talla

Toast Increased Agent Productivity with Talla

"Talla has made Toast reps more efficient by providing them with correct answers, and they now say, 'they would be lost without it."

Why They Needed Talla

Toast is a fast-growing software company that provides restaurant Point of sale and Management systems. 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. That's why they were looking for a technology solution to increase agent productivity in order to achieve rapid 24/7 support for their customers.

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

Overview

Company Size
2,000+ employees

Industry
Software Company

Location
Boston, MA

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. Meeting the customers' needs is critical to Toast's success. 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 [through Talla], 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. The system is now at over 90% [of questions answered]." - *Dave Snow, Support Enablement Manager*