

## DATASHEET

# Dialpad For Google

Dialpad's Google integrations provide one beautiful workspace for team and customer communications that's seamlessly integrated across the Google ecosystem to drive productivity across all functions.



## OVERVIEW

The Dialpad for Google integration makes communicating with email and calendar easier. Quickly access Dialpad directly from the Add-ons bar in Gmail to seamlessly call, text, and view communications history with any contact in the message thread. The Dialpad contact side bar brings Google Workspace directly into Dialpad with quick access to mutual activities with your chat recipient like Google Calendar events, mutual emails, and shared documents from Google drive. And with easy access to Dialpad from within your Chrome browser, calling and texting features are available at your fingertips so you can communicate with colleagues or customers without having to flip into the Dialpad app.

## KEY FEATURES

### Chrome

- **Dialpad Extension:** Call or text anyone with Dialpad directly from your Chrome browser by clicking on any hyperlinked phone number. Click to call directly from Gmail contact cards when you hover over a name. Once Dialpad detects a phone number tied to a contact's email address, you can quickly initiate a call.
- **Dialpad Native CTI:** bring all the power of Dialpad to your favorite applications like Salesforce, Hubspot, Gmail and more, letting you make calls, send messages and manage your contact center availability/status if you're an agent.

### Gmail

- Transform your Gmail application by accessing and messaging contacts within the context of any email conversation--on any device.
- Surface contextual information within Gmail message threads
- Make outbound calls and send SMS messages directly from email conversations
- View recent Dialpad call and message history.

### Calendar

- Schedule a meeting natively with Dialpad from the drop down in your Google Calendar invites.
- Connect your Google Calendar with Dialpad and Dialpad will automatically adjust your presence icon to reflect when you're currently in a meeting
- Automatically add Dialpad Meeting details to your calendar events, including international dial-in numbers.
- Using any browser, easily join Dialpad Meetings from a scheduled calendar event with just one click--no downloads are required.

### Single sign on and user provisioning

- Sync Dialpad with your Google Workspace directory to keep contacts up to date with name, email, or phone number changes in real-time.
- Automatically provision Google Workspace users with Dialpad licenses and authenticate user sign-in requests via SAML and allow users to login with SSO credentials

### Google Fiber

- Stay connected on a network that has a 99.9% reliable connection and 77x faster than cable internet. With Dialpad plus Google Fiber Business internet, service is always on when you are. That means HD voice and video quality--no matter where work finds you.

### Dialpad in app side bar integration

When you're chatting with a contact in Dialpad, the Google integration shows insights into shared documents, events, and emails with the contact.

- **Gmail:** Access a list of mutual emails you're involved in with your chat recipient.
- **Calendar:** View previous and upcoming events or meetings shared with your recipient.
- **Drive:** Access slides, docs, and sheets shared between you and your recipient and click to open.



## BENEFITS

### Seamless integration with Gmail

Work smarter within Gmail threads, access important information and gain insight on current and new contacts faster.

### Automate administrative workflows

Provision users with Dialpad and Google SSO and keep contacts up to date with real time updates to your Dialpad directory.

### Streamlined business communications

Work more efficiently without flipping through multiple applications to access your Google apps when and where you need them.

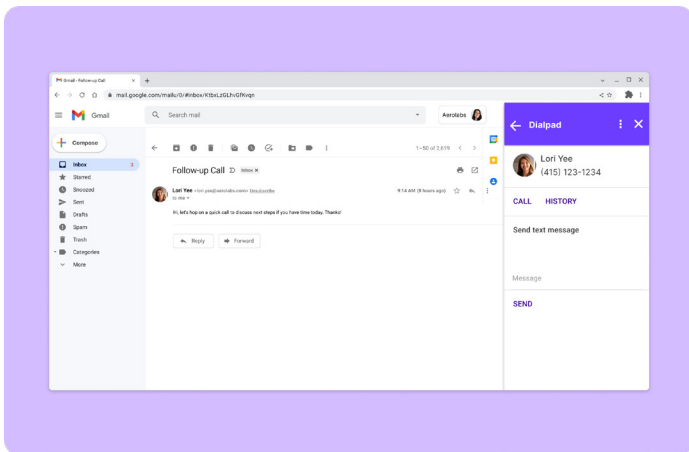
### Productive team collaboration

The Dialpad contact sidebar integration brings your workspace between coworkers directly to the Dialpad app. Move projects forward productively with access to recent documents you've collaborated on with a coworker and quickly reply to emails without having to switch into another email.



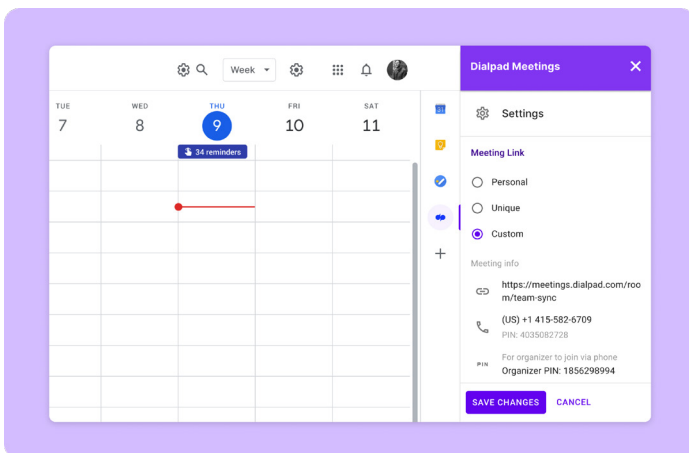
## HOW IT WORKS: GOOGLE WORKSPACE

### Gmail



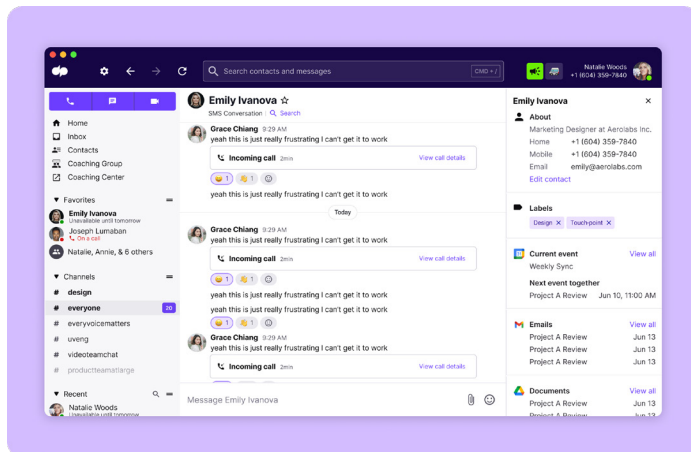
Click on the Dialpad logo in the Google Workspace Add-ons side bar. Dialpad recognizes your Dialpad contacts in the Gmail message thread. By clicking on a contact you can view your communications history, make a call, or send a text without leaving Gmail.

### Calendar



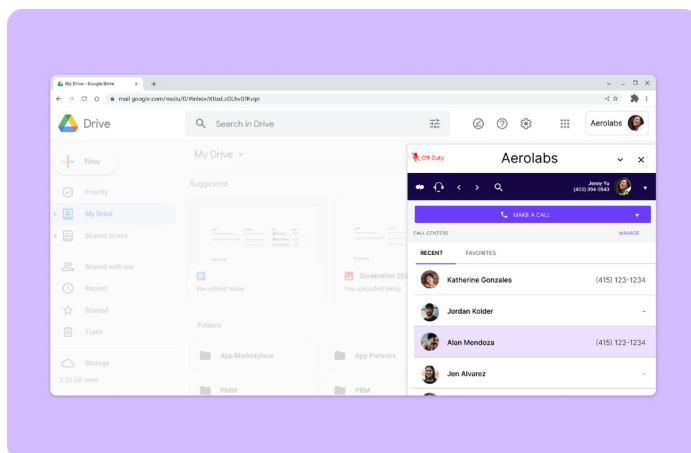
Schedule Dialpad meetings natively in Google Calendar. By clicking on the Dialpad logo in the Add-ons sidebar you can choose to use a personal meeting link or a unique meeting link.

### Dialpad Sidebar



The integrations sidebar inside Dialpad shows you a 360 view of current Google Calendar events, Gmails, and documents shared in Drive with your chat recipient, providing you all the tools you need to work productively.

### Chrome



The Dialpad Chrome extension makes any phone number listed on a webpage dynamic, allowing you to click the number and initiate a phone call from Dialpad. The Dialpad Chrome CTI puts a Dialpad interface on predetermined productivity sites like Salesforce, Hubspot, Gmail and more, letting you make calls, send messages and manage your contact center availability/status if you're an agent. By bringing Dialpad into your favorite web-based tools, you can stay active on the websites you use every day while still having access to a single interface for all calls and messages, saving time tabbing between applications and increasing overall productivity and efficiency.

## SYSTEM REQUIREMENTS

- Dialpad for Google is available on all Dialpad editions
- For a complete list of requirements visit the [Dialpad Help Center](#).

