

Why Talkdesk Chose Cobalt for Pentesting



Talkdesk turns to Cobalt as a trusted pentesting partner

Talkdesk is a cloud-based contact center and artificial intelligence software provider. As an enterprise-class company, they take security and privacy very seriously. The team at Talkdesk wanted to implement a variety of safeguards in their design and code to carefully protect customer data. That's when they turned to Cobalt's Pentest as a Service platform for skilled security experts, dynamic reporting, and more.

The Challenges



Retesting

Talkdesk wanted the ability to ask for a retest when thinking they had to correct routines.



Comprehensive Reporting

Detailed reporting on vulnerability findings end-to-end was important when the Talkdesk team was looking for a strong security solution.



Ease of Use

Talkdesk was looking for a pentest provider that was easy to use, transparent, and aided in fully protecting customer data.

The Results



Trusted Pentesting

Talkdesk found Cobalt as a partner with the right set of skills that they could trust for skilled pentesting.



Automated Updates

Once a vulnerability is retested, the report is automatically updated so Talkdesk can provide a report that is the most updated possible for customers.



Expertise

The Cobalt Core pentesters delivered the skills and trust Talkdesk was looking for throughout the pentesting process.

"Trust and skills are very important because we don't do pentesting just to tick a box. We want them to find issues that we may have, so we can solve them. It's something very important for us."



Edgar Pimenta

Information Security Director
at Talkdesk

Key Benefits



Impactful Retesting



Dynamic Reports



Skilled Pentesters

As a contact center and a service provider that gives customers the ability to manage a contact center fully on the cloud, the team at Talkdesk has the responsibility to assure that all the information that customers give during the use of their platform is kept safe and secure. It's important to have a holistic outside view, so it complements what Talkdesk does internally.

One measure they took to ensure the security of their customer data was engaging in third party pentesting. When Talkdesk was considering a security solution, the two things that were very important to the company were the skills of who is conducting the test, and the second one was trust. Talkdesk trusted Cobalt to find vulnerabilities, so they wanted to make sure that everything found was reported with transparency and detail.

Cobalt makes pentesting engagements easy, and the results are shared via the Slack channel as needed throughout the entire pentest process for full transparency.

“Engagement with Cobalt from the internal teams at Talkdesk was seamless. The information on the reports are very detailed and accurate to help development teams understand what they have to do to correct.”

EDGAR PIMENTA - Information Security Director at Talkdesk

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Learn more about how Cobalt can
transform your pentest process.

