dialpad

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SOLUTION BRIEF

Dialpad Ai Contact Center

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Introduction
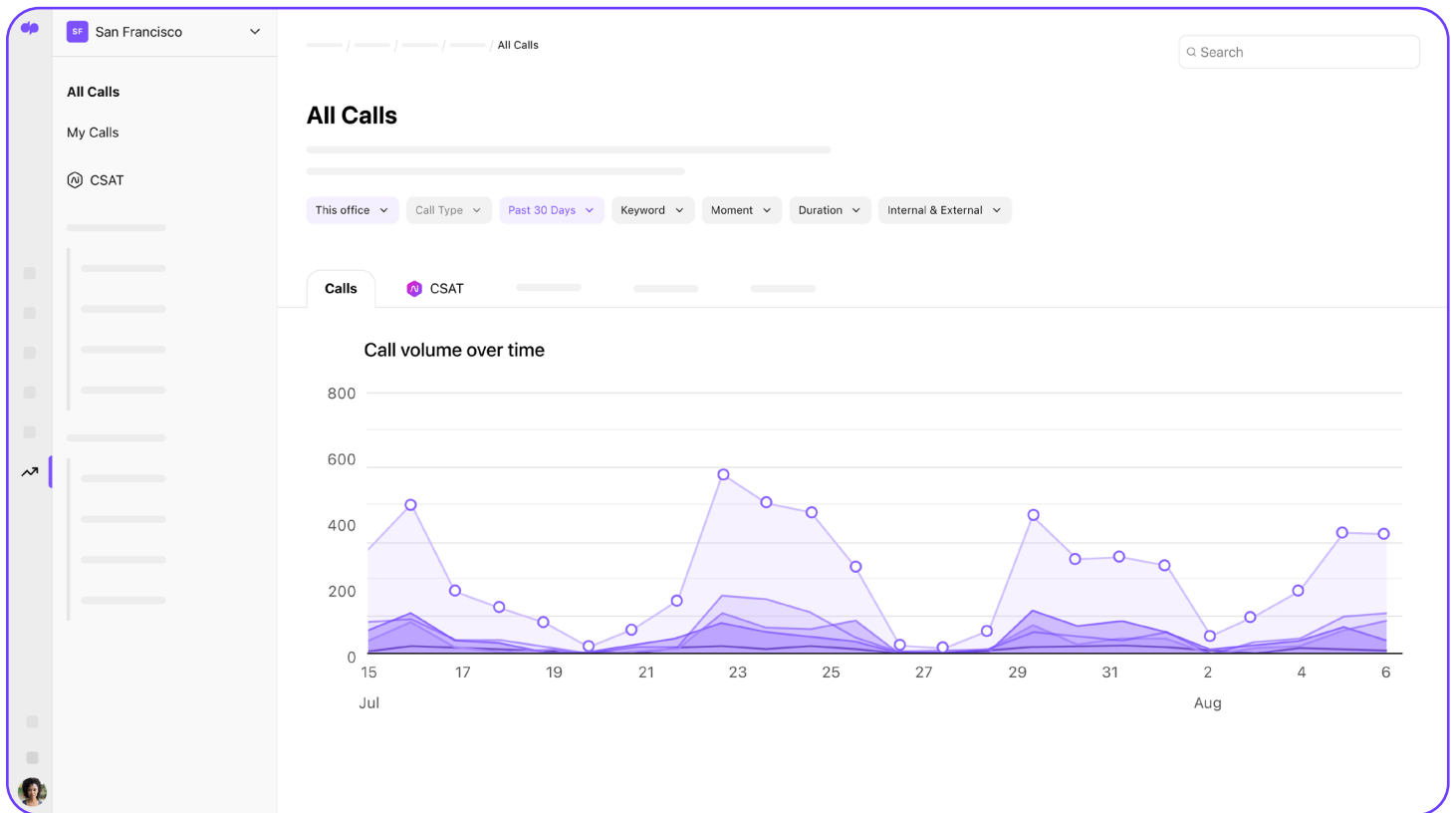
Dialpad Ai Contact Center is the world's most advanced omnichannel contact center, offering AI-enabled digital and inbound voice capabilities designed to deliver excellent customer outcomes. Our advanced capabilities help organizations understand their customers, streamline workflows, improve agent and supervisor productivity, reduce employee & customer churn, and dramatically improve customer-centric metrics.

Why an Ai-powered, omnichannel contact center matters

Not long ago, customer service operated within a single channel: voice. Now, modern customer service is incredibly complex. Businesses have to meet customers wherever they are—on voice, mobile, web, and self-service channels—while delivering the same quality of service.

Some important insights to consider:

- Call center hold time statistics show that 60% of clients will hang up after one minute on hold. (Plum Voice)

- 93% of consumers will spend more with companies that offer their preferred option to reach customer service (ex: chat) (Zendesk, 2022). Customers now expect coverage across multiple channels.

- The large majority of consumers said they would switch to a competitor after three poor experiences or fewer. (Emplifi, 2021) It's not enough to simply offer more channels—businesses must still deliver efficient and personalized service regardless of the customer's entry point. .

What today's companies need is a contact center solution that can both increase overall customer satisfaction and raise operational efficiency and productivity, but in a way that's scalable, affordable, and future-proof.

That's where Dialpad Ai Contact Center comes in.

What you get with Dialpad Ai Contact Center

Dialpad Ai Contact Center provides coverage for the full customer journey. It uses a combination of an Ai Virtual Agent, groundbreaking productivity tools & integrations, and intelligent coaching features to make sure the customer always has a positive experience.

Let's take a closer look:

Ai Virtual Agent

Customers first interact with Dialpad's Ai Virtual Agent, which gives them the information they're looking for right away. It automatically scrapes knowledge sources and utilizes AI parenting to surface the most relevant knowledge, processes, or workflows to customers at any given time.
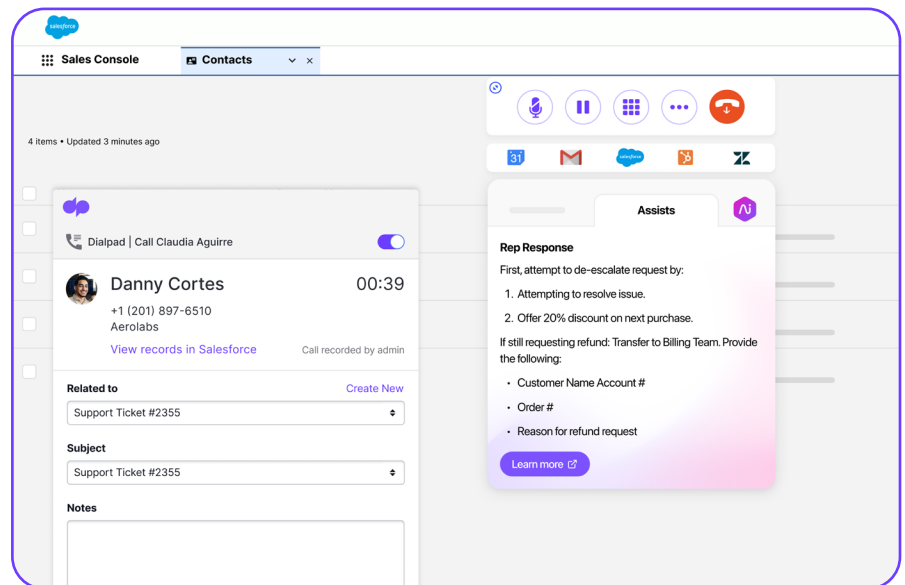
What you get with Dialpad Ai Contact Center

The Ai Virtual Agent is deeply integrated with the rest of the contact center. If a customer needs help with a more complex issue, conversational Ai determines their intent and automatically picks the best resolution path for them.

Contextual information like customer status, purchase history, and other data is then transferred to digital or voice agents so that they can provide more personalized service and choices.

Ai tools and integrations

Powerful Ai tools and integrations instantly connect digital and voice agents to customer information, internal knowledge resources, scripted responses, and automations. Agents know exactly what customers need and have the resources to help them, no matter their entry point. This helps agents provide easy and seamless support across the full customer journey—even if they're working inside another platform like Salesforce:

What you get with Dialpad
Ai Contact Center

Ai-powered coaching tools

Dialpad Ai Contact Center helps coach and support agents by providing a suite of robust supervisor tools powered by artificial intelligence, like sentiment analysis and Ai CSAT, which help increase customer satisfaction and loyalty, improve agent productivity, and reduce customer and agent churn—all while ensuring proper SLA adherence.

Mainline Support

Live calls

|						
Kendal Needham	Danny Cortes	● Positive	Hey, had a quick question about the...	00:30	→
Claudia Aguirre	Corlos Sainz	● Negative	I am calling because I'm frustated	05:42	→
Lori Yee	Roberto Perez	● Neutral	I need to cancel my account, I have	03:12	→
Kristin Carlel	Amy Jones	● Positive	What new colorways are available?	06:28	→
Jason Horton	Fred Lang	● Positive	How long does it take to get a...	04:36	→

The Dialpad difference

Dialpad offers groundbreaking features for customers, agents, supervisors, and contact center leaders:

- Conversational Ai determines customer intent in both our Ai Virtual Agent and digital channels to improve path selection and personalization. Customers can easily escalate to live agents in voice and digital channels, whereas many competitors don't offer live escalation options at all.

- Agents can serve customers more easily by supporting both voice and digital channels from the same app.

- Real-time Assist (RTA) cards and Ai Agent Assist ensure agents have access to the right information at the right time. RTA cards deliver pre-programmed responses surfaced by Dialpad Ai. Ai Agent Assist acts as the single point of access for all agent knowledge, immediately surfacing relevant information from any connected knowledge center.

The Dialpad difference

- Dialpad delivers actionable insights and deep customer intelligence that customer service leaders use to improve their product offerings. Features like Ai transcriptions and Custom Moments can be used to track keywords like competitor mentions or specific customer needs.

- Revolutionary Ai CSAT provides a greater understanding of customers' needs and helps you identify agents who need better coaching. Instead of the typical meager 3-5% response rate from traditional customer satisfaction surveys, you can now access Ai-predicted CSAT scores across 100% of interactions:
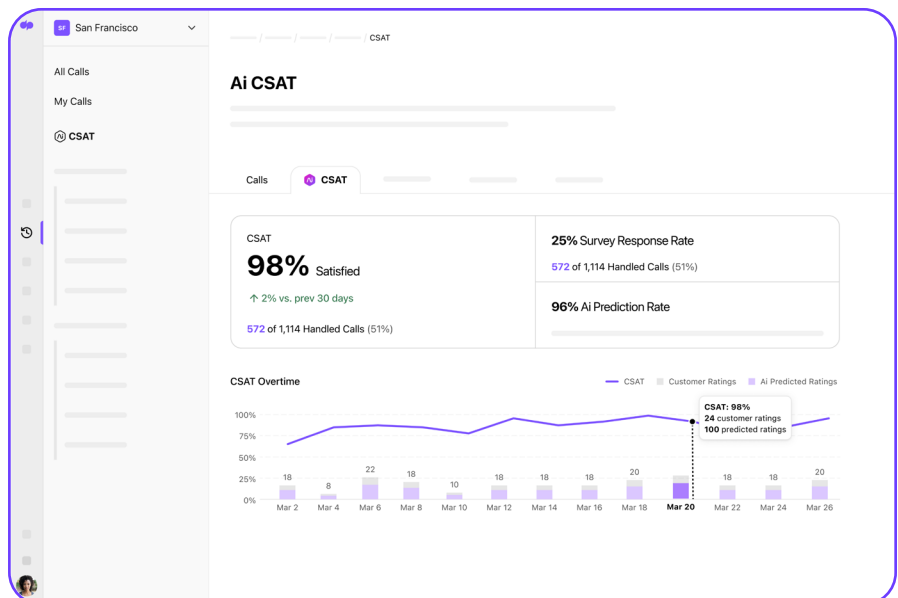
- Supervisors have access to best-in-class quality management, agent monitoring, and coaching tools to ensure agents are well-trained and adhering to best practices. Identify agents who need guidance with sentiment analysis. Support agents in real-time with live transcription, whisper, barge, and takeover modes.

- Advanced analytics and reporting through Dialpad Business Intelligence enable supervisors and contact center leaders to create customized reporting for their unique business needs.

The benefits of Dialpad Ai Contact Center

Dialpad Ai Contact Center provides robust customer engagement solutions that:

- Dramatically improve customer satisfaction (CSAT) and loyalty scores (NPS).

- Deflect voice calls to Ai Virtual Agent or digital channels to speed up customer interactions & increase first-contact resolution.

- Empower agents and improve their productivity by reducing manual processes and connecting them with relevant, accurate information faster. Easier processes result in more effective, happier agents, and less employee turnover.

- Help coaches and supervisors recognize where they're needed most and spend their time wisely.

- Connect business leaders with contact center data easily with out-of-the-box data or custom reporting, to provide valuable, actionable insights.

- Go live quickly and build a fully functional contact center environment with groundbreaking Ai capabilities in a matter of minutes.

- Deliver ROI faster. With Dialpad Ai Contact Center, expect lower case volumes, fewer escalations, and consistent staffing levels. Our Ai & automation capabilities drive faster ROI for your business by fixing processes and getting up and running quickly.

Dialpad Ai Contact Center features and capabilities

- **Digital channels supported**: Web chat, Facebook, Twitter, Instagram, WhatsApp, email, Apple Business Chat, & more.

- Conversational Ai determines context, routing, and escalation —to either task automation or a live agent.

- No-code visual designer for chat widget and task workflow bots.

- Ai Virtual Agent uses conversational Ai to understand customer intent and surface the most relevant information in self-service channels.

- Real-Time Assist cards populate pre-programmed scripts, links to knowledge, suggested responses, and more based upon AI-recognized keywords and phrases.

- Ai CSAT provides an immediate, Ai-predicted customer satisfaction score for 100% of customer interactions, delivering valuable intelligence that you can use to strengthen customer relationships and service offerings. Dive into positive scores to find agent best practices, or negative scores to identify opportunities for coaching.

- Ai Agent Assist scrapes all connected knowledge sources and surfaces the most relevant information for live agents in real-time.

- QA scorecards & Ai transcriptions enable faster call quality evaluations & ensure compliance with best practices.

Dialpad Ai Contact Center
features and capabilities

- 3rd-party integrations make it easy to use information from Zendesk, Salesforce, ServiceNow, and many more services.

- APIs allow you to customize the contact center for your unique needs.

To arrange a demo of Dialpad Ai Contact Center or find out more, visit:

www.dialpad.com/contact-center