dialpad

Why Dialpad is the Right Choice
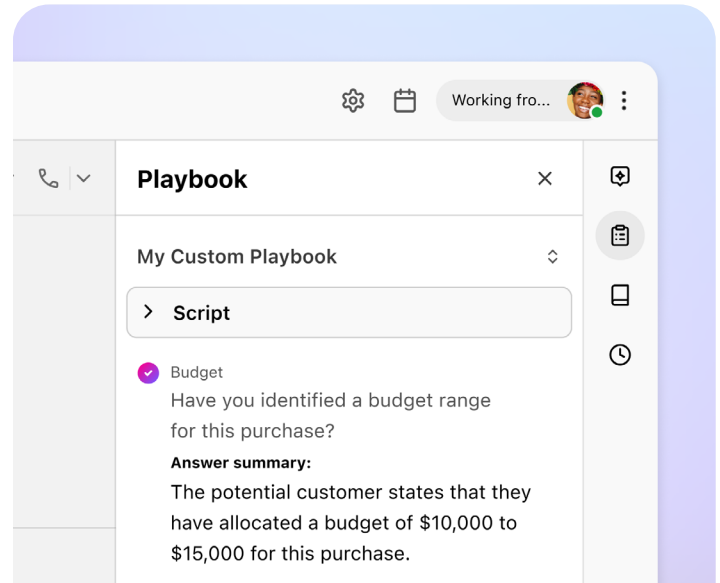
Using Dialpad means replacing a whole suite of legacy business tools with one, unified platform.

Smart Selling Starts with Ai Sales

Dialpad's Ai Sales is a robust, unified coaching and outbound sales tool. With our Ai-enabled toolset, sellers can connect to the right information in real time, and focus on having productive conversations, while sales managers can effectively monitor, support, and coach their teams to build high-impact sales organizations.

Why Dialpad Ai Sales

- **It's simpler:** Ai Sales offers everything in one platform, with native integrations into CRMs, outbound dialers and more.

- **It's smarter:** DialpadGPT, our proprietary Ai, is based on more than 6 billion processed minutes of business communications.

- **It's safe:** Dialpad's Ai is ISO compliant, is developed in-house, and offers automatic redaction (PII).

- **It's cost effective:** Dialpad offers more features in a single platform, tailored towards sales teams, cutting down software-related costs.

The Benefits

While other solutions only supply coaching based on recorded calls, Dialpad Ai Sales offers real-time coaching with Ai Playbooks, Real-time Assist & Alerts.

- Sales teams access Ai insights through custom playbooks to improve performance.

- Agents keep all their communications—both external customer interactions and internal collaboration—in one platform.

- Managers have visibility into their reps' performance across all channels, for evaluating live calls and monitoring during QA.

Product Feature Comparison

	dialpad Ai	RingCentral	Gong	Chorus
Fully integrated UCaaS & CCaaS Solution	●	◔	○	○
Ai Insights for Sales	●	◐	●	●
Ai: Quality Management	●	◔ No Ai assisted QM	●	●
Ai: Real-time transcription	●	●	○	○
Ai: Real-time coaching	●	◐ Digital only via Google CCAI	○	○
Ai: Post Call Summaries	●	◐ Summaries included for Video only	●	●
Other	Ai-powered intelligent analytics to track top moments and call volume.	N/A	Gong focuses only on sales use cases and does not provide Ai for service/contact center customers.	Chorus and ZoomInfo focus primarily on sales use cases and customer calls, but not contact center use cases.

Pricing

	dialpad AI	RingCentral	Gong	Chorus
Platform Fee	None	None	$$$$	None
User licenses	$$	$$	$$$	$$$$
Integration to SFDC	Included for all tiers	$$	Included	Included in Zoominfo SalesOS
Paid Add-ons	$	$$	N/A	Chorus is an add-on to Zoominfo SalesOS