

Dialpad: Premium AI & Analytics Features for Admins



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Course Description

This advanced admin course focuses on Dialpad's premium or higher-tier AI capabilities and value add-ons. You'll learn how to deploy and govern AI-powered Playbooks for internal methodology adherence, automate quality assurance with AI Scorecards, interpret Dialpad's AI customer satisfaction scores (CSAT), configure Custom Moments and Real-Time Assist, and build deeper insights with Dialpad Business Intelligence. We'll also cover Dialpad's Ai Agent for digital deflection, plus practical workflows for AI Call Summaries and Custom Moments.

Learning Tracks

Digital Transformation

AI Data & Insights

Admin

AI Tools

Productivity

Reporting



Why This Course Matters

- Dialpad's industry leading AI tools bring your unified communications phone system together and add further value.
- Deflect repetitive questions and surface knowledge instantly via Dialpad's Ai Assistant and Ai Agent to lower handle time and boost measurable customer satisfaction.
- Predict and monitor customer satisfaction to intervene earlier and lift service quality.

Who Should Attend

Register Now



Admins on
Dialpad



IT
administrators



Business
analysts



Users with Sell or
Support licenses

COURSE SYLLABUS

Course Overview

Unlock AI Scorecards, Playbooks, Custom Moments, and other Business Intelligence value-add tools Dialpad offers to enhance and drive measurable performance.

Syllabus

1. Licensing Access for Premium AI Features
2. AI Playbooks: Setup to Coaching Hub
3. AI Scorecards: Build, Automate, Enforce
4. AI CSAT: Predictions & Reporting
5. AI Call Summary & Moments
6. AI Assistant & AI Agent for Self-Service
7. Dialpad Business Intelligence

What You'll Learn

- 1 Dialpad's AI Playbooks
- 2 AI Scorecards & QA automation
- 3 AI Call Summary & Moments deep-dive
- 4 Dialpad's AI Assistant & AI Agents
- 5 Dialpad Business Intelligence

Register Now



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<https://Output.Training>