

## Toast Increased Agent Productivity with Talla

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### Why They Needed Talla

Toast is a fast-growing startup that provides software for restaurant point of sale and management. Toast's customers are U.S. restaurants that range from food trucks to national chains. They understood that if you're a restaurant owner you don't have time to fix your technology, which is why they were looking for ways to increase agent productivity in order to achieve rapid 24/7 support for their customers.

toast



Emmanuelle Skala, Senior VP of  
Customer Success  
Dave Snow, Support Enablement  
Manager

#### Overview

**Company Size**  
26,000+ employees

**Industry**  
Financial Services

**Location**  
San Jose, California

### Results They've Seen

"Agents saw Talla as investing in their training and knowledge and making them more productive. We've achieved a 10% reduction in average call handle time. Our service tickets have gone up by 25%, so a reduction in time makes a big difference. We still have to hire more people, but meeting the customers' needs is critical to Toast's success. We'll continue to hire reps. Maybe in the future, Talla can help slow the growth of new hires, but that wasn't our goal. We were already an award-winning service organization before Talla, it will just make us more successful in the future." - *Emmanuelle Skala, Senior VP of Customer Success*

### Working with Talla

"After the software was rolled out to reps, ramp-up was very fast. We had a very sociable culture historically in the support organization, but with no more leaning over the shoulder of the rep next to you, people weren't sure they would get the right answer. But once they began to get more efficient and correct answers in a short time, people became very positive. New reps, in particular, love it—they say they'd be 'lost without it.' They probably would be, because we have more knowledge than you can store in one person's head. Talla doesn't forget anything and it learned what it needed to be effective in 3 or 4 months. After content ingestion, the system could answer 45% of questions and is now at over 90%." - *Dave Snow, Support Enablement Manager*