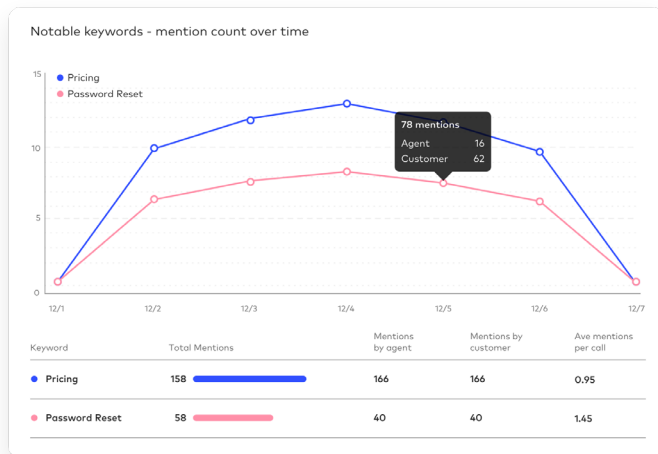


Call Analytics

Insights that lead to actions

No data = no decisions. That's why Dialpad's call analytics does the job for you, uncovering those key moments that happened over all the conversations your business has every day. From keyword tracking to agent leaderboards, managers don't just identify their next move but the right one.



REAL-TIME METRICS

Access real-time metrics on call volumes, leaderboards, and moments happening across your entire team.

TRACK TRENDS

Uncover what's trending with customers with AI keyword searches powered by Voice Intelligence.

COACH SMARTER

With a leaderboard that tracks call volume, top moments, and sentiment, managers can easily pinpoint where their help is needed.

Feature Highlights

REAL-TIME METRICS

- Track call volumes over time including total inbound vs outbound, missed calls, and voicemails received
- See a breakdown of calling habits for your office, including what % of calls are made on specific devices
- View aggregate call data or filter to specific shared line like a Department or Call Center

TRACK TRENDS

- View top keyword mentions and customer sentiment moments over time with ability to filter to a specific shared line or group of users
- Track specific keyword occurrence over time with top agents/ reps that are involved in those conversations
- Pair keyword and sentiment filters to uncover how customers or prospects feel about your interactions

COACH SMARTER

- Access a team leaderboard that breaks out call volumes by individual user including inbound, outbound, and average call durations
- Get the full picture with call transcriptions plus highlighted moments natively embedded and tied to each call activity

Availability and Pricing

Dialpad's call analytics is automatically included as part of the plans listed on www.dialpad.com/pricing