

Dialpad Feature Comparison

The Basics	Ai Voice	Ai Contact Center			Ai Sales		
		Essentials	Advanced	Premium	Essentials	Advanced	Premium
Direct Lines for All Users	✓	\$\$	\$\$	\$\$	✓	✓	✓
Local & Toll Free Numbers	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$
Unlimited Calling in the US & CAN (excludes toll-free)	✓	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$
Internet Faxing	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$
Recording/Transcript Access & Retrieval Window	N/A	45 Days	45 Days	1 Year	45 Days	45 Days	1 Year
Call Controls (Hold, Mute, Transfer, Add Caller, Switch Devices)	✓	✓	✓	✓	✓	✓	✓
Voicemail-to-Email (with transcription)	✓	✓	✓	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	✓	✓	✓	✓
Custom User Settings (Voicemail Greeting, Call Routing, Personal Working Hours, SMS auto reply & more)	✓	✓	✓	✓	✓	✓	✓
International Calling	✓	✓	✓	✓	✓	✓	✓
Customized Greetings	✓	✓	✓	✓	✓	✓	✓
(changeable) Caller ID	✓	✓	✓	✓	✓	✓	✓
Voicemail Drop	X	\$\$	\$\$	\$\$	\$\$	✓	✓
Local Presence (Requires additional purchase of DIDs)	X	\$\$	\$\$	\$\$	\$\$	✓	✓
Manual Call Recording	✓	✓	✓	✓	✓	✓	✓
Automatic Call Recording on shared (queue) lines	✓	✓	✓	✓	✓	✓	✓
Automatic Call Recording on individual (user) lines (Requires purchase of individual DIDs)	X	\$\$	\$\$	\$\$	✓	✓	✓
		(Requires purchase of individual DIDs, and coaching teams add-on)					

✓ Feature Included in Package

\$\$ Feature Available as an Add-On in this package (See Add-On section)

X Feature is not available in this package.

Dialpad Feature Comparison

Dialpad Ai	Ai Voice	Ai Contact Center			Ai Sales		
		Essentials	Advanced	Premium	Essentials	Advanced	Premium
Real-Time Transcripts	✓	✓	✓	✓	✓	✓	✓
Shareable Post Call Summaries	✓	✓	✓	✓	✓	✓	✓
Transcript Snippets	✓	✓	✓	✓	✓	✓	✓
Action Items	✓	✓	✓	✓	✓	✓	✓
Speech Coaching	✓	✓	✓	✓	✓	✓	✓
Real-Time Assist Cards (See note below)	✗	\$\$	✓	✓	\$\$	✓	✓
Live Call Sentiment Analysis	✗	✓	✓	✓	✓	✓	✓
Custom Moments (See note below)	✗	\$\$	✓	✓	\$\$	✓	✓

Dialpad Meetings	Ai Voice	Ai Contact Center			Ai Sales		
		Essentials	Advanced	Premium	Essentials	Advanced	Premium
Dialpad Meetings Free	✓	✓			✓		
Dialpad Meetings Business	\$\$	\$\$	✓	✓	\$\$	✓	✓

Custom Real-Time Assist and Moments

All Dialpad Ai Contact Center and Ai Sales packages both include a default set of Real-Time Assist Cards, including speech coaching (e.g. “You’re monologuing,” or “You’re talking too fast”) and other notifications which may change from time to time.

The Advanced and Premium Tiers include the ability for an admin to create custom Real-Time Assist cards and their associated triggers. Custom RTAs and Moments can also be selected as an add-on for the Essentials tier.

✓ Feature Included in Package

\$\$ Feature Available as an Add-On in this package (See Add-On section)

✗ Feature is not available in this package.

Dialpad Feature Comparison - Call Centers

This page applies only to Call Centers. The list indicates which license types can use these call center features in a call center. Some subsets of features may be available in other Dialpad products, and those are outlined on separate pages.

	Ai Voice	Ai Contact Center			Ai Sales		
		Essentials	Advanced	Premium	Essentials	Advanced	Premium
Act as an Agent in a Call Center	X	✓	✓	✓	\$\$	\$\$	✓
Longest Idle Routing	X	✓	✓	✓			✓
Round Robin Routing	X	✓	✓	✓			✓
Fixed Order Routing	X	✓	✓	✓			✓
Random Order Routing	X	✓	✓	✓			✓
Skills-Based Routing	X	✓	✓	✓			✓
Queue Priority	X	✓	✓	✓			✓
Geographic Routing	X	✓	✓	✓			✓
Customizable Open Hours & Closed Business Hours Routings	X	✓	✓	✓			✓
Holiday Hours Routing	X	✓	✓	✓			✓
Advanced Contact Center IVR	X	✓	✓	✓			✓
Allow Callers to Request a Call Back	X	✓	✓	✓			✓
Simultaneous Ringing	X	X	X	X			X
Call Waiting ⁽¹⁾	X	\$\$ Personal Line	\$\$ Personal Line	\$\$ Personal Line	✓ Personal Line	✓ Personal Line	✓ Personal Line
Call Parking ⁽¹⁾	X	\$\$ Personal Line	\$\$ Personal Line	\$\$ Personal Line	✓ Personal Line	✓ Personal Line	✓ Personal Line
Call Transfer	X	✓	✓	✓	✓	✓	✓
Hold Queue	X	Advanced	Advanced	Advanced	Advanced	Advanced	Advanced

⁽¹⁾Call Waiting and Call Parking are features available for users with a personal DID, i.e. Ai Voice and Ai Sales licenses, as well as Ai Contact Center licenses with a personal DID add-on license.

✓ Feature Included in Package

\$\$ Feature Available as an Add-On in this package (See Add-On section)

X Feature is not available in this package.

Dialpad Feature Comparison - Departments

This page applies only to Departments. The list indicates which license types can use these department features in a department. Some subsets of features may be available in other Dialpad products, and those are outlined on separate pages.

		Ai Voice	Ai Contact Center			Ai Sales		
			Essentials	Advanced	Premium	Essentials	Advanced	Premium
Act as an operator in a department	✓		✓	✓	✓	✓	✓	✓
Simultaneous Ringing	✓		✓	✓	✓	✓	✓	✓
Longest Idle Routing	✓		✓	✓	✓	✓	✓	✓
Round Robin Routing	✓		✓	✓	✓	✓	✓	✓
Fixed Order Routing	✓		✓	✓	✓	✓	✓	✓
Random Order Routing	✗		✗	✗	✗	✗	✗	✗
Skills-Based Routing	✗		✗	✗	✗	✗	✗	✗
Queue Priority	✗		✗	✗	✗	✗	✗	✗
Customizable Open Hours & Closed Business Hours Routings	✓		✓	✓	✓	✓	✓	✓
Holiday Hours Routing	✓		✓	✓	✓	✓	✓	✓
Department IVR	✓		✓	✓	✓	✓	✓	✓
Allow Callers to Request a Call Back	✗		✗	✗	✗	✗	✗	✗
Call Waiting ⁽¹⁾	✓		\$\$ Personal Line	\$\$ Personal Line	\$\$ Personal Line	✓ Personal Line	✓ Personal Line	✓ Personal Line
Call Parking ⁽¹⁾	✓		\$\$ Personal Line	\$\$ Personal Line	\$\$ Personal Line	✓ Personal Line	✓ Personal Line	✓ Personal Line
Call Transfer	✓		✓	✓	✓	✓	✓	✓
Hold Queue		Basic	Basic	Basic	Basic	Basic	Basic	Basic

⁽¹⁾Call Waiting and Call Parking are features available for users with a personal DID, i.e. Ai Voice and Ai Sales licenses, as well as Ai Contact Center licenses with a personal DID add-on license.

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✗ Feature is not available in this package.

Dialpad Feature Comparison

Monitoring, Coaching & Reporting

	Ai Voice	Ai Contact Center			Ai Sales		
		Essentials	Advanced	Premium	Essentials	Advanced	Premium
Automatic Call Recording	Departments Only	Departments & CC Only	Departments & CC Only	Departments & CC Only	✓	✓	✓
Real-Time Coaching & Monitoring (Live Transcriptions, Listen, Barge, Take Over)	X	✓	✓	✓	✓	✓	✓
Analytics & Reporting	✓	✓	✓	✓	✓	✓	✓
Call History	✓	✓	✓	✓	✓	✓	✓
Scheduled Reporting	✓	✓	✓	✓	✓	✓	✓
Playlists	✓	✓	✓	✓	✓	✓	✓
Real-Time Dashboard	X	✓	✓	✓	(Coaching Hub) \$\$	(Coaching Hub) \$\$	✓
Real-Time Status Alerts (Queue size, etc.)	X	✓	✓	✓	✓	✓	✓
Ai CSAT ⁽¹⁾	X	\$\$	\$\$	✓	\$\$	\$\$	✓
Call Dispositions	X	✓	✓	✓	✓ (Coaching Teams)	✓ (Coaching Teams)	✓
Wrap Up Time	X	✓	✓	✓	\$\$ (CC Only)	\$\$ (CC Only)	✓
Agent Screen Capture	X	✓	✓	✓	\$\$ (CC Only)	\$\$ (CC Only)	✓
AI Scorecards (call evaluations)	X	\$\$	\$\$	✓	\$\$	\$\$	✓
WFM (via Playvox)	X	\$\$	\$\$	\$\$	\$\$	\$\$	\$\$

⁽¹⁾Ai CSAT provides CSAT on all calls through Call Centers and Coaching Groups automatically. In addition, traditional after-call and SMS CSAT surveys are available with this package.

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\$\$ Feature Available as an Add-On in this package (See Add-On section)

X Feature is not available in this package.

Dialpad Feature Comparison

Add-ons - All prices in USD as of August 1, 2024

	Ai Contact Center			Ai Sales		
	Essentials	Advanced	Premium	Essentials	Advanced	Premium
Unlimited Domestic Calling Minutes	\$20	\$20	\$20	\$20	\$20	\$20
Unlimited International Calling Minutes	\$15	\$15	\$15	\$15	\$15	\$15
Coaching Teams (Organize, Monitor & Coach your teams)	\$15	\$15	\$15	✓	✓	✓
AI Coaching (Custom moments, RTA).	\$15	✓	✓	\$15	✓	✓
AI CSAT	\$10	\$10	✓	\$10	\$10	✓
Local Presence (Requires additional purchase of DIDs)	\$10	\$10	\$10	\$10	✓	✓
Vmail Drop	\$10	\$10	\$10	\$10	✓	✓
SFDC Dialer	\$25	\$25	\$25	\$25	✓	✓
Call Center	✓	✓	✓	\$37	\$37	✓
AI Scorecards	\$10	\$10	✓	\$10	\$10	✓
Ai Playbooks	\$15	\$15	✓	\$15	\$15	✓
45-365 days recording retrieval	\$15	\$15	✓	\$15	\$15	✓
Each extra year recording retrieval (Max 7)	\$5	\$5	\$5	\$5	\$5	\$5
Enterprise Services (Named Customer Success Manager, Priority Support Routing, Dedicated Support Number, Enterprise Uptime SLA 99.9%)	\$25	\$25	\$25	\$25	\$25	\$25
Business Intelligence	\$10	\$10	\$10	\$10	\$10	\$10
Digital Virtual Agent ⁽¹⁾	\$\$	Includes 2K Sessions/mo	Includes 5K Sessions/mo	\$\$	\$\$	\$\$
Digital 1 Channel	\$35	✓	✓	\$35	\$35	\$35
Digital All Channels	\$55	\$20	✓	\$55	\$55	\$55
Personal DID	\$7	\$7	\$7	✓	✓	✓
WFM (Playvox)	\$40	\$40	\$40	\$40	\$40	\$40
QM (Playvox)	\$35	\$35	\$35	\$35	\$35	\$35
Autoreach	\$15	\$15	\$15	\$15	\$15	\$15

⁽¹⁾Digital Virtual Agent is priced per session. Ai Contact Center Advanced and Premium include 2,000 & 5,000 session credits respectively; the other tiers do not include a credit for sessions.

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✗ Feature is not available in this package.