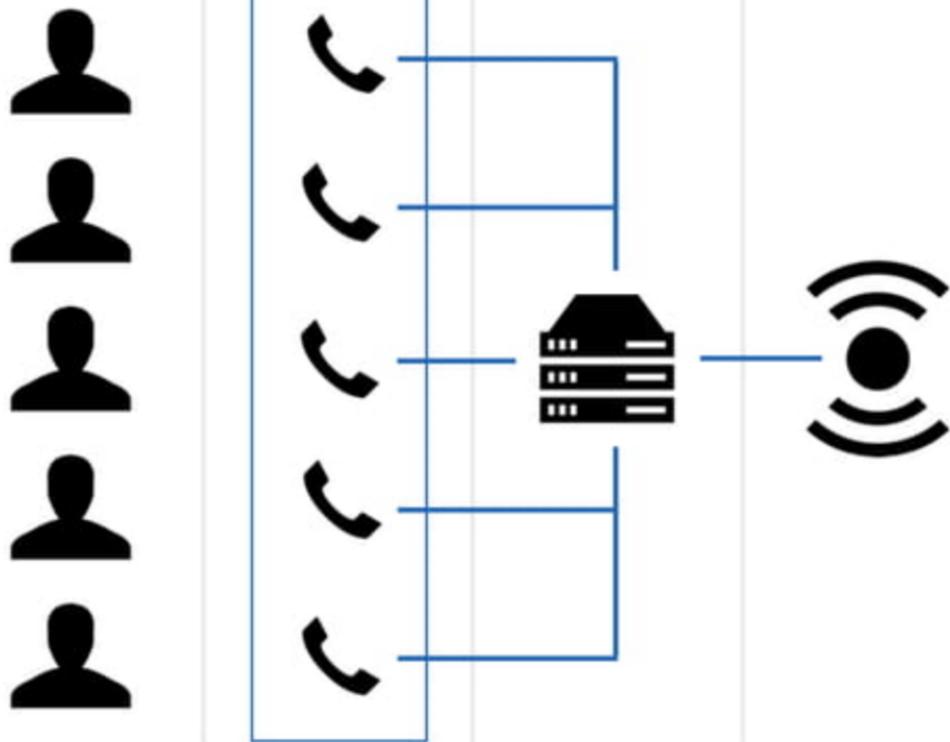
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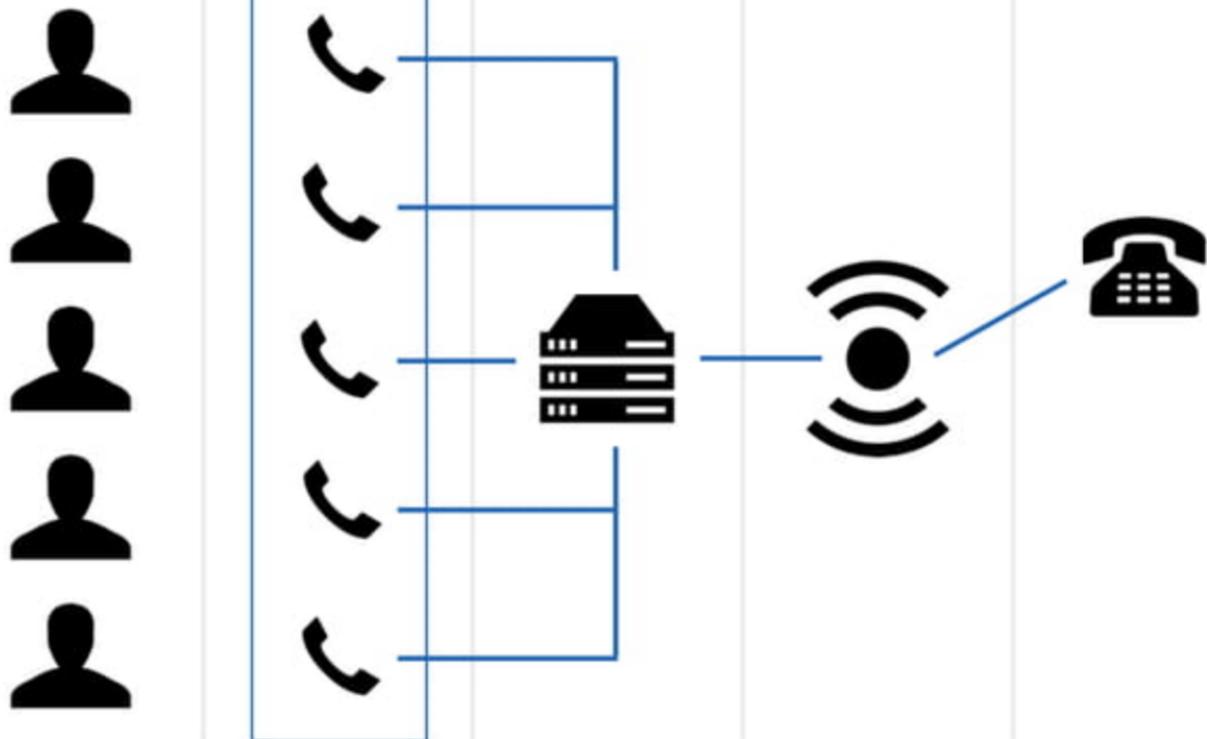
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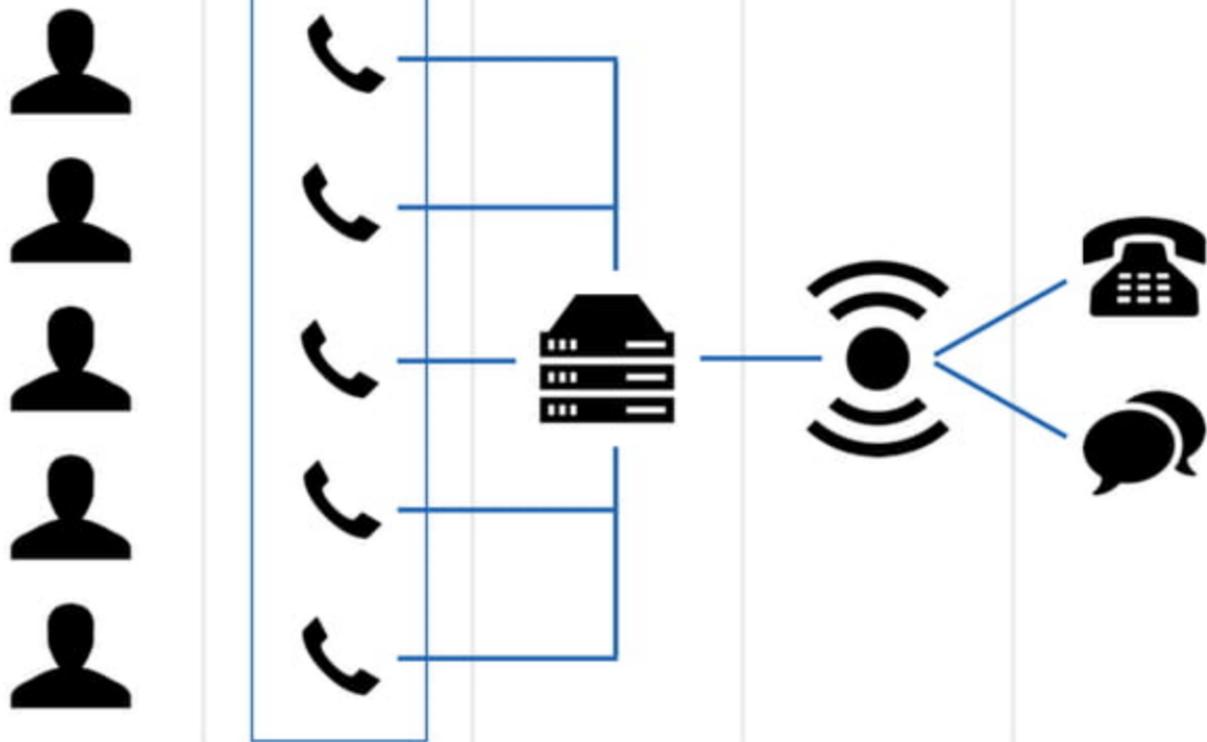
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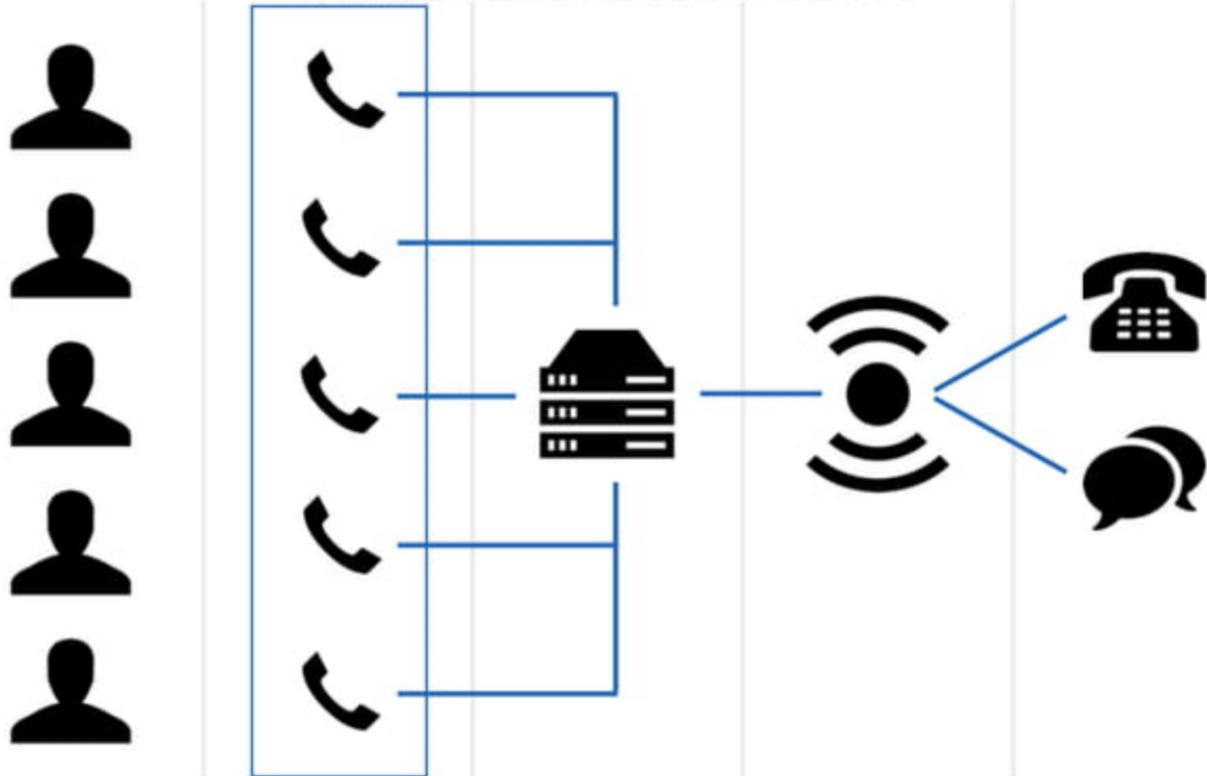
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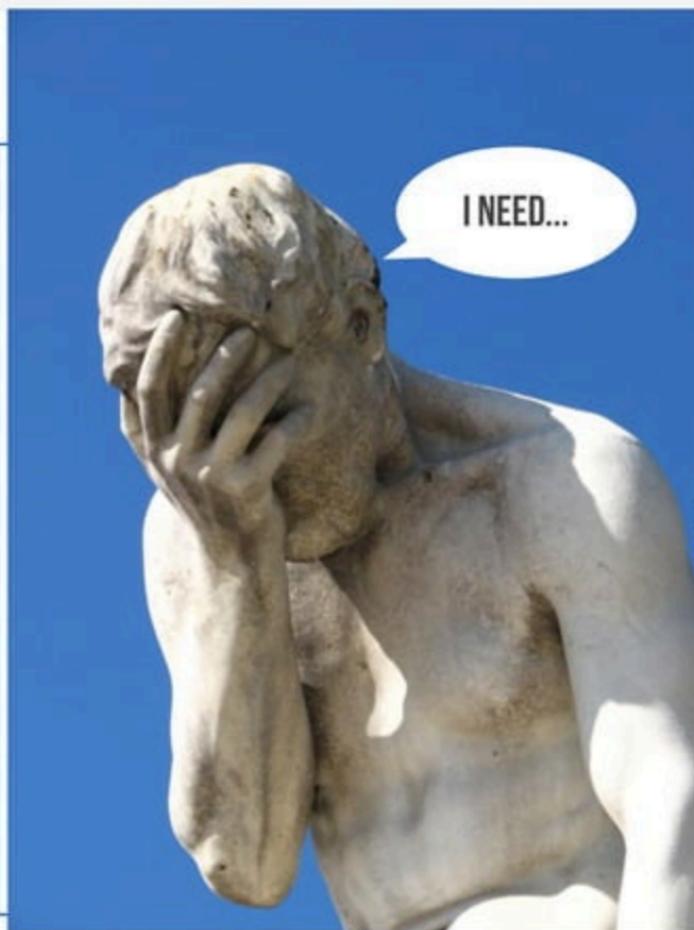
CALLCENTERSTODAY



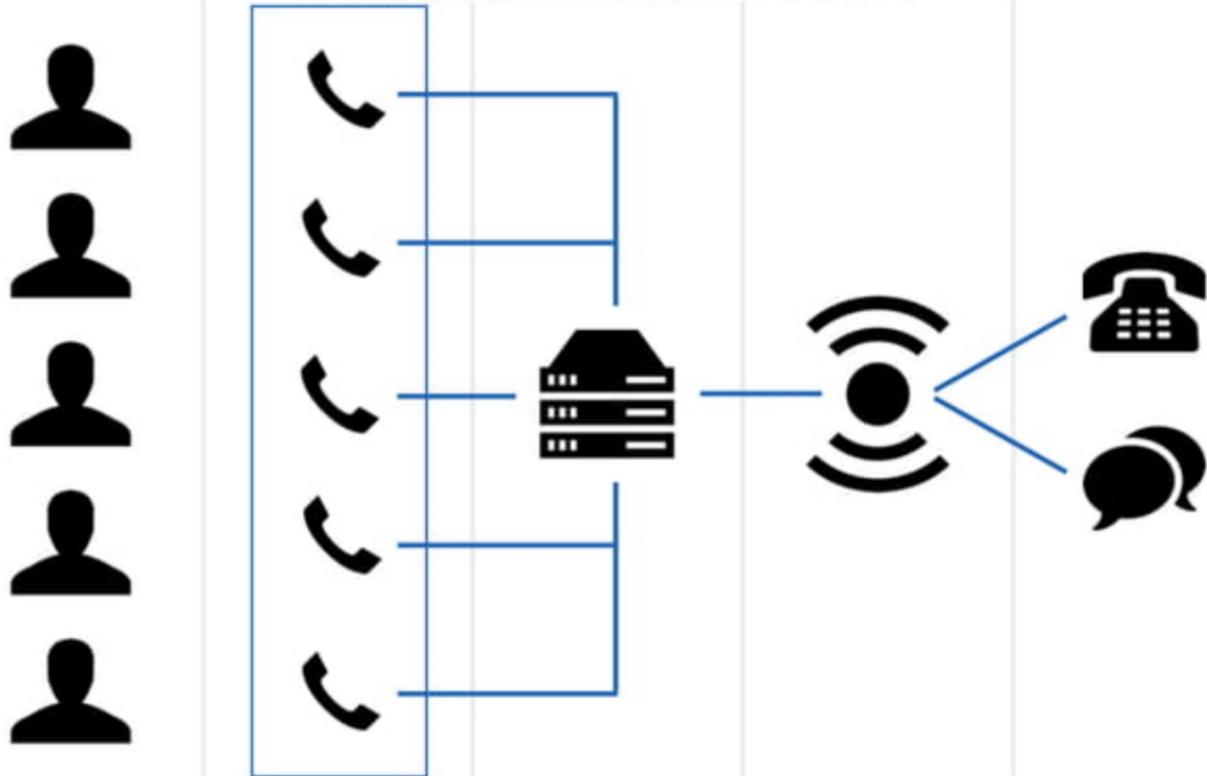
CALLCENTERSTODAY







CALLCENTERSTODAY



CALL CENTER TODAY



talkdesk