

AI CONTACT CENTER

Turn Agents Into Experts

Dialpad Ai Contact Center is the world's most advanced omnichannel contact center, offering AI enabled digital, inbound, and outbound voice capabilities designed to deliver excellent customer outcomes.

We help organizations understand their customers better so they can reduce churn, streamline agent & supervisor workflows to increase productivity, and dramatically improve customer centric metrics.

Customer Choice

Customers can easily interact with your business in any channel they choose, including an AI-powered virtual assistant, solving problems quickly and gaining trust in your brand.

Actionable Ai

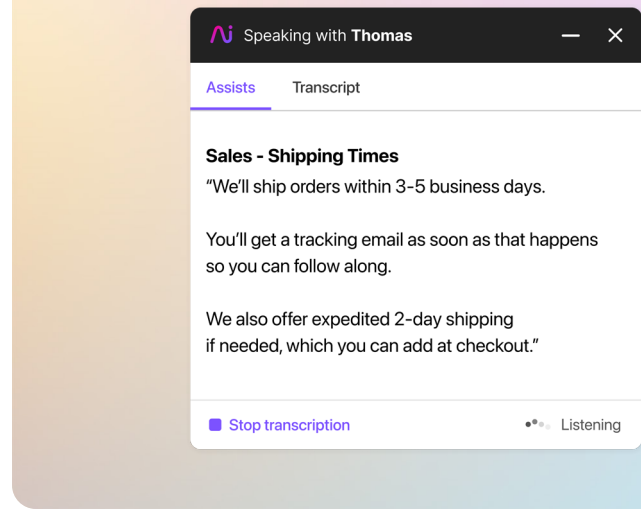
Dialpad Ai Contact Center provides a toolset that delivers real-time Ai suggestions for both agents and supervisors, improving standards of service both in real-time and post call review.

Ai Recaps

Automatically generates concise, comprehensive summaries of team meetings and phone calls, including action items.

Intelligent Coaching

With Dialpad Ai Contact Center service leaders have access to Ai powered tools that tell them where problems occur and exactly how to address them. Utilize tools Ai CSAT to find the most important coaching opportunities, and leverage Ai Scorecards to eliminate lengthy call review cycles.



Seamless Access to Knowledge

Dialpad's revolutionary AI scrapes every internal & external knowledge source to connect any customer or agent question to the right information. With DialpadGPT, agents and customers receive answers with a natural language response in real-time.

Native Integrations

Connect your contact center to your CRM or ticketing system to deliver personalization & context, and provide a superior customer experience across every channel.

Customer Intelligence

Managers stay on top of agent activity and performance with real-time dashboards, call volume & hold queue metrics, and customizable wallboards.

“ With Dialpad, customer satisfaction has increased because when a customer calls in we actually can guarantee a quality connection no matter where they are. ”

OLAF DOEMER | DIRECTOR OF GLOBAL SUPPORT | ACQUIA

Get Started with Dialpad

Get in touch today for a consultation with one of our experts!