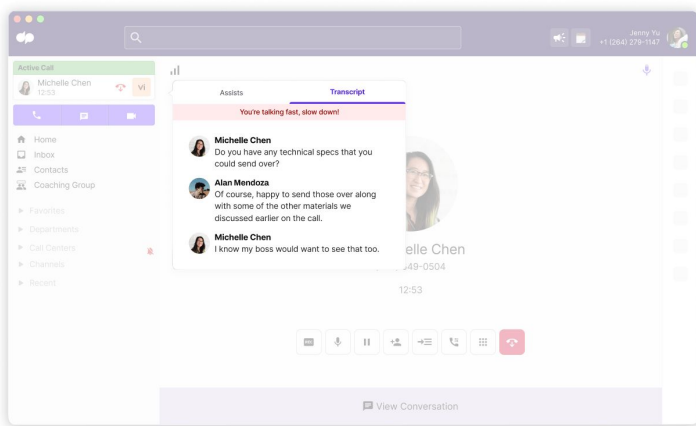# Voice Intelligence

Learn more from your conversations

Your tools should make work, well, less work. With Voice Intelligence, our native AI technology, access to real-time features like transcriptions and recommendations are right where you need them—directly in front of you.

Why Voice Intelligence?

TRANSCRIPTIONS ON DEMAND

Never ask "what was that?" again with access to live and post-call transcriptions tied to each call.

RECOMMENDATIONS, REAL-TIME

From common FAQs to objection handling tips, arm reps and agents with responses that trigger based on conversation keywords.

Feature Highlights

➔ Provide teams with the right answer with real-time assist cards that can include common objection handling answers, FAQs, or competitor insights

➔ Track top keyword mentions over time or drill down to specific phrases or words mentioned on your team's calls

➔ Track customer sentiment over time or drill down to specific moments that occur on your team's calls

➔ Access live and post-call transcriptions that include highlighted moments like "Action Item" or "Question Asked"

➔ Automatically access transcriptions on demand from a single place—Dialpad Analytics—that also includes call history, call volumes, and agent leaderboard metrics

➔ Receive real-time alerts for when customer sentiment changes on rep or agent calls with the ability to view a live transcript before joining the call

Plans & Availability

Voice Intelligence powered transcriptions and call summaries are available across all Dialpad plan types. For more specific features like Real-Time Assist, reach out to our sales team to learn more.