

Turn agents into experts

With Dialpad's cloud contact center, support teams gain a single platform to engage and resolve customer inquiries from anywhere in the world.

Connect your existing ticketing and CRM systems to offer omnichannel support, surface on-demand metrics with dashboards and reporting, and coach agents in real-time with Ai powered recommendations.



CALL MONITORING & COACHING

Monitor and listen in to calls in real-time or automatically surface recommendation cards that deliver answers directly to agents.

DASHBOARDS & REPORTING

Dig into insights that matter, from Service Level metrics to Agent: Caller ratios plus inbound call volumes.

NATIVE INTEGRATIONS

Integrate your phone support with ticketing systems, CRMs, or collaboration hubs for a streamlined workflow that keeps agents in a single place.

CALL MONITORING & COACHING

- Automatically match caller inquiries to the right agent with call routing based on agent availability or skill level
- Monitor and listen in on live calls or serve up agent recommendation cards based on keyword triggers said by agent, customer, or both

DASHBOARDS & REPORTING

- Keep managers aware of agent activity and performance with real-time dashboards, call volume and hold queue metrics, and customizable wallboards
- Receive alerts for when metrics or customer sentiment changes including Service Level or Wait Times

NATIVE INTEGRATIONS

- Connect phone support with your ticketing system or CRM to deliver a superior customer experience across the channels your customers use



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