

The First and Only Ai CSAT

A completely new way to collect customer feedback from every customer conversation.



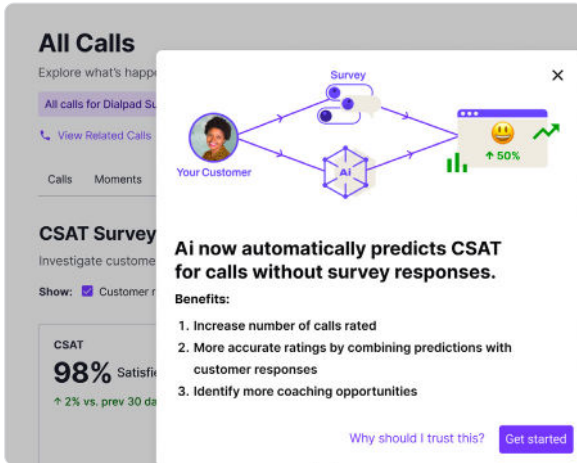


CSAT Surveys Have Always Had A Fatal Flaw: Ai CSAT Is Going to Fix It

Dialpad's Ai CSAT automatically infers CSAT scores from every customer interaction through artificial intelligence.

It is the first and only real-time Ai CSAT based on voice conversations, providing CSAT insights on every customer interaction. Accurate predictions and real-time analysis transforms how Contact Centers measure customer satisfaction, and empowers agents to be in-tune with their customer's sentiment.

Ai CSAT



Leverage deep learning Ai to infer customer satisfaction from every call with 87% accuracy. Our proprietary and highly-accurate prediction models are based on company-specific data, providing you a true 360-degree view of every customer interaction.

SMS Surveys

In addition to Ai CSAT, SMS Surveys empowers Contact Centers to capture customer input directly. SMS Surveys increase response rates from 2-5% to ~20%. Combining SMS surveys with Ai CSAT further strengthens Ai accuracy—tailoring it to your business.

Benefits

CSAT insight for every customer interaction

— Ai CSAT analyzes 100% of your inbound calls

More accurate view of CSAT

— balance out polarized high, or low dominating opinions found in traditional surveys with Ai on every call

Increased response rates

— move from a 5% to 75% response rate

Identify Agent performance

— granularity down to the agent. See how work from home agents are performing as easily as in the office

Results by Line of Business

— organize CSAT score by line of business to truly understand your customers

Democratize CSAT

— businesses that don't even collect CSAT still get benefit from Ai

Key Differentiators

Real-time

— stop waiting for enough CSAT responses to react. Ai CSAT gives responses seconds after the call

Native

— seamlessly integrated: have conversations, gain insights

Works Out-of-the-box

— CSAT predictions work without any additional setup; enhance accuracy by utilizing our SMS survey feature as an additional data input