

	 		
Provider ⓘ	Dialpad	Zoom	
HQ ⓘ	San Francisco, CA	San Jose, CA	
# of Employees ⓘ	1,200	7,000	
1st Year Offering CCaaS ⓘ	2018	2022	
Public / Private ⓘ	Private	Public: ZM	
Platform ⓘ	Native	Native	
Published Uptime SLA ⓘ	99.99% (non-enterprise); 100% (enterprise)	99.999%	
Sold Standalone? ⓘ	Yes	Yes	
Minimum Seat Count / MRC ⓘ	\$165 MRC	no minimum	
Largest Deployment ⓘ	Available Upon Request	2,000 seats	
Available Pricing Models ⓘ	Per Agent	Concurrent Agent Per Agent	
Usage Billing ⓘ	round up to next full minute	round up to next full minute	
Ports / Call Paths ⓘ	unlimited	unlimited	
Proprietary Cloud PBX Option Available ⓘ	yes	yes	
UCaaS Resellers ⓘ	no	NTT	
Key Acquisitions ⓘ	HighFive, Kare, Koopid, TalkIQ	Solvvy (Conversational AI)	
Primary Datacenters ⓘ	Australia: Sydney Europe: Amsterdam Latin America: São Paulo United Kingdom: London United States: Chicago, Dallas, New Jersey, San Jose	APAC: Hong Kong, Osaka, Singapore, Tokyo Australia: Melbourne, Sydney Canada: Toronto, Vancouver China: Tianjin Europe: Amsterdam, Frankfurt India: Hyderabad, Mumbai Latin America: Queretaro (Mexico), São Paulo United States: Denver, Newark, New York City, San Jose, Virginia Zoom is hosted on AWS cloud and leverages the global AWS Cloud Footprint	
International PSTN Coverage Link ⓘ	Available Upon Request	Location List	
BYOC (Bring Your Own Carrier) ⓘ	No	Yes Additional NRC: No Additional MRC: No Redundancy Strategy: If BYOC is unavailable, users may still dial out via other trunking. Additionally, BYOC may allow inbound forwarding to alternate destination.	
Outbound Dialer Options ⓘ	Power, Predictive (3rd party), Progressive (3rd party)	Agentless, Power, Predictive, Preview, Progressive TCPA Compliant Option Available	
Digital Outreach / Proactive Engagement ⓘ	SMS (via API), MMS, Chat, Mobile App	SMS, MMS, Email, Chat	
SMS Codes Available ⓘ	Local 10 Digit, Toll-Free, International Coverage	Local 10 Digit, Toll-Free, International Coverage (US/Canada only; others ICB)	
Queue Callback ⓘ	Hold Place in Queue, Scheduled Callback	Agent First, Customer First, Hold Place in Queue, Scheduled Callback	
Mobile App Available? ⓘ	Agent Supervisor	n/a	
Inbound Digital Channels / Features ⓘ	Chat (Agent), Email, MMS, SMS, Social Media, Video	Chat (Agent), Email, MMS, SMS, Social Media, Video, Work Item Routing Third-Party: Co-browse, Fax	
Social Channels ⓘ	Inbound/Outbound: Apple Business Chat, Facebook, Instagram, LinkedIn, WhatsApp	Inbound/Outbound: Facebook, WhatsApp	
Other Features ⓘ	Agent Scripts Live Agent Barge/Take Over Function Live Agent Coaching/Whisper Function Screen Recording Speech & Text Analytics Surveys / CSAT	Agent Scripts Live Agent Barge/Take Over Function Live Agent Coaching/Whisper Function Screen Recording (third party) Speech & Text Analytics Surveys / CSAT	
Native CRM Included ⓘ	No	Yes (limited functionality)	
Microsoft Teams Certified ⓘ	No	No	
Line of Business App Integrations ⓘ	Native: Bullhorn, HubSpot, Kustomer, Microsoft Dynamics, Microsoft Teams, Salesforce, ServiceNow, Slack, Zendesk, Zoho Third Party: Athena Health, Cerner, EPIC, Freshdesk, Halo CRM, Jack Henry, NetSuite, Oracle, SAP, SugarCRM Full List	Native: Microsoft Dynamics, Salesforce, ServiceNow, Zendesk Third Party: Slack, SugarCRM, Zoho Custom: Athena Health, Bullhorn, Cerner, EPIC, Freshdesk, HubSpot, Jack Henry, Kustomer, Microsoft Teams, NetSuite, Oracle, SAP	
Enterprise App Store ⓘ	Yes	Yes	
Artificial Intelligence Offering ⓘ	Native: AI-derived CSAT, Chat Bot, Knowledge Retrieval, Next-Best Action, Post-Interaction Summarization, Quality Assurance Scoring, Real-time Coaching, Sentiment Analysis Additional Capabilities: Live Call Transcription, Real Time Agent Assist Cards, Speech Pattern Coaching, Alerts and Notifications, Digital Self Service Chat Bot, AI CSAT, AI Call Recaps, AI Call Notes, AI Action Items, AI Scorecards, Post Call Analytics, AI Custom Moments and Keyword Search	AI-derived CSAT, Business Insights (Conversation Trends/Keyword Spotting/Topic Mining), Chat Bot, Knowledge Retrieval, Next-Best Action, Post-Interaction Summarization, Quality Assurance Scoring, Real-time Coaching, Sentiment Analysis Additional Capabilities: Zoom Virtual Agent; Full List	
Large Language Model ⓘ	LLM: DialpadGPT Verticals: n/a BYO AI: no OpenAI Integration: n/a	LLM: Anthropic, OpenAI, Zoom Verticals: Retail, Technology BYO AI: yes OpenAI Integration: Zoom's unique federated approach to generative AI is designed to deliver high quality results by dynamically incorporating Zoom's artificial intelligence model as well as third-party artificial intelligence models provided by subprocessors, such as OpenAI and Anthropic. With this approach, AI Companion can incorporate innovations in artificial intelligence models while getting the benefits of improved quality and performance.	
Routing Options ⓘ	Attribute / Skill-based Routing, Omni-Channel Queues, Priority Routing Additional Capabilities: Longest Idle, Simultaneous, Sequential	Attribute / Skill-based Routing, Bullseye Routing, Omni-Channel Queues, Preferred Agent Routing, Priority Routing	
Workforce Engagement (WEM) Offering ⓘ	Third-Party (Playvox) Features Include: Gamification, Performance Management, Quality Management (QM), Workforce Management (WFM)	Proprietary Third-Party (Assembled, Calabrio, CallMiner, Community WFM, Eleveo, Verint) Features Include: Gamification, Performance Management, Quality Management (QM), Workforce Management (WFM)	
Compliance ⓘ	CCPA, CPNI, CSA, GDPR, HIPAA, ISO 27001, PCI, SOC 2 Additional Compliances: Full List	CPNI, CSA, FedRAMP (moderate), FINRA, GDPR, HIPAA, HITRUST, ISO 27001, PCI, SOC 2, SOX Additional Compliances: Full List	
Case Studies ⓘ	Case Studies	Case Studies	
Top Customer Verticals ⓘ	Automotive, Education, Finance, Professional Services, Retail	Education, Healthcare, Retail, Wealth Management	
On-Site Implementation / Training ⓘ	Yes	Yes	
Implementation Overview ⓘ	Implementation Overview	Implementation Overview	
Knowledge Base ⓘ	Integrated	Integrated Native	
Downdetector ⓘ	Downdetector	Downdetector	
Differentiators ⓘ	Google gives Dialpad an exception partner status - meaning they are not in the Google Marketplace but will still retire a customer's Google spend requirements. Native voice Intelligence A.I. to give agents real-time sentiment analysis, transcription, and compliance adherence. Built on Google Cloud's Platform using microservices architecture.	Only provider with one client for video meetings, webinars, events, phone, chat, mail, calendar, omni-channel CX suite, WFM, QM, HR, whiteboarding, recording, notes, docs, all with AI Companion.	