Dialoguecloud neo



The Microsoft-Native Platform for Enterprise Interactions

Connect Communication, Routing, and Insight in One Place.

Elevate Every Dialogue

Dialogue Cloud Neo is a Microsoft-native platform that orchestrates interactions across customers, employees, AI agents, and enterprise systems. Built for agility and scale, it helps organizations deliver faster, more consistent experiences across the business.

Why Dialogue Cloud Neo?

Microsoft-Native, Future-Ready
Built natively on Microsoft to deliver real-time insight, strengthen decision-making, and maximize the value of your Microsoft ecosystem.

Integration Across Your Ecosystem
Bring customer context into every interaction with seamless integration across Salesforce, Dynamics, ServiceNow, Bullhorn, and SAP, evolving with your ecosystem.

Connected Conversations Across the Business
Front-office, back-office, and specialist teams collaborate within a shared interaction context to deliver faster, more consistent outcomes.

AI-Powered Support Across Every Interaction
Provide real-time guidance, relevant knowledge, and automated summaries to improve accuracy, streamline follow-up, and deliver consistent outcomes.

Flexible and Composable
Design and adapt interaction flows with Dialogue Studio, orchestrating systems, triggering actions, and evolving experiences as business needs change.

Business Insight, Governance, and Control
Access real-time and historical insight with enterprise-grade governance and control across your business.

Dialogue AI Assist

Provides real-time, in-context AI support across interaction workflows to help teams respond faster and more accurately.

- **Instantly surface relevant knowledge and next-best actions.**
- **Summarize conversations to reduce follow-up effort.**
- **Enable faster, more accurate responses.**
- **Seamless integration across systems for rapid adoption.**

Dialogue AI Assist improves efficiency and enhances customer outcomes across every interaction.

Dialogue Studio

Design, orchestrate, and evolve interaction flows through a flexible, drag-and-drop experience.

- **Design, build, and manage interaction flows with ease.**
- **Integrate systems and data into connected interaction workflows.**
- **Trigger actions across systems during and after interactions.**
- **Adapt flows quickly as business needs evolve.**

Dialogue Studio enables composable interaction flows at scale across systems and channels, driving more connected and efficient experiences.

Designed for Modern Enterprises

Built for organizations seeking an enterprise-grade platform with native AI, orchestration, and flexibility.

Dialogue Cloud Neo combines Microsoft-native architecture, intelligent orchestration, and AI-powered assistance to deliver an enterprise-grade interaction platform that enables connected, experience-led engagement across the business.

Ready to See Dialogue Cloud Neo in Action?

Schedule a demo to explore how Dialogue Cloud Neo transforms interactions across your business.

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