

# DIALPAD.

Truly unified communications with one workspace for all your teams. Underpinned by Kordia - the exclusive SIP / Calling provider for Dialpad in New Zealand.

dialpad 

kordia®

# WORK BEAUTIFULLY WITH THE LEADING, TRULY INTEGRATED PLATFORM THAT INCLUDES BOTH BUSINESS COMMUNICATIONS AND CUSTOMER ENGAGEMENT SOLUTIONS.

Dialpad's platform of modern AI-powered unified business communications and customer engagement solutions enables users to call, message, meet and operate a contact centre from a single pane of glass. That means one login, one app and one source of data.



## SET UP OVER A CUP OF COFFEE

Deploy instantly and add new users, teams, or even entire departments with a few clicks - right from Dialpads web portal.



## MOVE BETWEEN ANY CONVERSATION

Hop on a call, send a business text, or start a video meeting right from a message thread. It all happens in Dialpad.



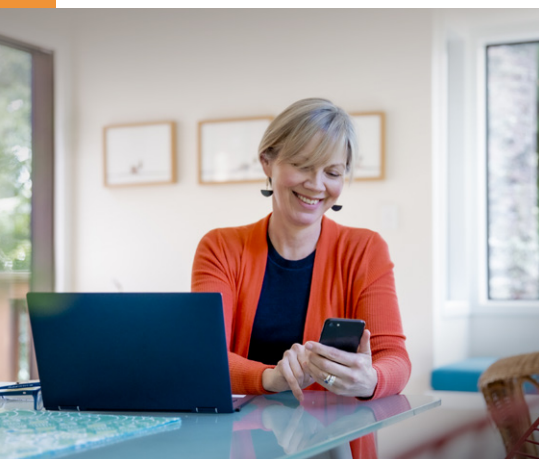
## STAY CONNECTED FROM ANYWHERE

Dialpad's 100% cloud architecture gives you unlimited global scale and carrier-grade reliability.



## POWERFUL CONTACT CENTRE FUNCTIONALITY

Integrated inbound and outbound sales or service support



## SIMPLIFIED COMMUNICATIONS, REDUCED COSTS

Consolidate multiple communications solutions across calling, messaging, video meetings, fax, and contact centre solutions into a single unified application to simplify your communications tech stack.

*"Dialpad enabled by Kordia, has made communication for our business incredibly easy. With its growing host of modern features, intuitive interface and straightforward setup we are providing a better experience for our customers and our team members love it."*

KIEREN BAINBRIDGE, IT MANAGER - SEALINK





## IMPROVED PRODUCTIVITY

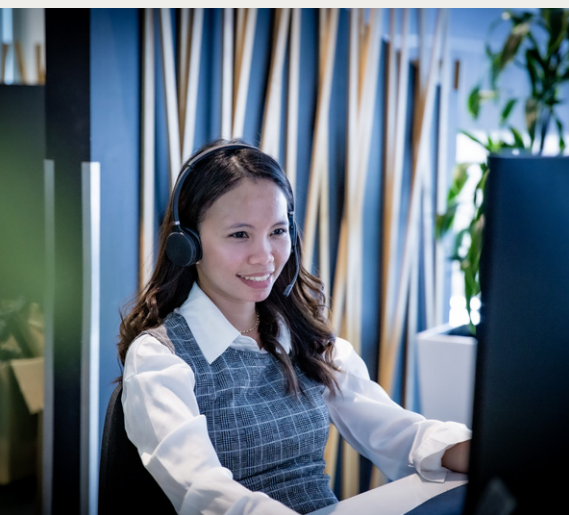
Streamline workflows across both business communications and customer engagement:

- All-in-one mobile solution with rich set of communications and collaboration capabilities to enable better efficiencies
- Drive seamless workflows with integrations into key business applications such as Google, Microsoft, Salesforce Developer Community, and more!
- Quickly access meetings through a browser without any downloads



## SINGLE PANE OF GLASS

- Gain visibility into all areas of the business in a single portal for all communication channels across internal and external communications.
- Single vendor, single bill, single contract for all modes of team and customer communications
- Fully owned stack across Unified Communications and Contact Centre—all data and solutions exist on one platform



## HAPPIER CUSTOMERS

Use Dialpad's advanced coaching tools like Ai Customer Satisfaction Score, Real-Time Assist cards, and live dashboards to identify training opportunities for agents, and improve response times, first contact resolution, and overall customer satisfaction.

- Automatically route calls to the right agent based on skillset and availability
- Enable supervisors with live call monitoring, real-time dashboard and reporting capabilities to manage agent activity and performance

## VOICE AND CLOUD CALLING EXPERTS

### Agility and scalability with predictable pricing

Dialpad can be quickly adopted and continuously upgraded organisation-wide without expensive deployment costs and management overhead.

### Centralised control and simplified management

Dialpad solutions are centrally managed and scalable, allowing businesses to easily respond as business needs change.

### One app, one single experience

In one single pane of glass you can run your business from simple calling requirements or an Omni channel contact centre.

### A reliable and robust voice network

Kordia is the exclusive SIP calling provider for Dialpad. Providing high quality, reliable voice calling has made us one of the largest and most trusted business phone service providers in New Zealand. We have multiple national and international switches for coverage and robustness.



## **MISSION-CRITICAL TECHNOLOGY EXPERTS**

Kordia's purpose is to keep our customers connected,  
secure and resilient.

With a dedicated account manager, Kordia works as  
a trusted partner to provide businesses access to  
the best managed services, technology tools, cyber  
security and expert advice.

## **SPEAK TO US ABOUT SWITCHING TO DIALPAD TODAY.**

Call us on **0800 Kordia** or **+64 9 551 7000**  
or visit **[kordia.co.nz](https://kordia.co.nz)**

