dialpad

Dialpad vs Fuze: How do they stack up?

Dialpad

Fuze

AUDIO/VIDEO CONFERENCING

Can host and join video meetings from any device and or web browser. Joining as a guest is as easy as clicking on a URL.

More complex process for guests to join audio and video conferences (requires additional steps for account verification).

CALL RECORDING

Can automatically record calls, send call recording notifications to all participants, and automatically pause recordings to keep sensitive data private.

Has a call recording feature, but you're responsible for providing notifications and manually starting or pausing the recordings.
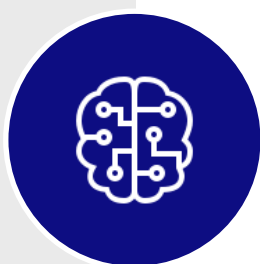
MESSAGING

Allows group and 1:1 messaging, including a channels feature for project-specific work.

Provides group and 1:1 messaging.

ARTIFICIAL INTELLIGENCE

AI-powered Voice Intelligence (Vi) automatically transcribes calls, detects keyword triggers, and highlights action items, among other nifty features.

Fuze does not use artificial intelligence.

QUICK & EASY DEPLOYMENT

Can be implemented and launched quickly with minimal IT help, and provides self-service options.

Can take up to months to fully implement and deploy.

SUPPORT

Offers worldwide 24/7 support.

Offers 24/7 support for US only.