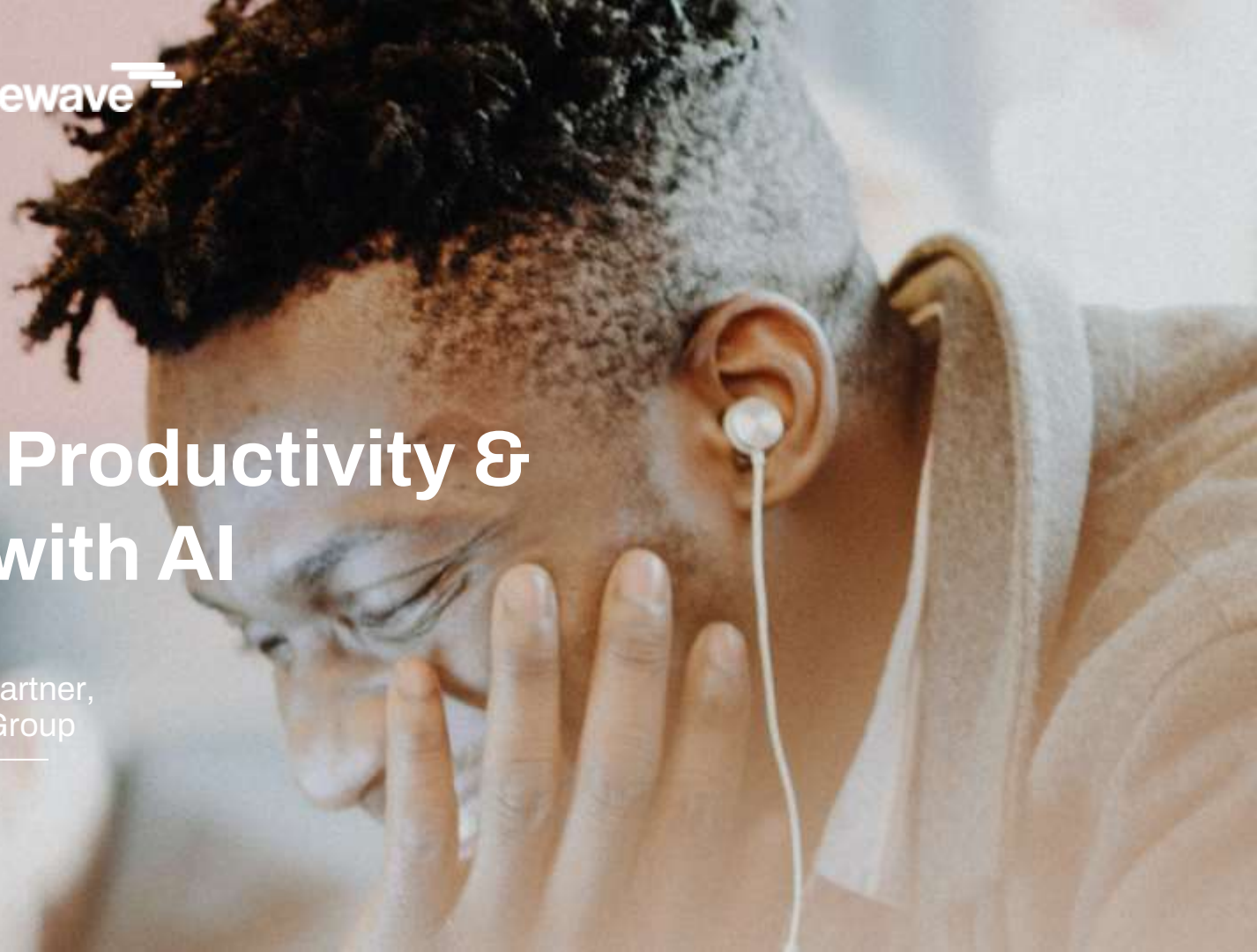


Boosting Productivity & Visibility with AI

Webinar with strategic partner,
Bluewave Technology Group



TRULY UNIFIED
WORKSPACE

TRULY UNIFIED PLATFORM — *Global | AI | Analytics | Open*

TALK

Business Phone System

MESSAGE

Chat & SMS

MEET

Video Conferencing

CONTACT CENTER

Modern Customer Service

SELL

AI-powered Sales

The world's most advanced business phone system

Strikingly intuitive interface

Set up the entire company in minutes

Keep your business phone number

Forward calls to any device

HD voice with a 100% uptime SLA

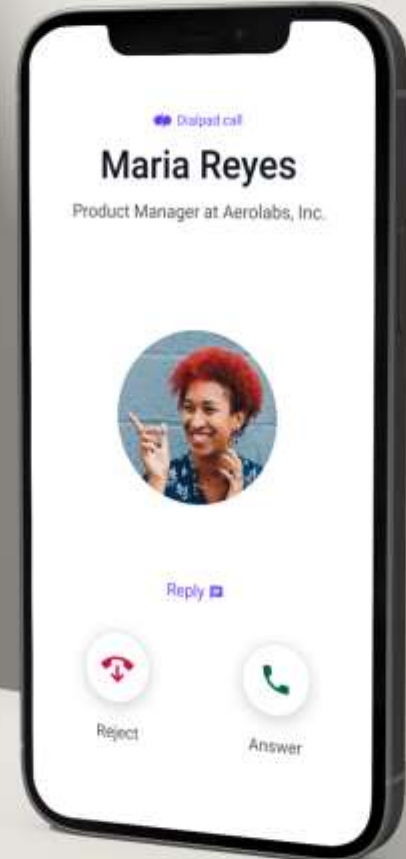
Internal/external SMS/MMS/IM

Built-in voice intelligence

Scales from 1 to 20,000+ users

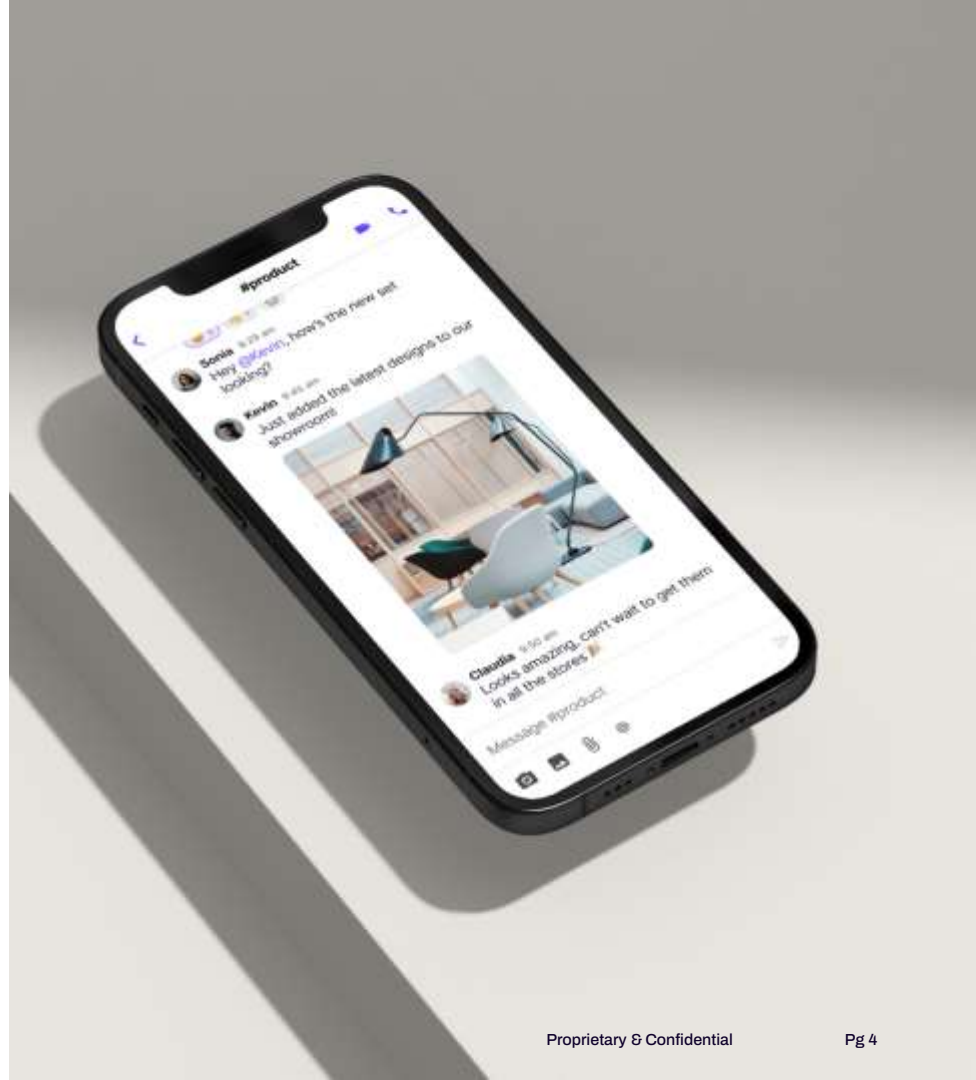
PSTN access in 70+ countries

99% accurate in blocking spam calls



Built-in collaboration

- Chat, message, and share from any device
- Integrated global SMS + MMS + IM + Channels
- Channels for any project, team, or topic
- Drop-in audio meeting rooms for quick issue resolution
- Get more done before, during, and after meetings
- Reduce email clutter
- Enable asynchronous communication across the entire company
- Consolidate apps and clean up desktops
- Boost productivity through better organization
- Choose how and when you prefer to communicate



Meet beautifully

Built for hybrid - meet anywhere in the world

Meet on any device—browser, desktop, mobile

From 2 to 100 participants

Background noise reduction for distraction-free meetings

Personalized video layouts, hold music and meeting URL

Automated meeting insights (e.g., notes, recordings, summaries)

AI that transcribes everything in real-time

Group chat and emoji reactions

Meeting Countdown Timer and a 5-minute reminder

Advanced meeting security features



The perfect CCaaS for your UCaaS: Built for the Anywhere Agent

Deploy new contact centers and agents in minutes.

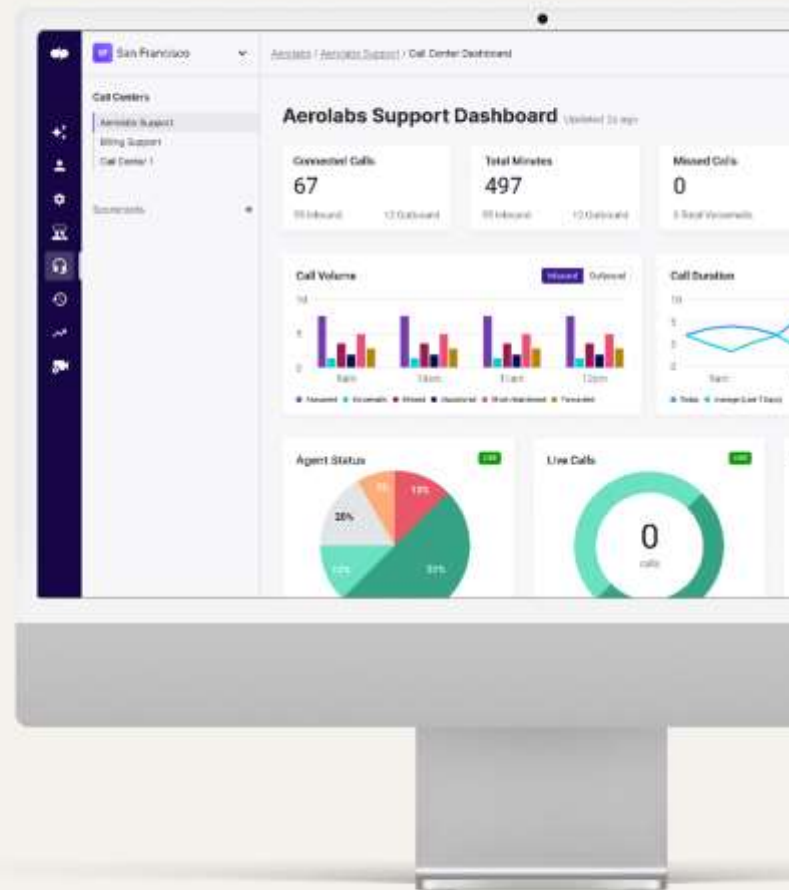
AI-included in everything - transcribe, assist, and analyze agent activity.

Any device, anywhere - including mobile apps

Advanced analytics with activity heat maps to manage your busiest times and people.

Real-time assist cards and conversational guidance to reduce agent training and attrition.

Live customer sentiment and 'moment' analysis to capture important trends and boost customer loyalty.



Make every opportunity count

Salesforce Power Dialer and Voicemail Drop to automate large-scale outreach.

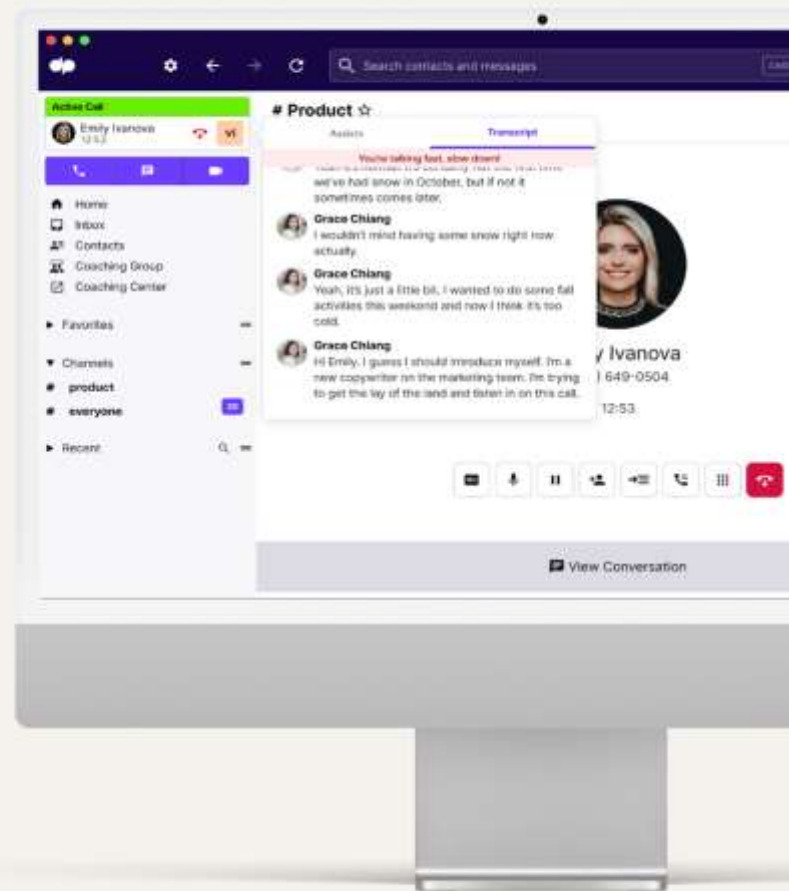
AI-enabled sellers to provide guidance and automated information for every call.

Native CRM integration

Sales coaching and in-call controls to prompt, whisper, or take-over.

Real-time transcriptions and 'moment' analysis.

Built in video and messaging channels.



Why Dialpad



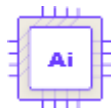
Freedom to work from anywhere

Any device
Any mode
Anywhere



Truly unified UCaaS + CCaaS

The only unified UCaaS & CCaaS (sales + support)
Truly unified UCaaS (talk, message, meet)
Open to anything
Wholly owned



Built-in AI across everything

AI-native platform and technology
Self-learning experience engines



Beautifully designed, easy to use

Simple
Easy
Beautiful



Always reliable, extremely secure

100% uptime SLA
Modern cloud architecture
Built with microservices
Cloud native

The Dialpad Difference



Deploy In Minutes

- Device automation
- Easy self-service
- MACs in seconds



Smarter Call Routing

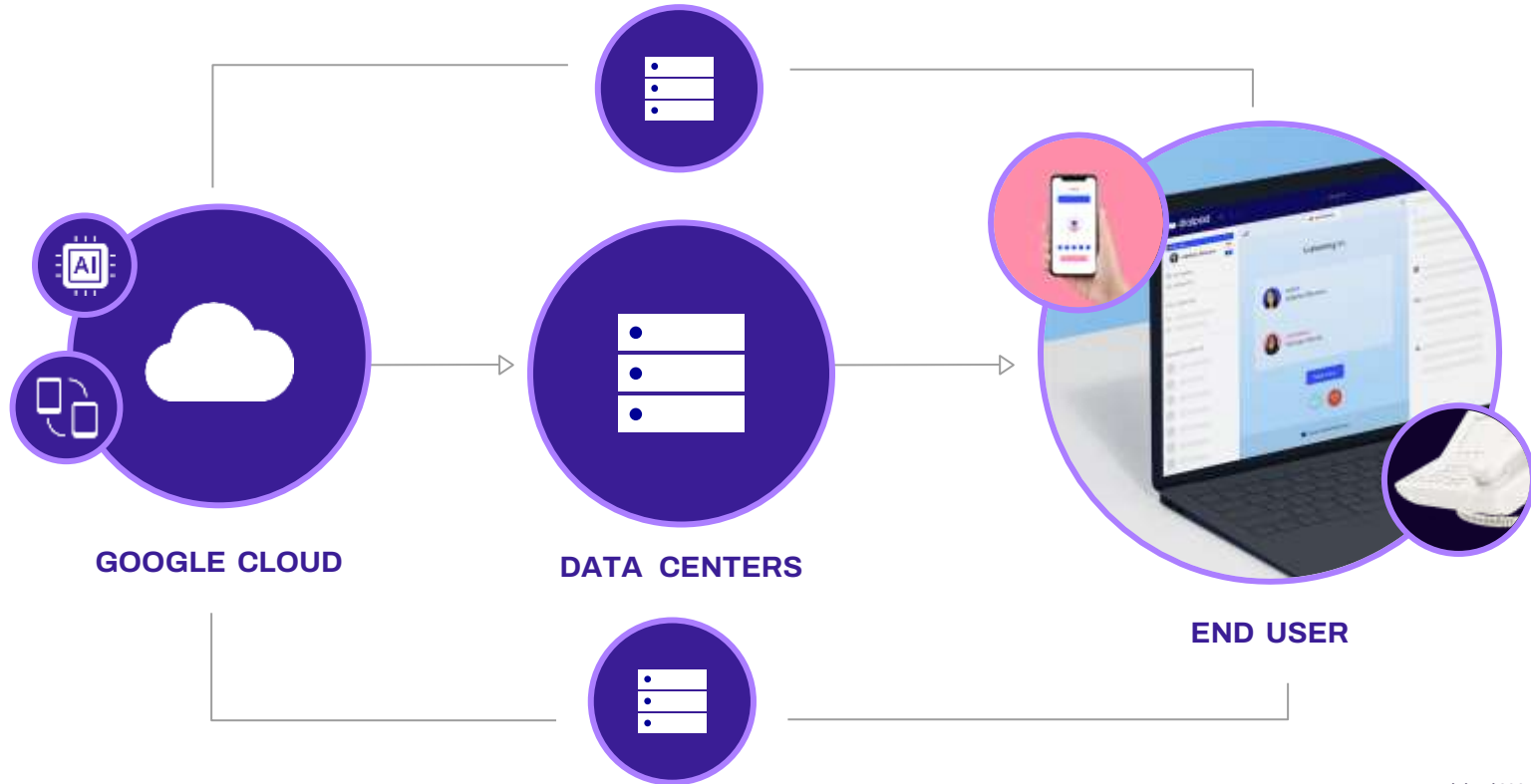
- Global carrier network
- Localized services
- HD call quality

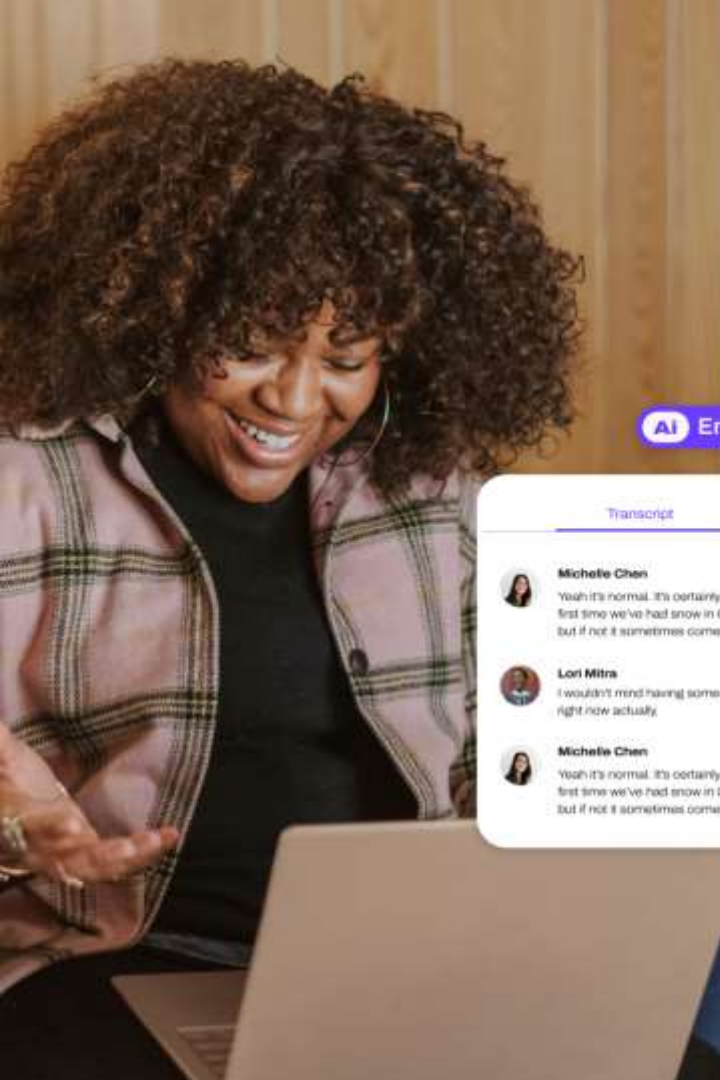


Native Reporting & Ai

- Automated transcriptions
- Real-time recommendations
- Custom reporting

Split cloud architecture





Built-in AI changes everything

Make more informed decisions

Gain detailed insights & take action confidently

Reduce training & offer instant guidance

Increase proactive communication

Learn from customers & reasons for calls

Identify intent with real-time context

More accurate than any competitor

AI Enabled

Transcript



Michelle Chen

Yeah it's normal. It's certainly not the first time we've had snow in October, but if not it sometimes comes later.



Lori Mitra

I wouldn't mind having some snow right now actually.



Michelle Chen

Yeah it's normal. It's certainly not the first time we've had snow in October, but if not it sometimes comes later.

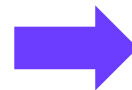
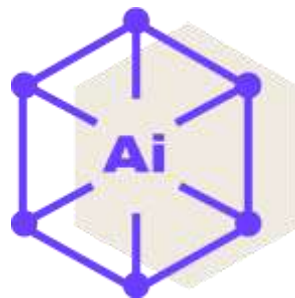
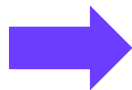
Voice intelligence

A proprietary real-time speech recognition and NLP engine transcribing and analyzing conversations in real-time with industry-leading accuracy.

Dialpad Voice Intelligence Engine

Inputs:

- Voice
- Video
- Messaging



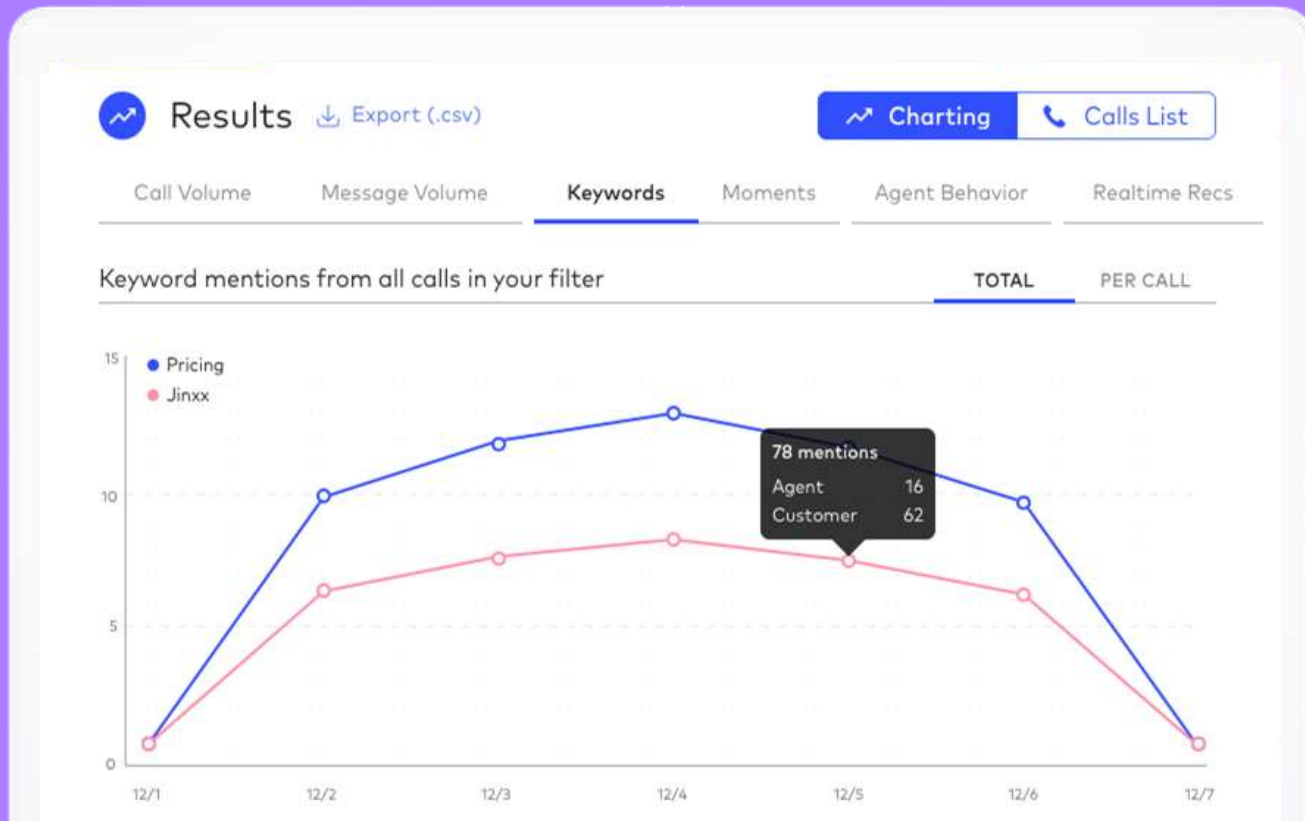
Outputs:

- Transcripts
- Topics
- Moments
- Sentiment

Custom Language and Acoustic ASR models
Custom NLP Models for Sentiment, Topic
Categorization, and Moment Identification

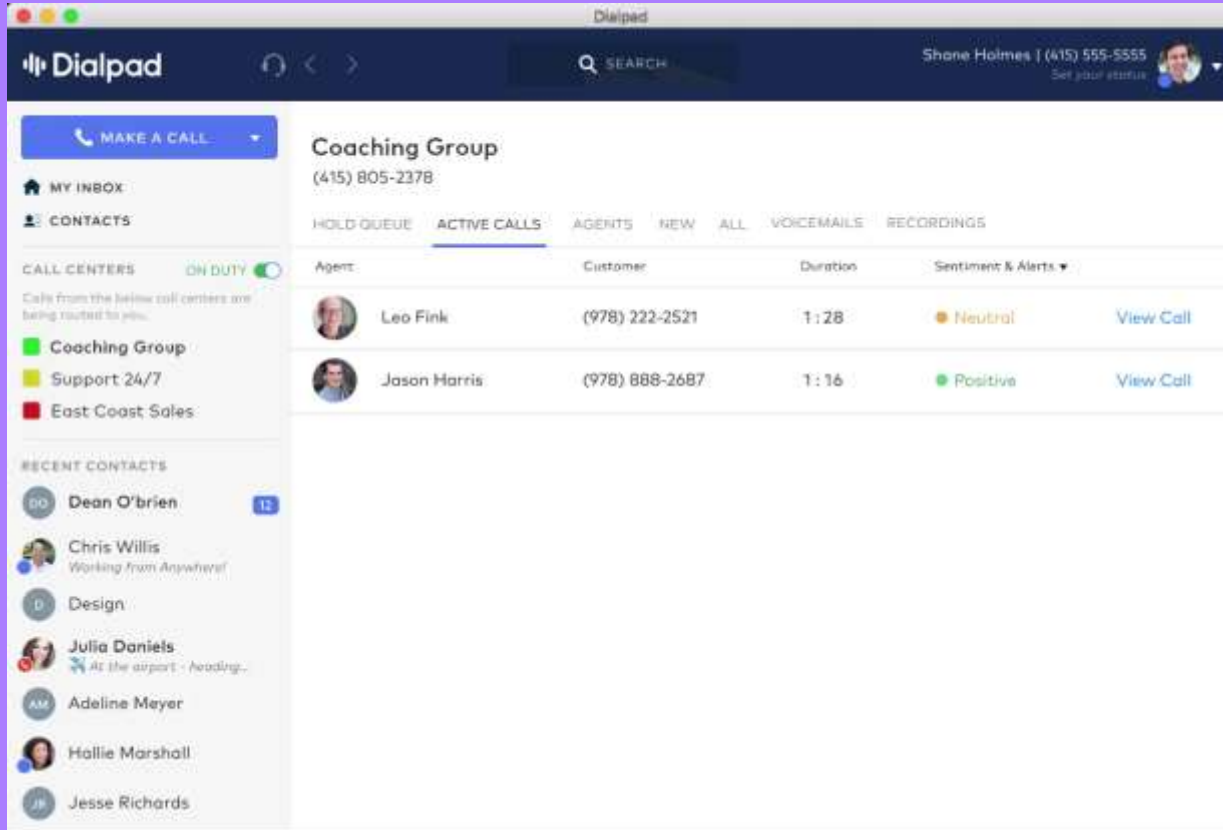
Learn from your conversations

Understand what kinds of conversations are trending over time



Coach your team in Real Time

- Real-time Transcription & Analytics
- Call monitoring & supervisor views
- Live sentiment tracking
- Manager & service-level alerts
- Live and post-call transcripts
- Keyword based assisted answers (RTAs)



The screenshot displays the Dialpad interface for a coaching group. The top navigation bar includes the Dialpad logo, navigation arrows, a search bar, and the user profile for Shane Holmes. The main content area is titled "Coaching Group (415) 805-2378" and features tabs for "HOLD QUEUE", "ACTIVE CALLS", "AGENTS", "NEW", "ALL", "VOICEMAILS", and "RECORDINGS". The "ACTIVE CALLS" tab is selected, showing a table of active calls with columns for Agent, Customer, Duration, and Sentiment & Alerts. The table lists two active calls: one by Leo Fink with a duration of 1:28 and a neutral sentiment, and another by Jason Harris with a duration of 1:16 and a positive sentiment. A sidebar on the left contains a "MAKE A CALL" button, "MY INBOX", "CONTACTS", "CALL CENTERS" (with an "ON DUTY" toggle), and "RECENT CONTACTS" list.

Agent	Customer	Duration	Sentiment & Alerts
Leo Fink	(978) 222-2521	1:28	Neutral View Call
Jason Harris	(978) 888-2687	1:16	Positive View Call

Automated Topic Categorization + Compliance

The image shows a Salesforce CRM interface for a contact named Peter Waldorf. The main view displays the contact's profile, including a phone number (+1 509-563-2470) and a status of 'Assigned to Opportunity'. Below the profile, there is a list of activities, including several 'Dialpad Call - Active call' and 'Dialpad Call - Outbound / 1 min' entries, each with a timestamp and a link to 'logged a call about AeroLabs'. A 'LIVE TRANSCRIPT' overlay is visible on the right side of the screen, showing a conversation between GEMMA and PETER. The transcript includes the following text:

GEMMA 0:03
Hey Peter, this is Thomas with AeroLabs. Is now still an ok time to chat?

PETER 0:04
Oh, hey Thomas. Yeah, I actually have some free time right now.

GEMMA 0:07
Awesome! So I know you had mentioned before that you were still considering making this move in the next few months. Does that still seem like a realistic timeline?

The transcript also shows a section for 'Live Chat - Zendesk campaign' with details like 'Type: Sent' and 'Status: First resp...'. At the bottom of the transcript, there is an 'Upload Files' button and a note 'Or drop files'.

Customer success across every industry

Technology



Services



Real estate



Financial services



Education / Public Sector



Retail



Healthcare



Media



CUSTOMER STORY:

PROBLEM

- Their help desk solution didn't offer a unified view of all customer interactions—this led to siloed conversations,
- No insight into calls (delivery drivers to customers).

SOLUTION

- Dialpad offered outstanding customer support, ease of mind and simplicity when it comes to using the product.

RESULTS

- Vi notifies their relevant departments so they can act fast and handle whatever case is needed attention.
- By having access to every call transcription, they can make business decisions and be more efficient with their business.



TECOVAS

Industry

Retail

Customer Since

2019

Number of Users

108

Integrations

Kustomer

Products

Dialpad Talk

Dialpad Contact Center

 dialpad

Bluewave 

Thank you!

