III Dialpad

Dialpad VoiceAl

Every Conversation Matters.

Let's add an **action item:** get the creative direction set by Tuesday next week.

Yes, Gemma will be finalizing this week and we'll have to do an internal review.

• • •

Make Smarter Business Calls with VoiceAI

Dialpad VoiceAI empowers businesses with the tools they need to not only gain insight from their customer conversations in real-time, but use that information to make intelligent business decisions. Through artificial intelligence, you can uncover rich insights to better understand customer needs, increase customer retention and improve team productivity. With the power of voice intelligence, every conversation matters.

• Ir Dialpad O	$\langle \rangle$	Q SEARCH		Shane Holmes (415) 555 Set your	
MAKE A CALL · MY INBOX	Support (415) 805-2378 Hold gueue Active Calls	agents new	ALL VOICEMAILS	RECORDINGS	
ALL CENTERS ON DUTY alls from the below call centers are eing routed to you. Support	Agent Julia Daniels	Customer 095-272-4201	0:05	Intervene	View Cal
Sales	Austin Barnett	039-731-2229	0:12	Negative	View Cal
ECENT CONTACTS	Betty Bryan	063-260-9261	2:15	Negative	View Cal
Dean O'brien 12	Peter Hansen	978-186-0350	13:12	Neutral	View Call
Chris Willis Working from Anywhere!	Keith Harrison	204-556-7877	0:23	Neutral	View Call
Julia Daniels	Josephine Lynne	599-903-2505	6:02	Neutral	View Call
Adeline Meyer	Nina Craig	292-504-5328	3:09	Neutral	View Coll
Hallie Marshall	RL Rachel Lawrence	595-735-1325	3:22	Positive	View Call
Jesse Richards	Genevieve Rowe	080-893-9970	1:12	Positive	View Call

Want more information?

Email us at sales@dialpad.com or give us a call at 1 (855) 342-5723.

Features

Supervisor View

Provide better coaching in real-time. Supervisor View displays the customer service call sentiment so that you can instantly turn things around and improve customer retention.

Action Items

Never miss anything on your to-do list. Action Items highlight important tasks in your phone conversations and places them in your call summary.

Snippets

Take notes without lifting a finger. Snippets let you mark and save important conversation moments that you can quickly and easily reference later.

Call Summary

All the important details in one place. Call Summary puts your Action Items, Transcripts, Snippets, and manual notes into an easily digestible call snapshot.

Email us: <u>sales@dialpad.com</u> Call us: 1-855-DIALPAD



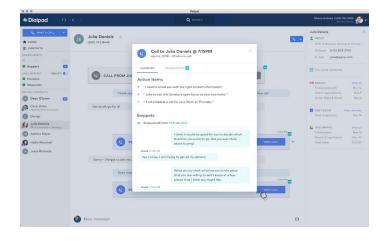
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Improve Customer Satisfaction

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 VoiceAl 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 VoiceAl'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

Betterment

Eventbrite stripe

Get Started

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

EMAIL US: SALES@DIALPAD.COM CALL US: 1-855-DIALPAD

