



Channel Live 2026

AI-powered customer communications platform

Dialpad Support

GenAI Agents

GenAI Coaching

WFM

Dialpad Sell

Ai Training & Playbooks

GenAI Coaching



Dialpad Connect

Meetings

Voice & Video

Messaging

 dialpad

Real-time AI Platform

Ai that executes at enterprise scale

10B+

Minutes of conversations –
large proprietary dataset

495M+

Ai Recaps

1B+

minutes summarized
with Ai Recaps

97%

Dialpad Contact Centers
(Inbound) leverage Dialpad Ai

98%

Dialpad Coaching Teams
(Outbound) leverage
Dialpad Ai

341M+

Ai CSAT generated

Stuck in Bot Purgatory?



Legacy chatbots are
FAQ librarians in
disguise



Keyword triggers →
Canned responses →
Frustrated escalations



Integrations don't work
the way they should



25% containment
rates that plateau
quickly

More than two-thirds customers report having had a bad chatbot experience,
and another two-thirds have had a bad experience with an interactive voice response system

according to a survey of 1,500 consumers released by Verint [\[ref\]](#)

Beyond Automation. AI That Answers and Acts.

Agentic AI: Understands intent and executes multi-step workflows

From "Let me transfer you" →
"You're all set—confirmation sent"

Real-time problem resolution
without breaking conversational flow

You 12:32
ethan.brooks@envirotracklogistics.com

Connected with **Scarlet**

Scarlet 12:34
Hi! I see your shipment is delayed. To help verify and expedite this, could you upload any related documents, like a receipt or purchase order? Thanks!

You 12:35
Sure, I'll upload the purchase order

Dialpad's Agentic Platform: Built for Voice and Chat Excellence



Move beyond
simple answers



Delight on voice
and digital channels



Continuous learning on
one platform



Voice
expertise



Seamless escalation
to human agents

Free your human agents to focus on high-value interactions.

9:41



BuildBetter

(919) 123-4567 • 0:01



Transfer



Hold



Mute



Add



Record



Keypad



AI On



Rebecca's AirPods Max



Profile

Early Adopters Are Seeing Game-Changing Results

Containment rates

From 25%
to 60-70%

Average handle time

10 minutes
→ 5 minutes

Customer satisfaction

+0.3-0.6
point
increase

Financial impact

\$3-5M
savings

Gartner Predicts Agentic AI Will Autonomously Resolve 80% of Common Customer Service Issues Without Human Intervention by 2029

Q & A





Thank You!

