



Chrome Enterprise Recommended Solution Overview with **Dialpad Ai Contact Center**

Set up an Ai-powered omnichannel contact centre in minutes.

With Dialpad Ai Contact Center on ChromeOS, support teams gain a single workspace to engage and resolve customer inquiries from anywhere in the world.

Dialpad uses groundbreaking AI to help businesses increase customer satisfaction & loyalty, improve agent productivity, and reduce customer and agent churn.

The Dialpad ChromeOS Desk Connector empowers agents and increases productivity.

- Agents can easily manage, close out, or save desktops and browser tabs when taking calls. Once a call has finished, agents using the Desk Connector can instantly clear up their desktop and prepare for their next call.
- Dialpad also supports the Switch Desk feature, allowing agents to quickly switch between call and digital engagement desks.

Discover the benefits

Dialpad on ChromeOS enables smarter customer service from anywhere.

- **Meet customers where they live:** with Dialpad Ai Contact Center customers can easily interact with your business in their channel of choice.
- **Streamline customer care:** Eliminate wait times by enabling self-service capabilities that answer complex questions, and deliver AI tools and integrations to agents to streamline workflows and speed up interactions.
- **Coach and support more effectively:** Coach and support agents with AI to keep agents happy and ensure quality of service.

