

## Executive Overview

Dialpad is one of the fastest-growing private companies in the “work from anywhere” era. A flexible, mobile business communications platform, Dialpad covers your phone system, conferencing, and call center needs. Built on the Google Cloud Platform for unmatched security and reliability, Dialpad is easy to deploy, integrate, and scale and is powered by Voice Intelligence (ViTM) to make every call a smarter call. Today, more than 70,000 of the world’s most innovative businesses use Dialpad and its seamless integrations with Google G Suite and Microsoft Office 365 to be more productive. Customers include WeWork, Uber, Motorola Solutions, Domo, and Xero.

## Product & Service Offerings

### Dialpad AI Voice

Dialpad AI Talk is the only business phone system built to help you have better conversations, no matter where they happen. With reliable call quality, seamless messaging, and call transcriptions all powered on your existing devices, staying in the loop at or away from your desk has never been easier.

- Instantly roll-out new users, phone numbers, and devices to teams in 50+ countries from a web-based portal
- Capture every word with reliable, HD quality audio across your existing devices (laptop, desk phone, cell phone)
- Automate note-taking and to-dos with call transcriptions
- Slash telephony spend in half when switching from on-premise hardware

### Dialpad AI Sales

Dialpad AI Sales is the only phone system built for sales. With real and post-call coaching that ramps reps faster to automatic call logging no matter the device, sales teams can capture and coach all from a single platform.

- Reduce ramp & improve objection handling with rep recommendations
- Uncover coachable moments with leaderboards, call summaries, and recordings
- Capture every word with reliable call quality plus call transcriptions
- Gain a clearer picture of rep activity with seamless integrations to your existing sales tech (CRMs, enablement, forecasting)

### Dialpad Meetings

Dialpad Meetings is the only meeting platform that’s ditched pins and downloads to deliver the easiest path to collaboration. With Dialpad Meetings, automate your meeting notes and keep track of the next steps with automatic meeting transcriptions.

- Host audio or video meetings anywhere in the world with up to 100 participants
- Automate note-taking and to-dos with meeting transcriptions
- Instantly start a meeting without needing to download software or enter a PIN
- Sync and schedule meetings with business calendars from Google and Microsoft

### Dialpad AI Contact Center

Dialpad Ai Contact Center is the world’s most advanced omnichannel contact center, offering AI enabled digital, inbound, and outbound voice capabilities designed to deliver excellent customer outcomes.

- Intelligent Coaching

Dialpad Ai Contact center helps contact center leaders understand where problems occur and how to quickly address them, ensuring best practices and adherence to service guidelines.

- Seamless Access to Knowledge

Our revolutionary AI scrapes internal & external knowledge sources to deliver highly accurate responses to any customer or agent question.

- Native Integrations

Connect your contact center to your CRM or ticketing system to deliver personalization & context, and provide a superior customer experience across every channel.

- Customer Intelligence

Managers stay on top of agent activity and performance with real-time dashboards, call volume & hold queue metrics, and customizable wallboards.

## Sales Engineer Take On Best Fit

Dialpad offers enterprise grade, AI infused UCaaS & CCaaS products at a global scale. Acquiring TalkIQ in 2018 showed Dialpad's visionary nature and those investments have paid off in a huge way. With best in class transcription, agent assist & Auto quality management offerings Dialpad can help customers of all sizes. This is one of the few companies out there with world class UC & CC and their own LLM trained on 6 billion minutes of customer conversations. And with an Avant NPS score of +52 Dialpad is performing well for Avant Trusted Advisors in Sales, deployment and support.

- Brent Wilford, Senior Director of CX & Unified Communications

## Key Features & Differentiators

- Not a hosted PBX offering - Dialpad's services are delivered through microservices over Google's Cloud Platform
- Full-feature parity when mobile - same experience, same look and feel, same productivity
- Instant deployments - leverage O365 and G Suite directories to provision new users instantly

## Top Industries Served

- Real Estate
- Healthcare
- Insurance
- Education

## Ideal Customer Profile

- Digital transformation initiative
- Cloud first initiative
- Tools consolidation initiatives
- Work from anywhere companies
- BYOD or mobility first
- Experiencing high growth
- Merger & acquisition
- Sales focused organizations
- Many offices (domestic & international)
- Remote work staff (services based, sales, etc.)
- Companies that have adopted O365, GSuite, Salesforce.com
- Legacy on-premise PBX looking to move to the cloud
- Failed or strained first-generation cloud communications solutions (Fuze, RingCentral, 8x8, etc.)

## Qualifying & Technical Questions

1. What is your vision for modern communications? What's your ideal state?
2. Do you have any mobile / remote workers? How do you support them?
3. How much time does your IT team spend today managing your communications platform?
4. Have you ever evaluated moving your communications to the cloud? Why or Why Not?