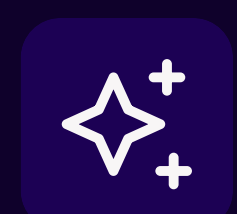


Dialpad Ai: For enterprises everywhere

Dialpad Ai provides secure, real-time communications intelligence designed to optimize the customer experience, shorten sales cycles, improve retention, and support agent ramp time.

Put Ai to work where it matters most



Empower customers with self-service Ai

Instantly deflect and resolve inquiries with self-service Ai agents—instead of waiting for human intervention.



Help employees with real-time coaching

Transform every conversation into a coaching opportunity with real-time guidance, empowering agents to deliver exceptional service and achieve better outcomes—live.



Automate quality management for managers and supervisors

Replace manual call reviews with Ai that pinpoints opportunities for improving both employee performance and the customer experience.



Support teams of all types with purpose-built Ai

Leverage a host of Ai-powered tools across the Dialpad platform that benefit everyone from sales reps and contact center agents to customers and global teams.

The ROI of Dialpad Ai

91%

of calls receive an Ai CSAT score, above the 15% industry average.

54%

deflection rate achieved by the Ai Agent.

50%

faster wrap-up time thanks to Ai Recaps.

30 hours

saved per QA agent each month with Ai Transcripts.

Ai Transcripts

Transcribe conversations in real time.

Ai Recaps

Generate automatic conversation recaps and action items.

Ai CSAT

Score 100% of calls with customer satisfaction scores.

Ai PII Redaction

Identify and remove PII in real time.

Ai Agent

Deliver efficient, self-service answers to customer questions.

Ai Assistant

Provide instant answers to reps and agents during customer calls.

Ai Coaching Hub

Give supervisors a single pane of glass for performance monitoring.

Ai Scorecards

Automate call QA with objective, actionable insights.

Ai Real-Time Sentiment

Easily monitor call sentiment in real time.

Ai Custom Moments

Automatically track specific words or phrases to highlight call themes.

Ai Playbooks

Optimize sales conversations with real-time guidance and analytics.

Ai Real-Time Call Purpose

Classify calls into pre-defined buckets for easy identification.