



## OVERVIEW

Dialpad is the business communications platform built for the modern workforce. Dialpad offers Voice, Video, Messaging, Meetings, Call Center, Analytics and Integrations with G Suite & Office 365. Dialpad is the only communications platform powered by Voice Intelligence built on Google Cloud.



## KEY FEATURE AND DIFFERENTIATORS

Dialpad is the only business communications system built post-iPhone for the modern workforce, Built on the most modern platform with split-cloud architecture, cloud for apps and logic, worldwide data centers, and enterprise voice quality.

- All-in-one platform with a single interface for all products
- Instant global deployment for businesses big or small
- AI integrated everywhere enables real-time transcriptions, analytics, and sales insights
- Industry-leading ROI & honest pricing with no hidden fees or usage costs



## LOCATIONS

San Francisco, CA

San Francisco, San Ramon, Austin, Raleigh & New York

Vancouver, London, Kitchner, Tokyo, Manila, Bengaluru



## SERVICE OFFERINGS

### TELECOM

One Voice For All

Integrations? Check. Built in the cloud? Check. Your phone system now works like you do—from anywhere, anytime. With Dialpad Talk, teams can stay connected no matter where they work, thanks to a 100% cloud based platform that syncs voice, video, contacts, and more in real-time.

Whether it's a laptop, deskphone, or cell phone, we've got you covered. Switch between devices and get work done.

With automatic contact syncing between GSuite and Office 365, never second guess who's calling again.

Who wants to take notes? Voice Intelligence, that's who. Automatically record transcripts and next steps based on real-time conversations.

### INTERNATIONAL

Dialpad is built on the Google Cloud Platform (GCP) which enables Global



## IDEAL CUSTOMER PROFILE

Our ideal customer is a modern business with a work-from-anywhere workforce, however we partner with 100's of traditional businesses.

- Verticals: Hi-tech, Retail, Real Estate, FinTech, Prof. Services, Mobility, Energy, Staffing & Recruiting
- Departments: IT, Sales, Call Centers
- Size: 11-50,000 seats



## CUSTOMER TESTIMONIALS

"Since we switched to Dialpad we know that the quality of the calls that we place or that we receive is guaranteed. We are no longer getting any complaints about dropped calls or poor call quality no matter where my team members are."

Olaf Doemer, Global Director of Support, Acquia



## QUALIFYING QUESTIONS

Tell me about your current phone system, UCaaS/CCaaS solution or strategy.

How many offices/seats currently use your business communication tools?

What are your current on-prem or cloud communications solutions?

What are your communications and technology priorities? Short and long term.

Do you have any mobile / remote workers? How do you support them?

When you hire a new employee, what technologies and applications are you providing them?

How much time does your IT team spend today managing your communications

redundancy and scalability

### UCAAS

We Built Better Business Communications

Your customers are looking for a seamless solution to power the communication needs and we've got you covered. Dialpad offers fully-native voice, video, chat, conference, contact center and sales productivity all in one.

### CCAAS

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.

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

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

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

platform?

Have you ever evaluated moving your communications to the cloud?

Other than email, what are the top 3 communication applications you use internally?

What does the customer journey look like when they want to contact you? How are you tracking this?



## INDUSTRY RANKINGS

2019 Gartner UCaaS Magic Quadrant Visionary

2018 Forbes Cloud 100

2018 Deloitte Technology Fast 500

2018 G2 Crowd Leader