

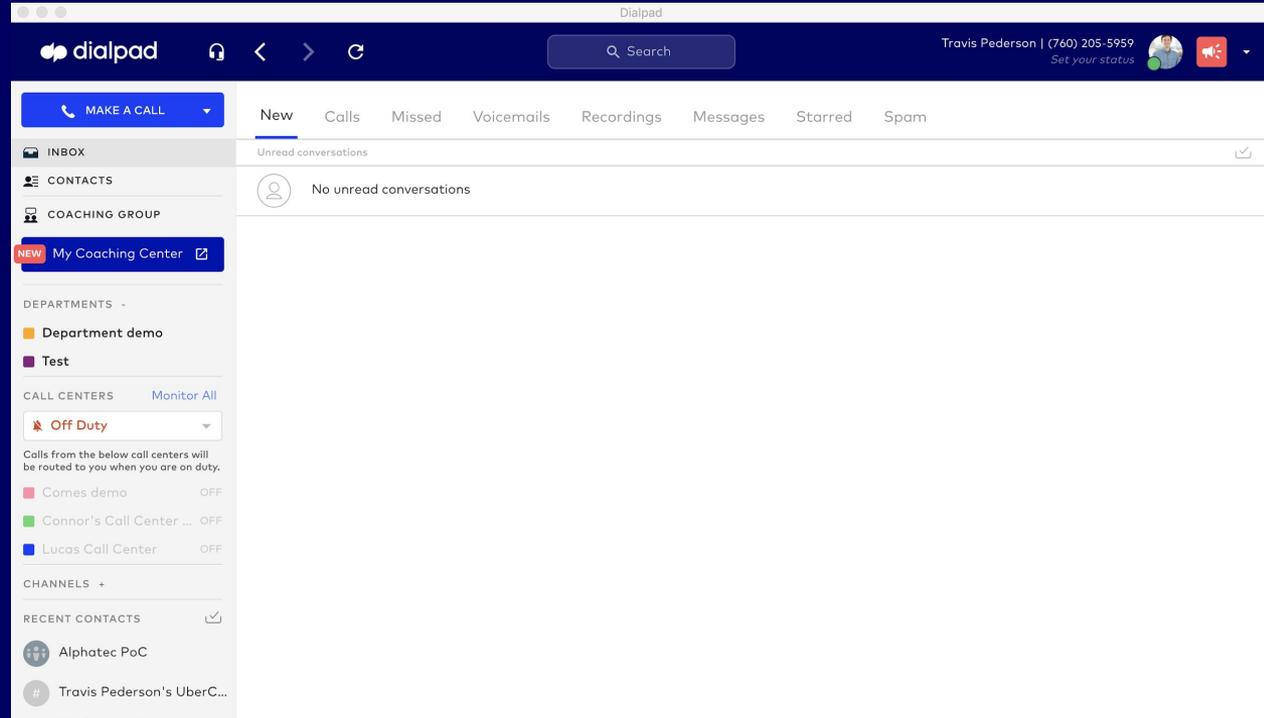


2020 Phone System
Replacement Project



User Interface

- Simple clean UI
- New Messages & Voicemail
- Company contacts
- Recent contacts
- Departments & call centers

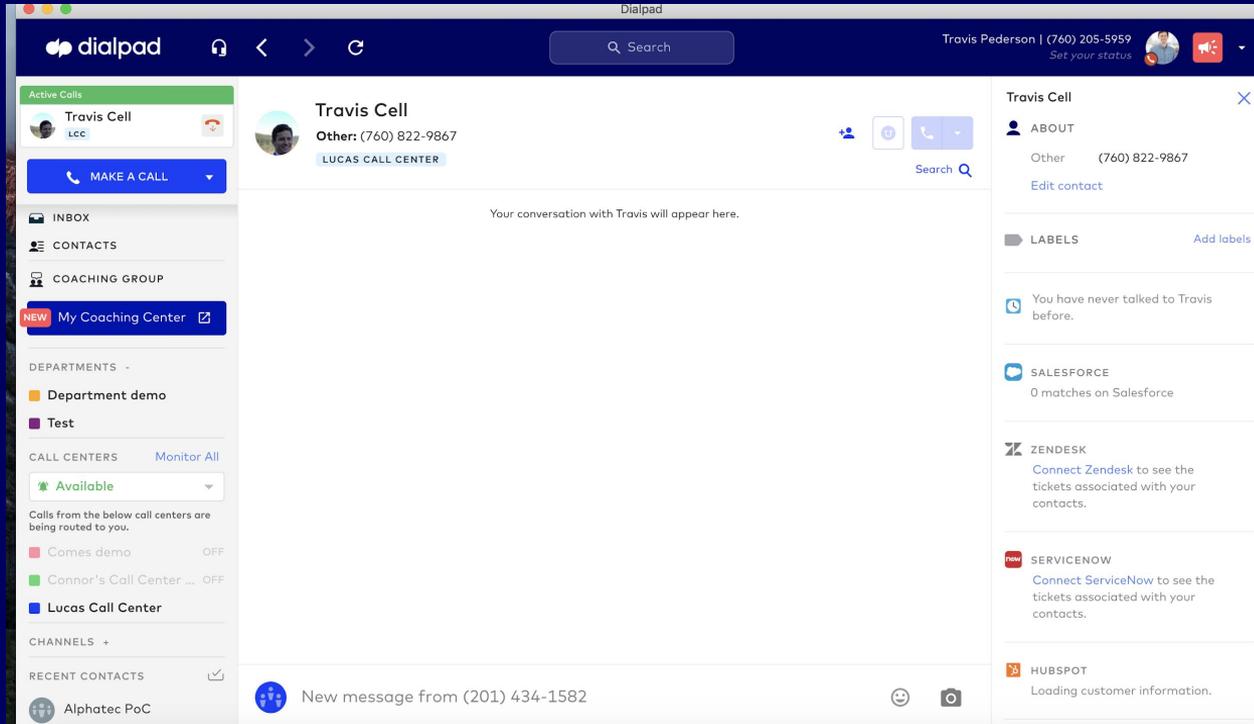


User Interface - inbound agent call

The screenshot displays the Dialpad web interface. At the top, there's a navigation bar with the Dialpad logo, navigation icons, and a search bar. A notification banner at the top right indicates an incoming call to Lucas Call Center from Travis Pederson. Below this, the main content area shows the 'Lucas Call Center' profile with a 'Do Not Disturb' toggle. A table lists 'Current agents' with their status and activity. The left sidebar contains navigation options like 'INBOX', 'CONTACTS', and 'COACHING GROUP'. The bottom of the sidebar shows 'DEPARTMENTS' and 'CALL CENTERS'.

Lucas Call Center (201) 434-1582 Do Not Disturb: OFF			
Agents			
Current agents. Refresh			
	Travis Pederson	● Receiving a call	00:10
	Chris Comes	● Off duty	07:01:32:41 Set to available
	Lucas Mahageg	● Off duty	21:30:57 Set to available

User Interface - outbound agent call



User Portal

- Basic information
- Voicemail settings
- Personal Working Hours and routing rules
- Spam blocking
- Executive Assistant
- Permissions
- Emergency Services location

YOUR SETTINGS















Calvin Chen

Add a job title

[Edit name and title](#)

Remove

 [Use Google Photo](#)

calvin.chen@dialpad.com

Your Dialpad Number
+1 604-245-7945

Dialpad Office Main Line Number
(415) 805-2100

UberConference Number
(925) 291-7029

Caller ID

Your Number: +1 604-245-7945
▼

Language

English
▼

Timezone

(GMT-07:00) US/Pacific
▼

Display all time zones

User & Voicemail PIN ?

0246 [change](#)

Default Homepage

Personal Settings (default)
▼

Voicemail Drop ?

Play a pre-recorded message to a voicemail.

Enable Voicemail Drop

Select voicemail drop message

Default
▼

Admin Portal

Centralize place for setting call routing, office administration, billing, user management, and integrations

The screenshot displays the 'Dialpad Office Users' management interface. The left sidebar contains navigation options such as Office Settings, Users, Licenses, Main Line, Desk Phones, Number Porting, Integrations, GoS Dashboard, Departments, Call Centers, Geo. Routing, Coaching Groups, Authentication, Billing, and Privacy and Legal. The main content area shows a list of active users with columns for Users, Email Address, Phone Number, License Type, and Account Details. A search bar and filters for License Type, Permissions, and Add-ons are available at the top of the list. A table of users is shown below, including names like Abhishek Suri, Adam Kabbeke, Adan Maghibon, Adonis Bulatao, Adrian Lam, Akash Sethi, Akshay Kumar, Albin Thomas, and Aldrin Macaraig.

USERS	EMAIL ADDRESS	PHONE NUMBER	LICENSE TYPE	ACCOUNT DETAILS
<input type="checkbox"/>	Abhishek Suri	abhishek@dialpad.com	(415) 805-2148	Talk Options
<input type="checkbox"/>	Adam Kabbeke Admin	akabbeke@dialpad.com	(604) 262-9817	Options
<input type="checkbox"/>	Adan Maghibon	adan.maghibon@dialpad.com	(704) 703-1707	Options
<input type="checkbox"/>	Adonis Bulatao	abulatao@dialpad.com	(925) 291-7509	Options
<input type="checkbox"/>	Adrian Lam Admin	alam@dialpad.com	+1 604-334-9224	Options
<input type="checkbox"/>	Akash Sethi	akash.sethi@dialpad.com	(925) 291-0976	Options
<input type="checkbox"/>	Akshay Kumar	akumar@dialpad.com	(415) 455-3243	Options
<input type="checkbox"/>	Albin Thomas	albin.thomas@dialpad.com	(925) 291-0773	Options
<input type="checkbox"/>	Aldrin Macaraig	aldrin.macaraig@dialpad.com	(415) 805-6576	Options

Admin Portal

Sales Office ▾
ADMIN / SALES OFFICE / MAIN LINE
🔍 Search Help Center

Office

- Office Settings
- Users
- Licenses
- Main Line**
- Desk Phones
- Number Porting
- Integrations
- QoS Dashboard

Departments +

Call Centers +

Geo. Routing +

Coaching Groups +

Authentication

Billing

Business Hours & Call Routing

Business Hours

Choose when you want to receive calls for this office mainline. You are now able to part your business hours, allowing for overnight shifts and lunch breaks.

When do you want to receive calls?

Always take calls (24/7)

Only during **specific hours**

Timezone

(GMT-05:00) US/Central ▾

Display all time zones

Business Hours	
Monday	8:00 am - 5:30 pm
Tuesday	8:00 am - 5:30 pm
Wednesday	8:00 am - 5:30 pm
Thursday	8:00 am - 5:30 pm
Friday	8:00 am - 5:30 pm
Saturday	8:30 am - 3:00 pm
Sunday	Closed

Call Routing ⓘ

Determine how calls are routed during open and closed business hours.

AVAILABILITY	RULES
Open hours routing	Route to agents; Longest idle
Closed hours routing	Send to voicemail

Call Routing

Set rules for the call routing during open and closed hours

OPEN HOURS ROUTING CLOSED HOURS ROUTING

Routing Options

Ensure calls are routed to the right team every time. Select a routing option below to fit your business' needs. Don't forget, you can come back and readjust anytime.

Send calls to:



Operators



Other routing options

Choose operator routing type:

Longest idle
Agents are rung individually based on whomever has been idle the longest.

Fixed order

Round robin

Simultaneous

Open Hours Welcome Greeting

A welcome greeting is the first greeting that callers hear when they reach the department.

No Greeting ▾

[+ Record a greeting](#) [Upload \(mp3\)](#)

Know how your customers feel with Live Customer Sentiment

The screenshot displays the Dialpad interface for a user named Annie Vu. The main content area is titled "Support West" and shows a list of active calls. A circular callout highlights the sentiment indicators for three specific calls: "Negative" (red dot), "Positive" (green dot), and "Positive" (green dot).

Support West (555) 180-0422

Hold Queue | **Active Calls** | Agents | New | All | Voicemails | Recordings

Current Active Calls. [Refresh](#)

Customer Name	Phone Number	Duration	Sentiment	Action
Adeline Bowers	(555) 134-9874	0:05	● Negative	View Call
Omar Hadid	(555) 446-8369	0:12	● Negative	View Call
Sarah Smith	(555) 795-3322	2:15	● Positive	View Call
Kal Reddy	(555) 566-3219	4:47	● Positive	View Call
Keith Harrison	(555) 789-6543	5:00	● Positive	View Call
Jarred Jones	(555) 134-9874	0:00	● Positive	View Call
Paul Miller	(555) 446-8369	0:12	● Negative	View Call
Amanda Shah	(555) 795-3322	2:15	● Neutral	View Call
Kal Reddy	(555) 566-3219	4:47	● Neutral	View Call

Exhibit E: Page 9

Step in to assist agents when they need it most with Real-Time Coaching

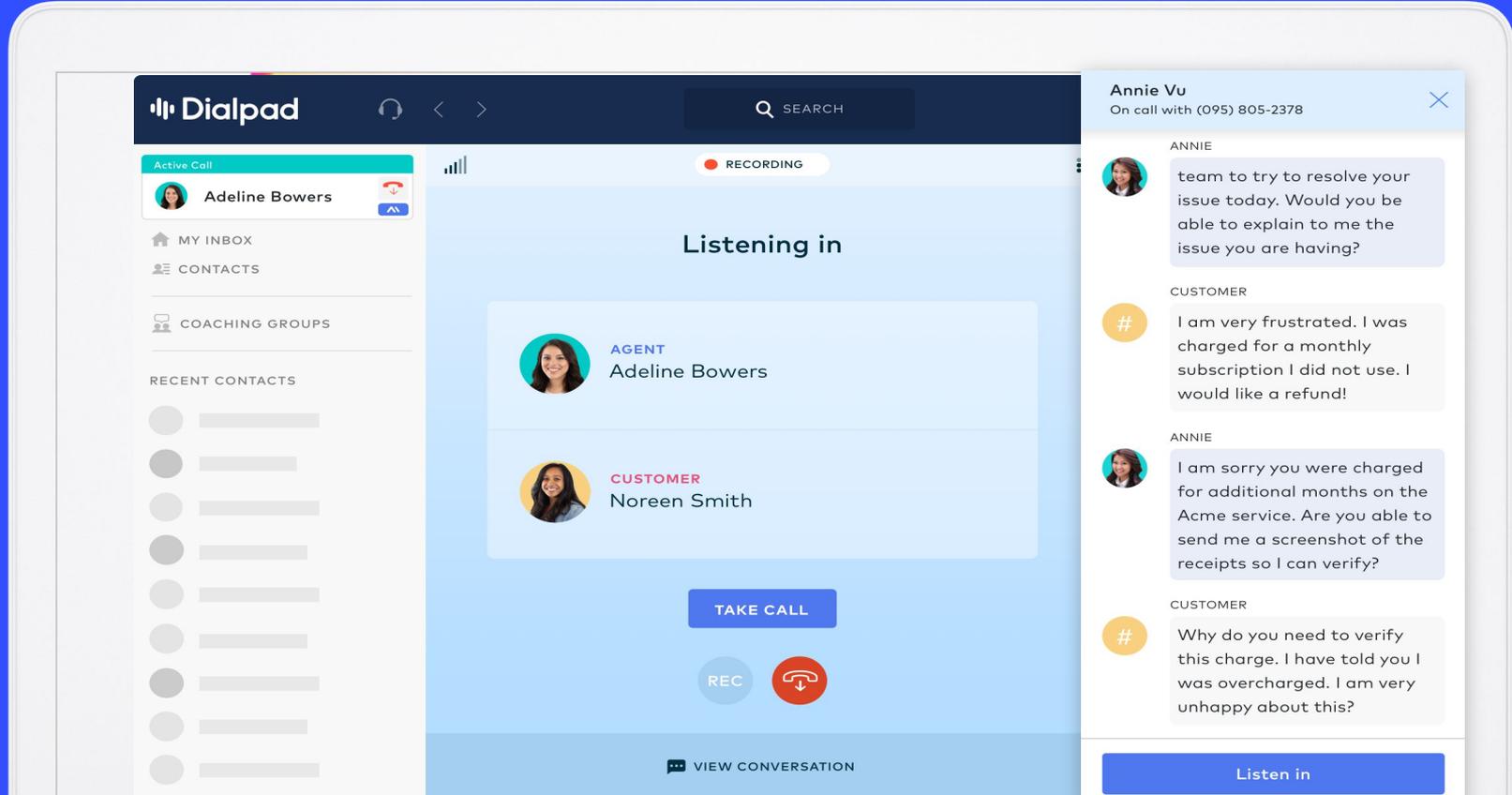
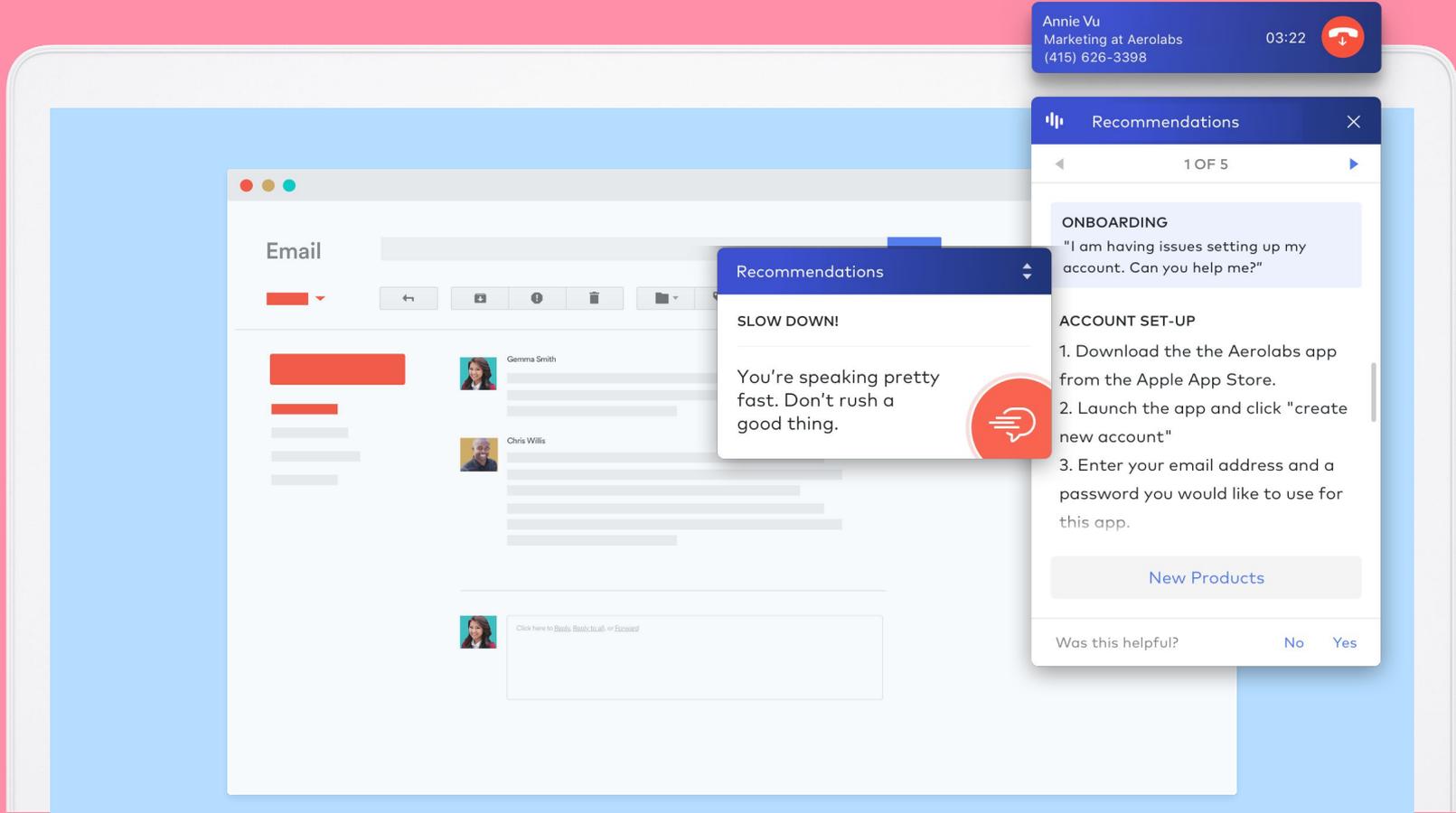


Exhibit E: Page 10

Turn agents into experts with automated Real-Time Recommendations



Keep a pulse on your Call Center with Live Call Alerts

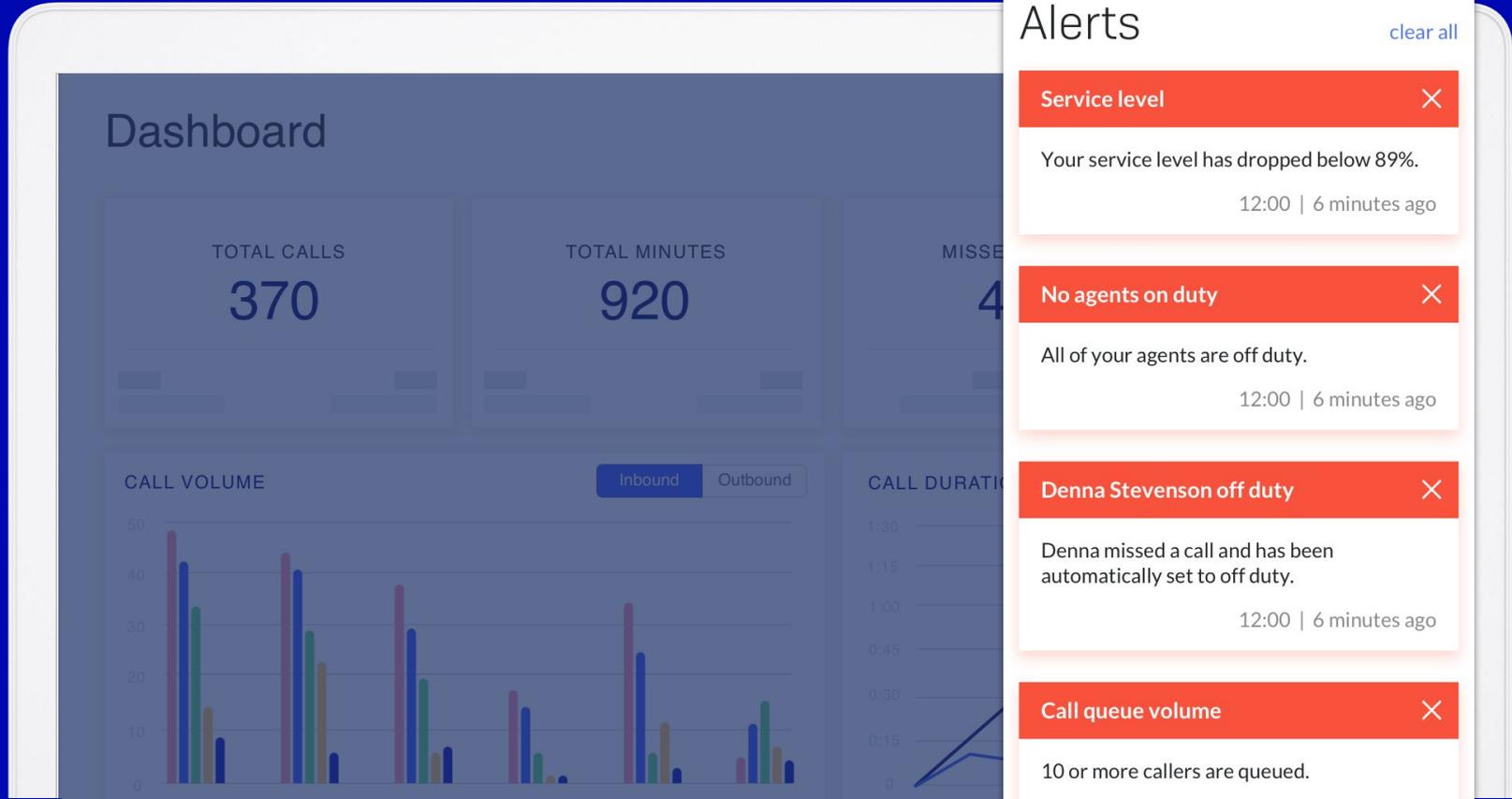


Exhibit E: Page 12

Get reliable metrics on queue activity with Real-Time Dashboards

