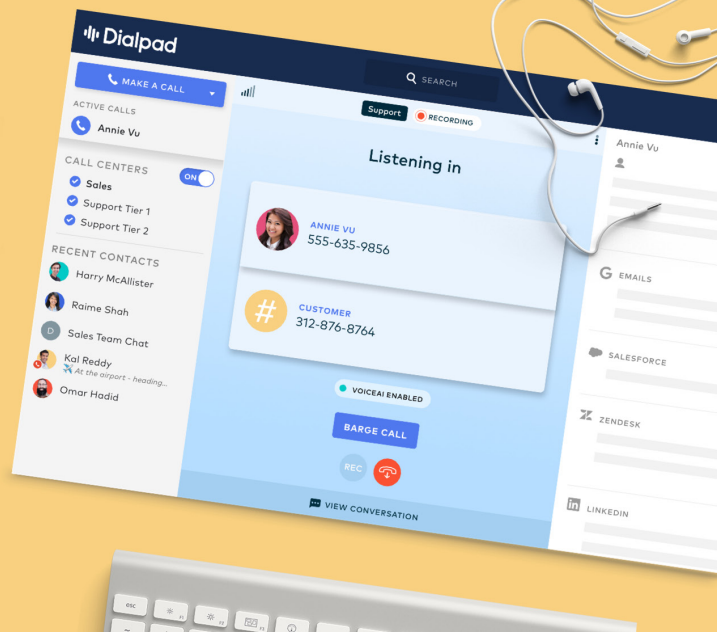


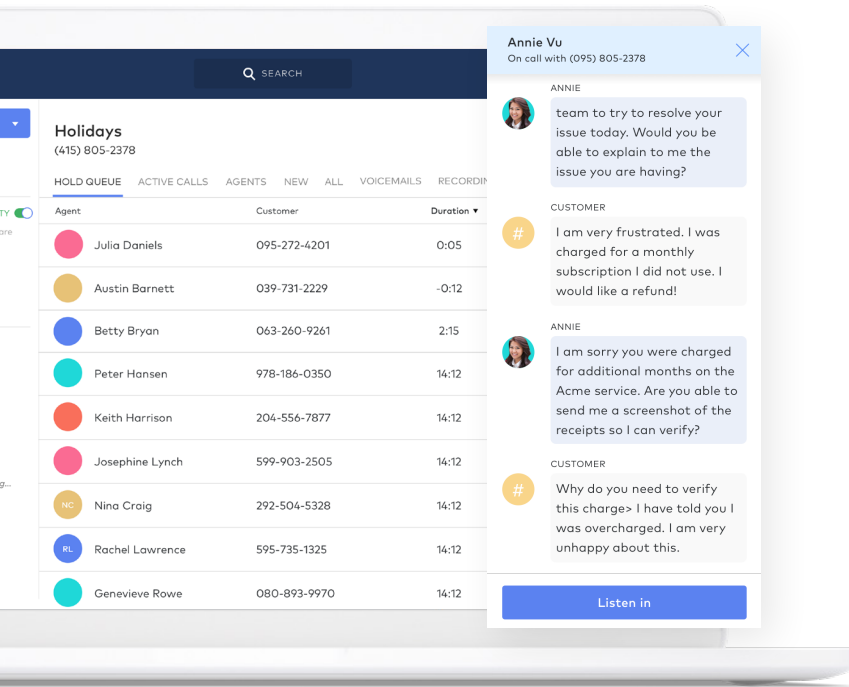


A New Age of Customer Service



Do More Than Listen

Your customers want help (over the phone, that is). And delivering memorable, quality phone support not only drives higher customer satisfaction, but helps build trust and brand loyalty. Increase CSAT, close more tickets, and keep your customers happy with a cloud based call center powered by AI.



EXCEL IN EXPERIENCE

Improve First Call Resolution (FCR) and Customer Satisfaction (CSAT) scores with tailored agent coaching and real-time insights.

PREDICTABLE PRICING

With zero usage fees for local inbound calls, your agents are free to focus on delivering the best support possible.

CONNECT THE DOTS

Access instant, real-time metrics to identify peak call times so you can plan ahead for agent staffing and call routing rules.

DESKTOP



BROWSER



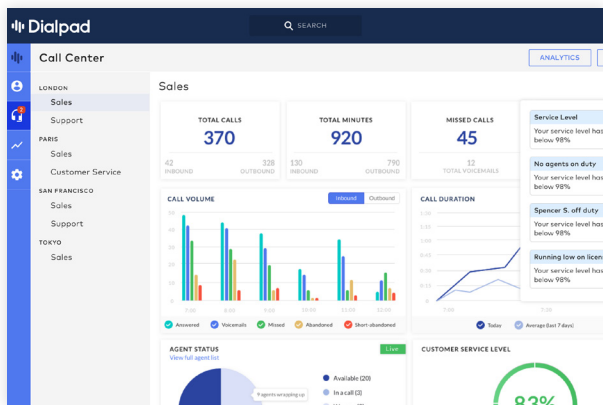
MOBILE





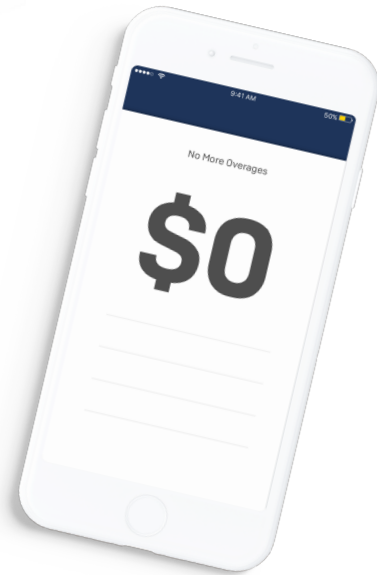
PREDICTABLE PRICING

- Save on minutes with zero usage fees for local inbound calls and fair use policy on outbound
- Spin up new call centers, agents, and phone numbers in minutes
- Make changes on the fly and have them reflect in real-time



EXCEL IN EXPERIENCE

- Decrease churn by intelligently identify at-risk customers
- Monitor agent conversations with Listen In, Barge In, Take Over
- Create repeatable moments by sharing agent's post call summaries



CONNECT THE DOTS

- Access instant, real-time metrics to identify peak call times
- View historical analytics for week, month, or 90 day reports
- Dive into service level, hold queue, and individual agent metrics



With Dialpad Support, we have an easy-to-use interface to manage the queue and to manage the calls that are coming in.

- Olaf Doemer, Global Support Director at Acquia