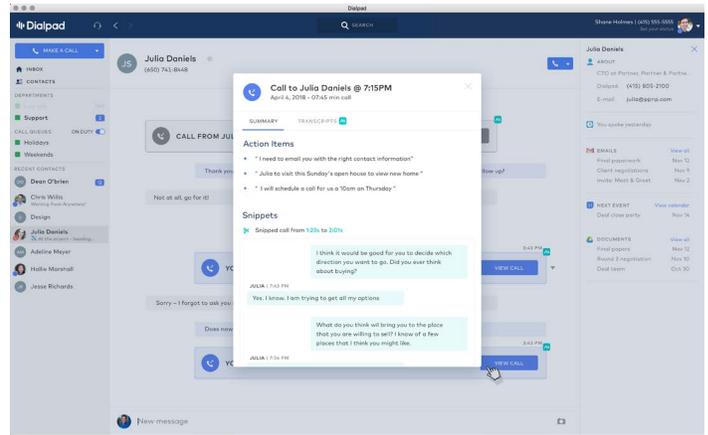


Improve Customer Satisfaction

With live sentiment reporting, decrease time to resolution and instantly see if customers are satisfied. This insight allows Supervisors to increase retention by provide on the spot coaching for any at-risk calls. Also, managers can accelerate new hire ramp times by uncovering live coaching opportunities and through better knowledge transfer between team members.

Improve Efficiency

Dialpad VoiceAI accurately captures real-time inbound and outbound phone conversations, transcribing them as they happen. Intelligent keyword identification means notes and Action Items are automatically available in text format before the conversation even ends. These “complete” notes allows for easy knowledge transfer and seamless account handoff between team members.



Make Better Decisions

See customer satisfaction trends over time and make smarter decisions on which messages resonate better with customers. Dialpad VoiceAI’s Natural Language Processing and machine learning technologies improve as you and your team use them, becoming more intelligent over time.

With the power of voice intelligence, uncover rich insights through customer conversations to make smarter business decisions.

UBER

Qubit.

HubSpot

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Get Started

Ready to experience Dialpad for high tech? Get in touch with a Dialpad expert to learn more.

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Packet Fusion

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PACKETFUSION



Connecting the Dots to the Cloud