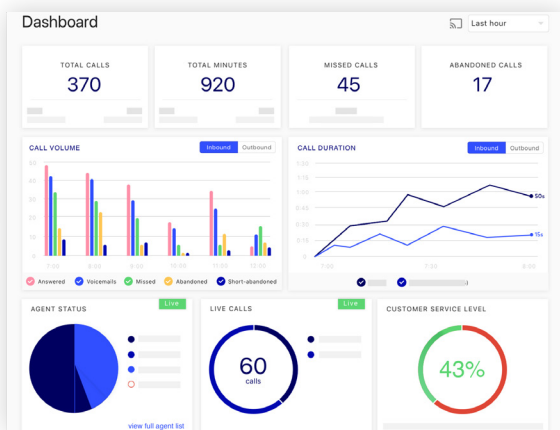# Turn your support agents into experts

Dialpad Support is the inbound call center that enables agents to deliver personalized support at scale. With real-time coaching that offers up answers on demand plus native integrations to help desks and ticketing systems, your agents have a single place to focus, troubleshoot, and resolve.

Teach agents what makes customers happy and how to keep them that way

COACH AT SCALE
Help agents bring their A game no matter whether you're sitting next to them or across the country with real-time and post-call coaching features.

DEPENDABLE CALL QUALITY
No matter the device or headset, Dialpad Support offers agents and customers dependable call quality to ensure that every voice is heard and answered.

NATIVE INTEGRATIONS
Keep all your customer interactions in a central place, whether that's your ticketing system, CRM, or help desk including call activities and recordings.

COACH AT SCALE

- Decrease churn by identifying at-risk customers with live customer sentiment

- Monitor agent conversations with Listen In, Barge In, Take Over

- Create agent recommendation cards that trigger based on keyword phrases by either agent or customer on every call

DEPENDABLE CALL QUALITY

- Switch between desktop, deskphone, or cell phone without disruption to call quality

- Benefit from (behind the scenes) call routing that intelligently ties agents to the closest data center

NATIVE INTEGRATIONS

- Get reliable metrics on queue activity with real-time dashboards

- Spot conversation trends over time with keyword analytics

- Dig into specific conversations with post-call summaries that provide you with a better idea of how to coach agents

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With Dialpad, customer satisfaction has increased because when a customer calls in we actually can guarantee a quality connection no matter where they are.

Olaf Doemer | Director of Global Support | Acquia