

What is Dialpad?

- Multi-level Analysis
- Monitoring And Tracking Phone Calls
- Used For Customer Service And Research
- Important Tool For Phone Customer Service Teams



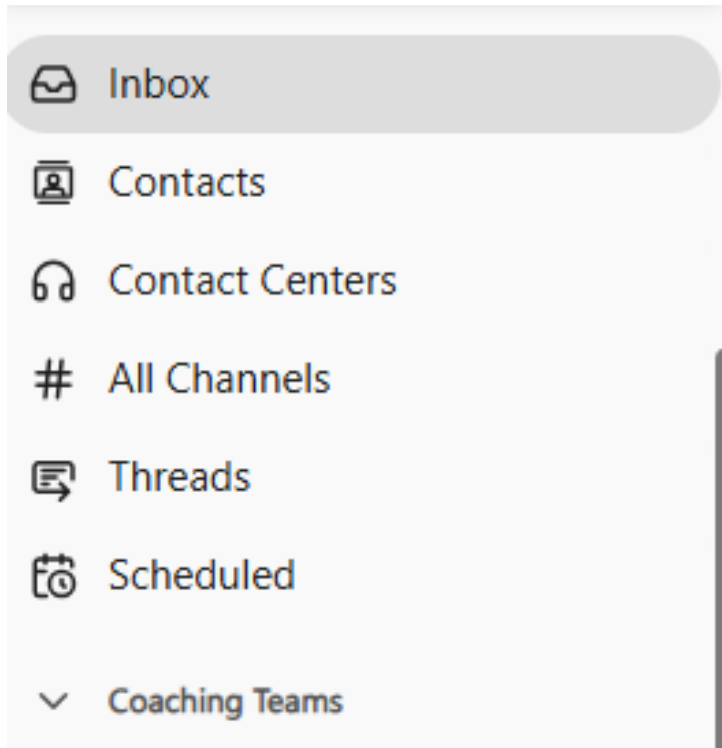
What Problems Does Dialpad Solve?

Takes active transcripts of phone calls

Gives automated answers to customer relations agent

Works at employee recruitment and training

How Does Dialpad Work?



- Manages and watches your customer
- Monitors the tone of the phone conversation and gives feedback
- Organizes phone calls by customer contact information.

Specific Use Cases And Examples



Business With High Turnover

- ❖ Helps train new hires
- ❖ Instant prompts for agents
- ❖ Key marketing terms to increase sales and professionalism



Call Log

- ❖ Records short calls
- ❖ Simple organization of past calls
- ❖ Gives transcripts of calls



E-Commerce With High Question Volumes

- ❖ Frequently answered questions
- ❖ Answers questions from website
- ❖ AI chat bot

Dialpad Competitors

Feature/Function	Dialpad	RingCentral	Zoom Phone	Ooma
Transcripts	Yes	Yes	Yes	Yes
Training	Yes	Yes, has university	Yes	Yes
Logs	Yes	Yes	Yes	Yes
Customer Service	Yes	Yes	No	Yes

Getting Started with Dialpad - Costs

Plans	Price	Best For	Key Features
Pro	\$27	Small customer service teams (1-5) Members	<ul style="list-style-type: none">• Agent training• Unlimited calls
Standard	\$35	Flexibility In growing business	<ul style="list-style-type: none">• Key word prompts• Advanced Growth
Enterprise	Contact	(100+) Agents	<ul style="list-style-type: none">• Unlimited everything• Team analytics
Other Services	Various	Larger companies	<ul style="list-style-type: none">• AI recaps and reports

Getting Started with Dialpad - Demo

<https://www.youtube.com/watch?v=H9loKezDUAc>

