

The background of the slide is an abstract pattern of overlapping squares in various shades of blue and white, creating a sense of depth and movement.

# CIO PERSPECTIVES

FROM IDG

## Executive Events for Senior IT Leaders

# How AI and Cloud Will Reshape the Future of Business Communications

**Brooke Julicher**

Vice President, Enterprise Sales, West  
*Dialpad*



# Work doesn't work like it used to



## There are **two trends** shaping the future of work...



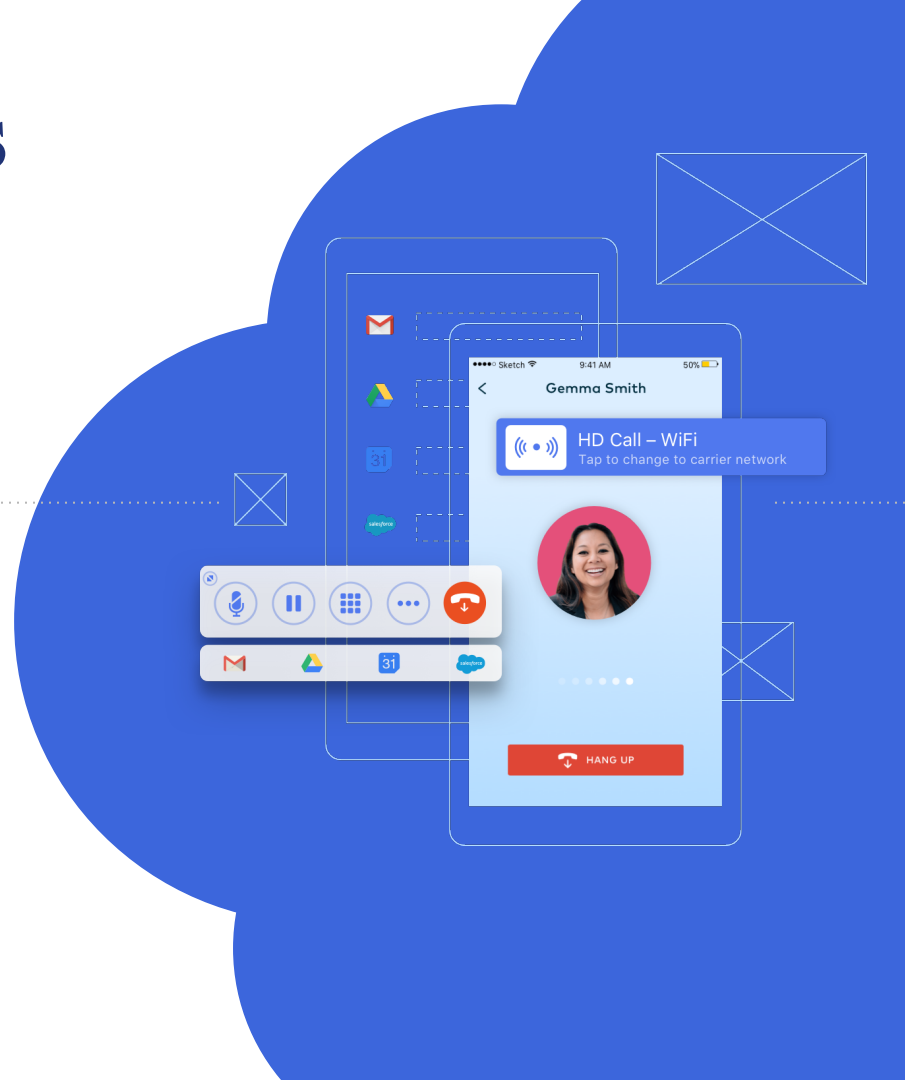
# The cloud has made us more productive



Reduced IT Workloads

Increased Collaboration and Mobility

Integrated Workflows



# Enterprise Cloud Adoption



**CRM**



**FILES**

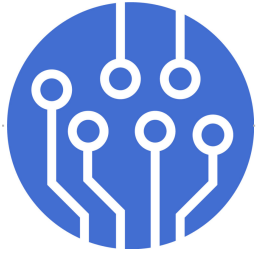


**EMAIL**



**VOICE**

# AI is making us more effective

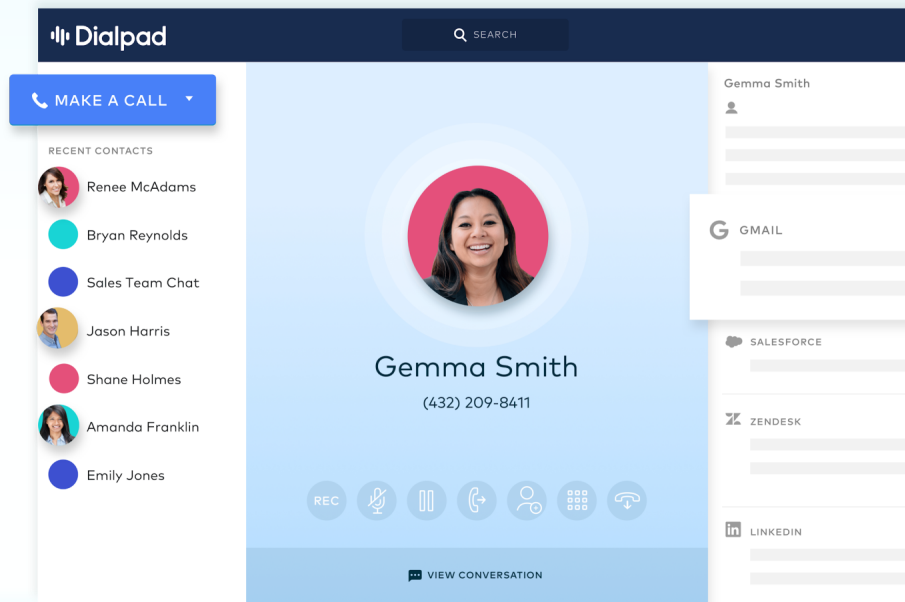


**Real-time Coaching**

**Customer Insights**

**Intelligent Assistant**





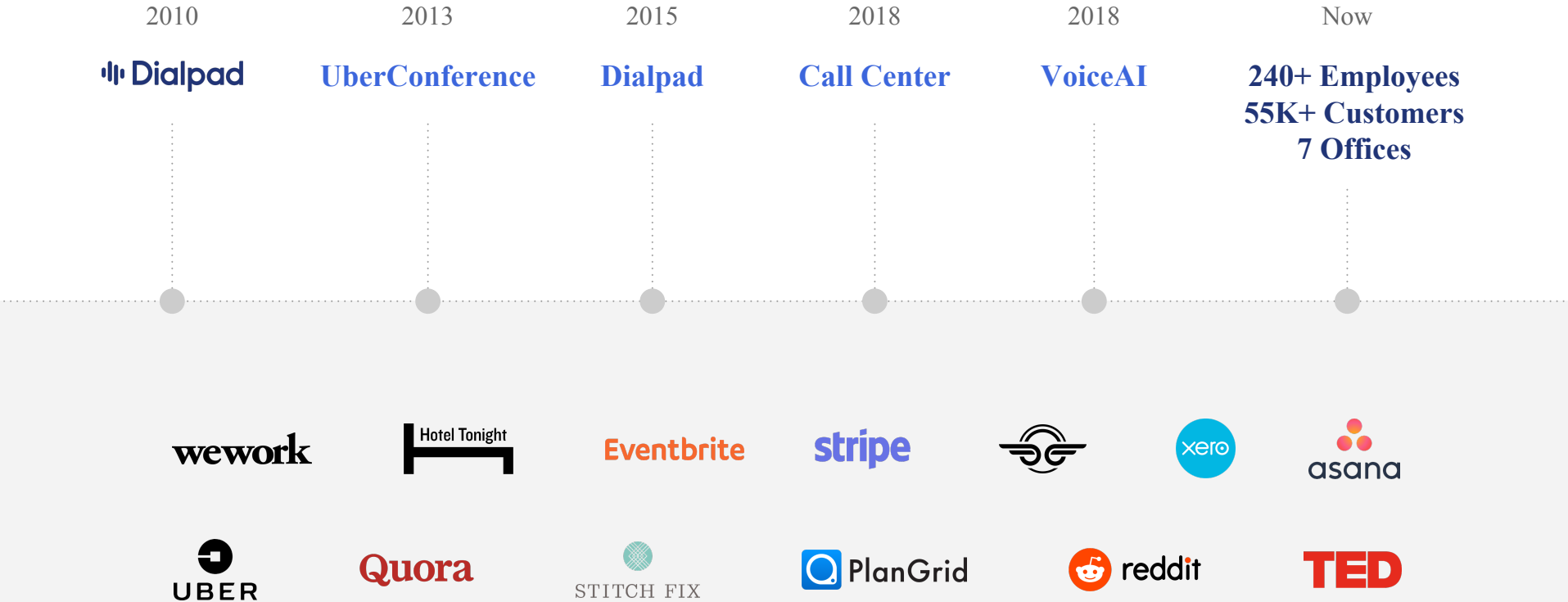
# History of Disrupting Communications

YAHOO!  
VOICE

 Google Voice

 Dialpad

# Company Overview



If you could build  
a modern communications system,  
from scratch,

What would it  
look like?



PRE iPHONE

POST iPHONE





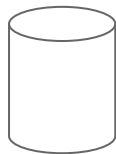
# Telecom



# Software

PRE iPHONE

POST iPHONE



# Monolithic

(Yesterday)



PRE iPHONE



# Microservices

(Tomorrow)

POST iPHONE

**Everyone Else.**



**Dialpad**

PRE iPHONE

POST iPHONE

Voice

Messaging

Video

Call Center

Conferencing

AI



All-in-One. Any Device. Real-Time

# The Dialpad Difference

1

## **Modern Software-Defined Architecture**

Agile Microservices, WebRTC, High Availability API-based, Native Integrations

2

## **Rapid Deployment**

Instant Deploy, Device Automation, Easy Self Service, Intelligent Admin

3

## **Real-Time Synchronization**

Identical In-Call UX and Contextual Information Across All Devices

4

## **Intelligent Global Network**

Smart Call Routing, Global Carrier Network, Localized Services

5

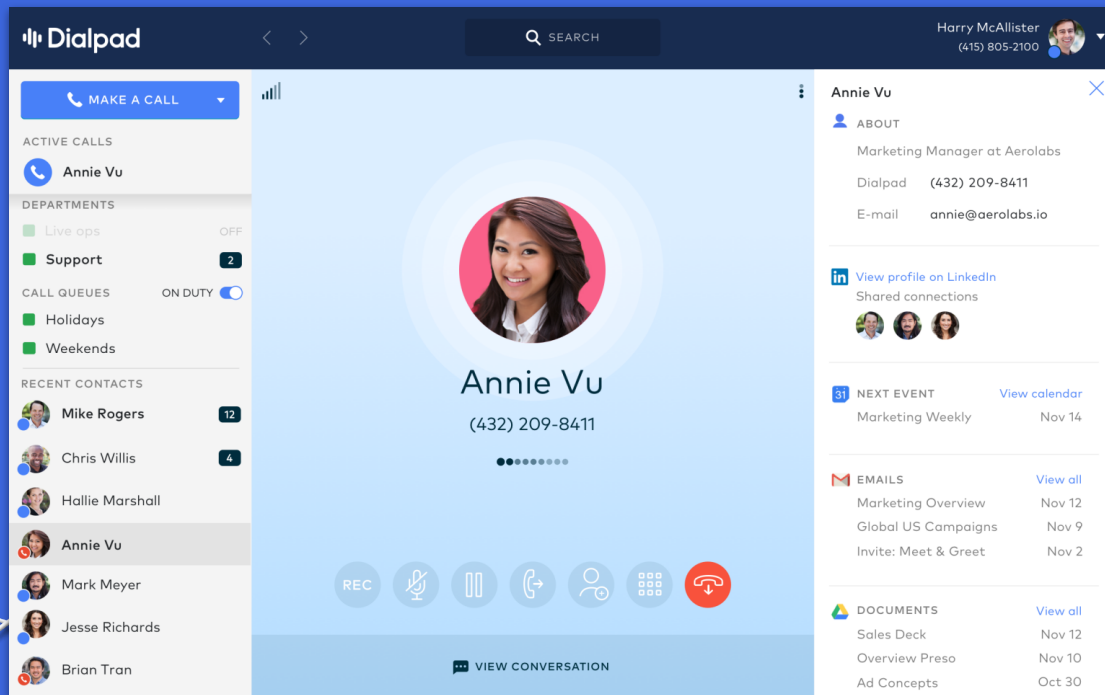
## **VoiceAI**

Real-Time Transcription & Sentiment, Inbound & Outbound, Call Attribution

DIALPAD

## All in one communications

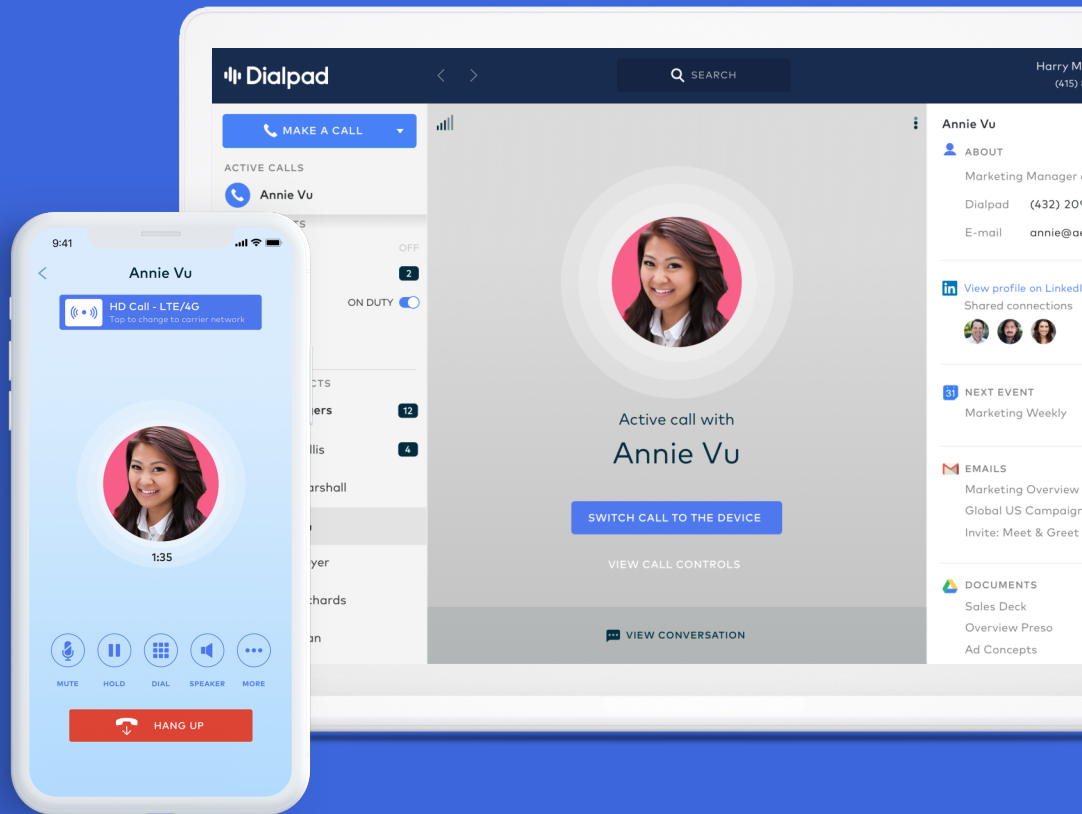
- Voice
- Messages
- Video



DIALPAD

## Power your voice

- Call controls
- HD audio
- Switch between devices
- Simultaneous Ring
- Mobile Workforce

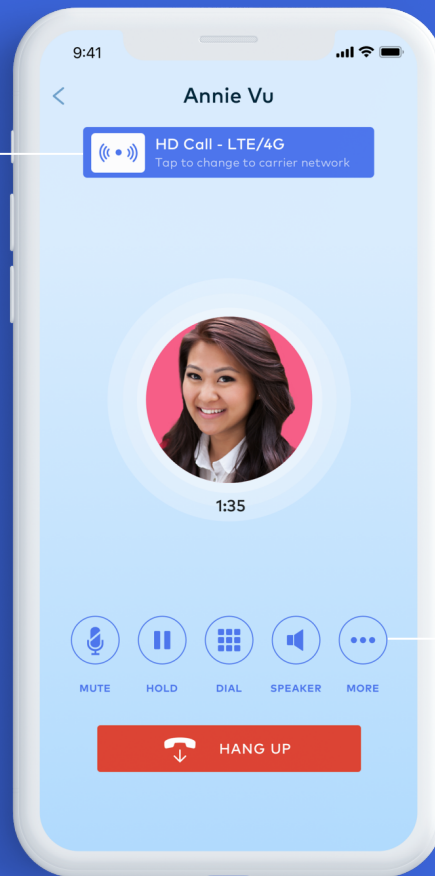


DIALPAD

## Mobile Workforce

- Mac
- Windows
- iOS
- Android
- Chromebooks

**HD Audio**  
Better quality no matter where  
you get work done



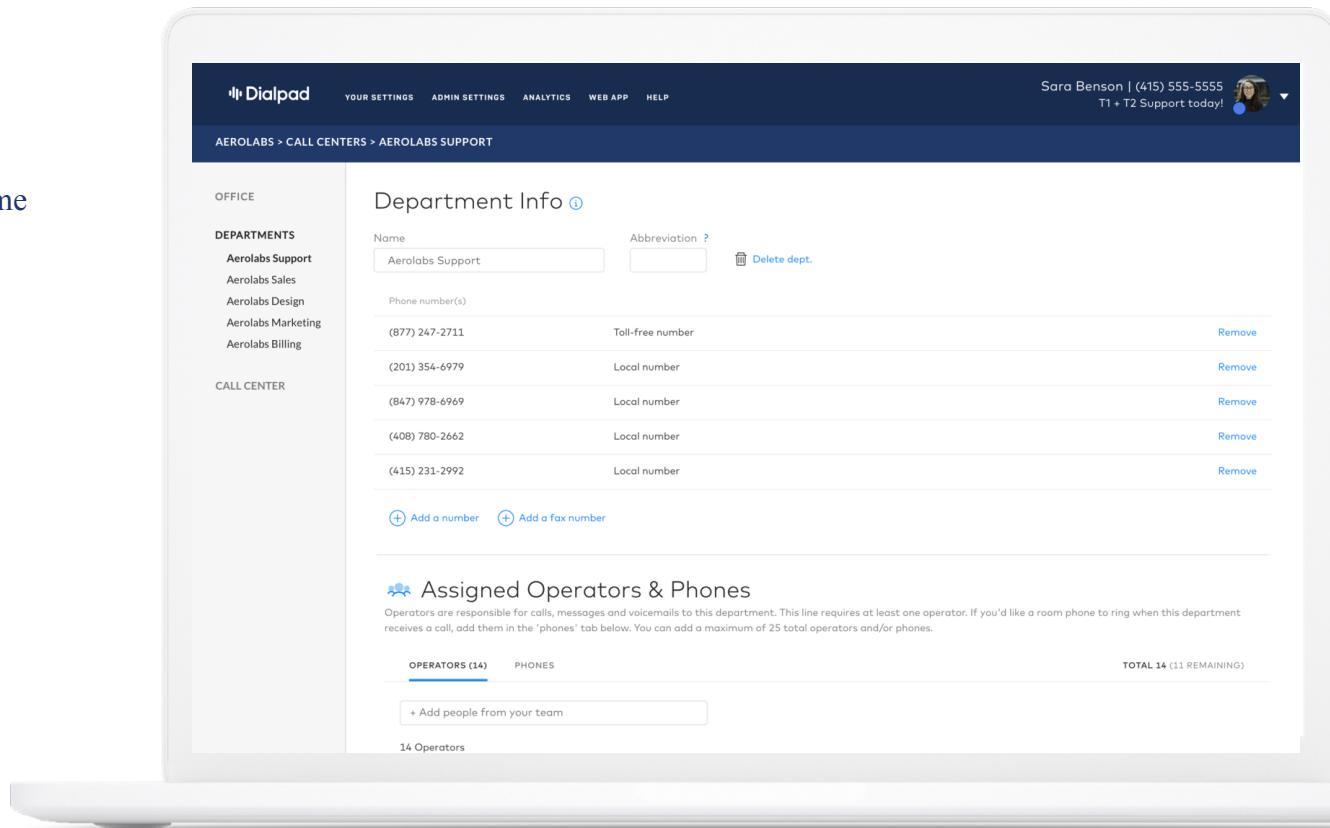
**Call Controls**  
Access core call controls like  
transfer, hold, and mute



## Rapid Deployment

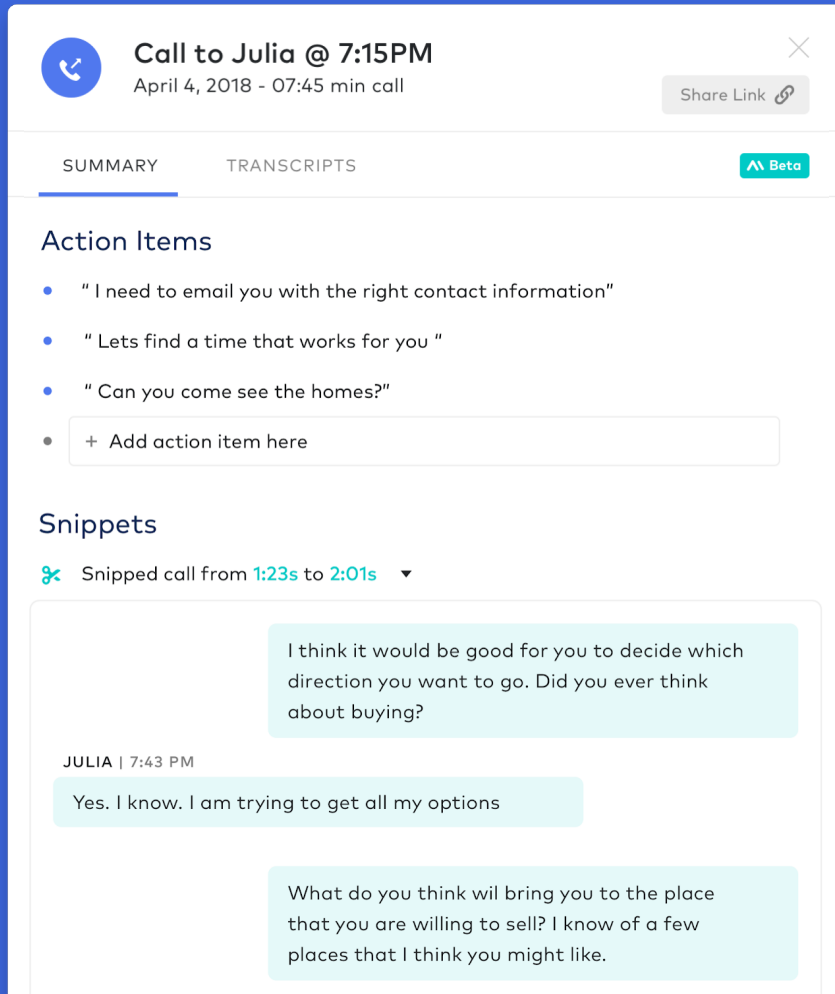
Scale at your own speed with real-time changes for:

- User Management
- Call Routing
- Device Management
- Office Creation
- Business Phone Numbers



## Post-Call Summaries

- Comprehensive call summaries, generated after every call
- Say “Action item” during a call to automatically keep track of next steps



The screenshot shows a post-call summary for a call to Julia. At the top, it says "Call to Julia @ 7:15PM" and "April 4, 2018 - 07:45 min call". There is a "Share Link" button. Below this are tabs for "SUMMARY" (selected) and "TRANSCRIPTS". A "Beta" badge is visible. The "Action Items" section lists three items: "I need to email you with the right contact information", "Lets find a time that works for you", and "Can you come see the homes?". There is a text input field with a plus icon and the text "Add action item here". The "Snippets" section shows a snippet of the call from 1:23s to 2:01s. The transcript shows Julia saying "I think it would be good for you to decide which direction you want to go. Did you ever think about buying?" and the user responding "Yes. I know. I am trying to get all my options". Another snippet shows the user saying "What do you think wil bring you to the place that you are willing to sell? I know of a few places that I think you might like."

Call to Julia @ 7:15PM  
April 4, 2018 - 07:45 min call

Share Link

SUMMARY TRANSCRIPTS

Beta

### Action Items

- " I need to email you with the right contact information"
- " Lets find a time that works for you "
- " Can you come see the homes?"
- + Add action item here

### Snippets

✂ Snipped call from 1:23s to 2:01s ▼

I think it would be good for you to decide which direction you want to go. Did you ever think about buying?

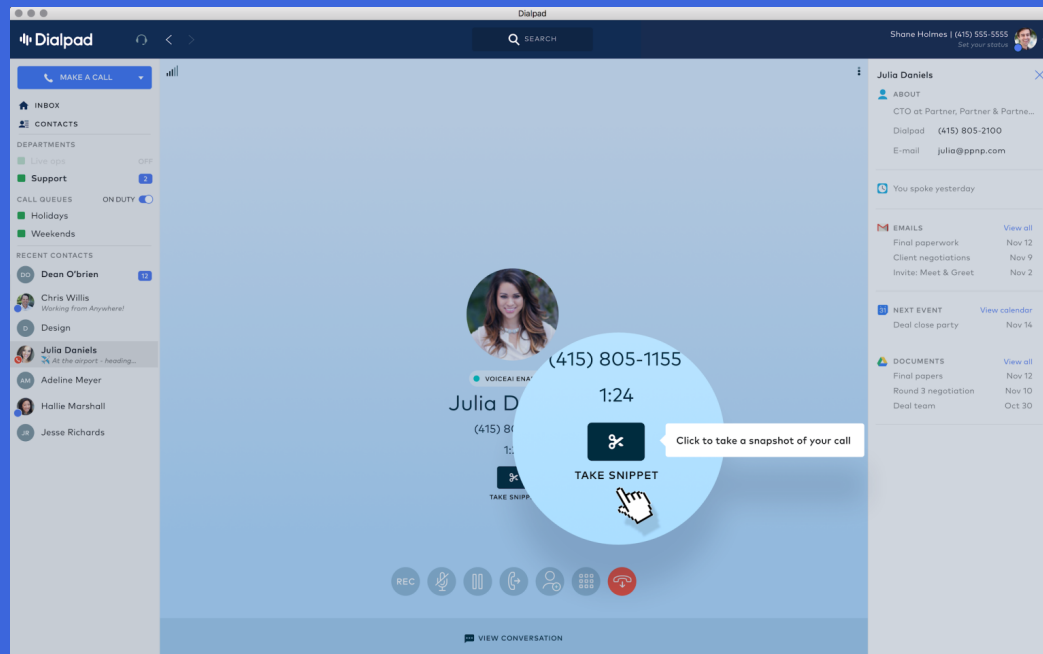
JULIA | 7:43 PM

Yes. I know. I am trying to get all my options

What do you think wil bring you to the place that you are willing to sell? I know of a few places that I think you might like.

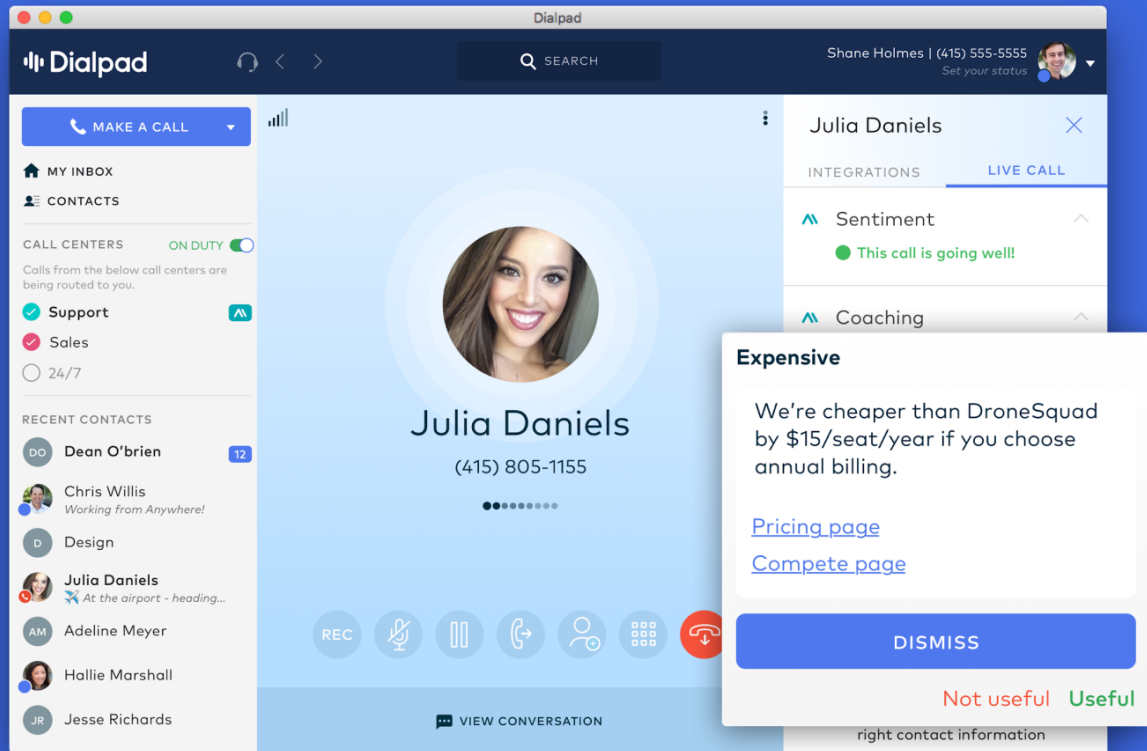
## In Call Features

- Save meaningful moments in the conversation with Snippets
- Attach notes for future reference to any call
- View your call transcription in real-time



## AI-Powered Coaching

- Live keyword coaching for competitive intel, pricing, and more



Dialpad

Shane Holmes | (415) 555-5555  
Set your status

MAKE A CALL

MY INBOX

CONTACTS

CALL CENTERS ON DUTY

Calls from the below call centers are being routed to you.

Support

Sales

24/7

RECENT CONTACTS

Dean O'Brien

Chris Willis  
Working from Anywhere!

Design

Julia Daniels  
At the airport - heading...

Adeline Meyer

Hallie Marshall

Jesse Richards

Julia Daniels  
(415) 805-1155

INTEGRATIONS

LIVE CALL

Sentiment

This call is going well!

Coaching

Expensive

We're cheaper than DroneSquad by \$15/seat/year if you choose annual billing.

[Pricing page](#)

[Compete page](#)

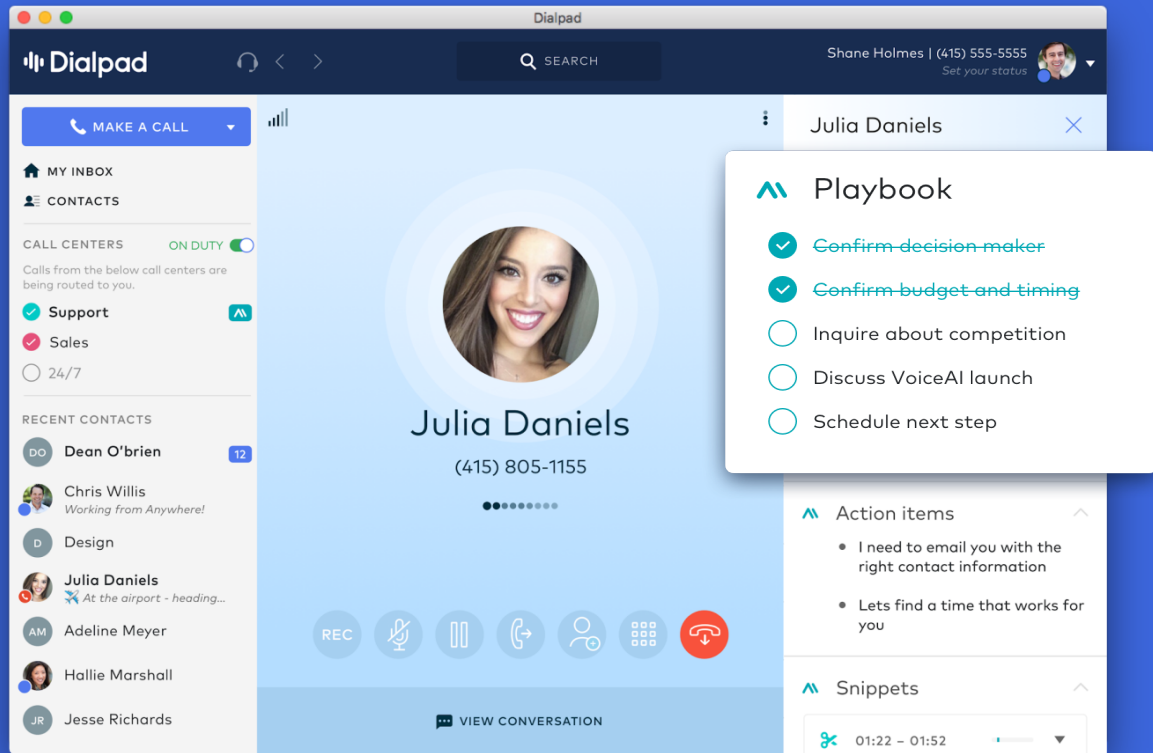
DISMISS

Not useful Useful

VIEW CONVERSATION

## AI-Powered Call Flows

- Live call flow checklist coaches agents to meet important steps
- Create custom call flows for faster training and onboarding



The screenshot displays the Dialpad interface during a call with Julia Daniels. The interface includes a sidebar with navigation options like 'MAKE A CALL', 'MY INBOX', and 'CONTACTS'. The main area shows the contact's profile and a 'PLAYBOOK' checklist with tasks such as 'Confirm decision-maker' and 'Confirm budget and timing'. A 'Snippets' section at the bottom right shows a transcript snippet.

**Dialpad**

Shane Holmes | (415) 555-5555  
Set your status

**Julia Daniels**

**PLAYBOOK**

- ✓ Confirm decision-maker
- ✓ Confirm budget and timing
- Inquire about competition
- Discuss VoiceAI launch
- Schedule next step

**Action items**

- I need to email you with the right contact information
- Lets find a time that works for you

**Snippets**

01:22 – 01:52

## Integrated Analytics

- Integrated Voice, CRM, and sentiment analytics
- Analyze relationships between customer satisfaction, sales close rates, and more

Leaderboard Export Options ▾

Users Offices

Search

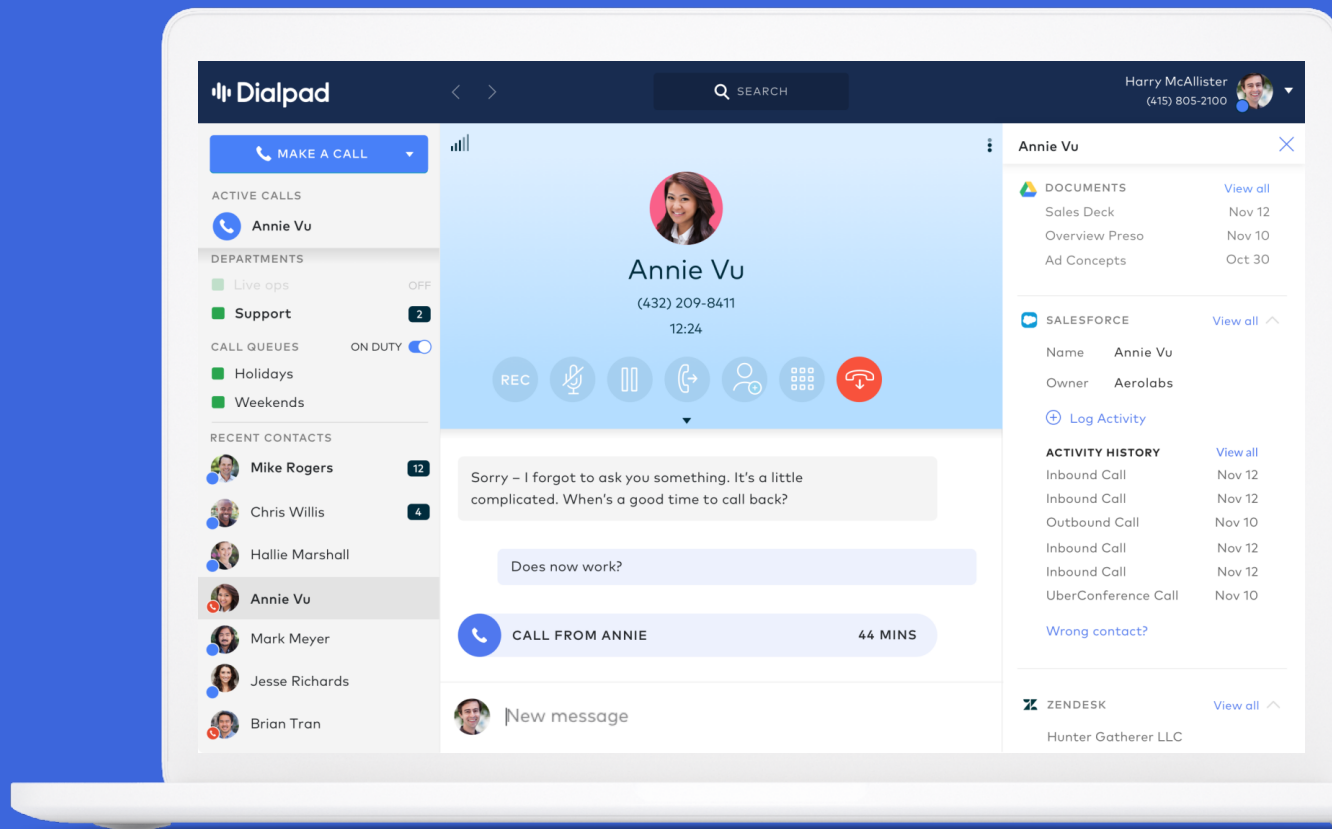
USER	CALLS ↓	MINUTES	AVG. CALL [MIN]	PLACED CALLS	RECEIVED	MISS	MISSED	VOICEAI AVERAGE SENTIMENT	OPEN LEADS
1 Gemma Smith	221	357	1.5	119	101		1	★ 9.6	1
2 Melvin Boone	220	326	2.4	200	12				
3 Warren Abbott	215	312	2	189	11		8	★ 8.9	8
4 Lottie Atkins	208	300	2.7	158	40				
5 Gertrude Frank	199	284	6.4	159	32				
6 Harriet Brewer	185	259	1.8	135	22	28			
7 Isabelle Keller	187	248	1.6	115	65	7			
8 Ronald Weaver	177	201	5.2	125	35	17	7.4	17	17
9 Marvin Terry	171	159	3.6	105	65	1	7.2	1	1
10 Jeffery Drake	164	136	1.8	124	28	12	6.8	12	12

[Load More](#)

## DIALPAD

### Native integrations

- G Suite/Office 365
- Salesforce
- Zendesk
- LinkedIn
- ServiceNow



The background of the slide is an abstract pattern of overlapping squares in various shades of blue and white, creating a sense of depth and movement.

# CIO PERSPECTIVES

FROM IDG

## Regional Events for Senior IT Leaders