Aqurio Media Center

IntelePeer Receives 2023 CUSTOMER Magazine Product of the Year Award

IntelePeer SmartCommunicator™ Honored for Exceptional Innovation

Dania Beach, Fl, March 29, 2023 – IntelePeer, a leading Communications Automation Platform and Communications Platform-as-a-Service (CPaaS) provider, announced today that TMC, a global, integrated media company, has named SmartCommunicator as a 2023 *CUSTOMER* Product of the Year Award winner.

IntelePeer SmartCommunicator enables an enhanced communications experience within the MS Teams environment, merging enterprise-specific customization with automation. The Over the Top (OTT) application enhances MSTeams' capabilities by facilitating the creation of multichannel communication automation workflows, enabling seamless conversational and generative AI utilization, centralizing all third party apps data in use, and acting as a single pane of glass for inbound and outbound employee communications.

"As a leader in taking communications automation to the next level, we are honored SmartCommunicator has received this prestigious recognition," said Frank Fawzi, CEO of IntelePeer. "By factoring in the needs of a business's knowledge worker, IntelePeer developed an application for MS Teams that allows employees to complete multiple tasks on a single platform, increasing employee productivity and efficiency. The app also improves the customer experience while adding value to one's current tech stack."

The 2023 CUSTOMER Product of the Year Award recognizes vendors that are advancing the call center, CRM, and teleservices industries one solution at a time. The award highlights products which enable their clients to meet and exceed the expectations of their customers.

"On behalf of both TMC and CUSTOMER magazine, it is my pleasure to honor IntelePeer with a 2023 Product of the Year Award," said Rich Tehrani, CEO, TMC. "Its Smart Communicator solution has proven deserving of this elite status and I look forward to continued innovation from IntelePeer in 2024 and beyond."

About IntelePeer
IntelePeer helps customers communicate better, faster and smarter, through its communications automation platform. Our low- and no-code solutions provide customers with simple, easy-to-use tools that can be utilized by anyone. Powering automation through AI and analytics, IntelePeer provides industry-leading time-to-value and rapid time to improved customer experiences with solutions that work seamlessly with existing business software and infrastructure. For more information visit: IntelePeer.com.

TMC's CUSTOMER Magazine
TMC's CUSTOMER magazine premiered in September 2012 and is the industry's new, definitive source for news, product information, and strategies for communications that engage customers and potential customers. Each issue of CUSTOMER includes news and insights on the latest developments in agent training, analytics, ERP, IVR, social CRM solutions, mobile apps, workforce management and more. Please visit http://customer.tmcnet.com for more information.

About TMC
Through education, industry news, live events and social influence, global buyers rely on TMC's content-driven marketplaces to make purchase decisions and navigate markets. As a result, leading technology vendors turn to TMC for unparalleled branding, thought leadership and lead generation opportunities. Our in-person and online events deliver unmatched visibility and sales prospects for all participants. Through our custom lead generation programs, we provide clients with an ongoing stream of leads that turn into sales opportunities and build databases. Additionally, we bolster brand reputations with the millions of impressions from display advertising on our news sites and newsletters. Making TMC a 360-degree marketing solution, we offer comprehensive event and road show management services and custom content creation with expertly ghost-crafted blogs, press releases, articles and marketing collateral to help with SEO, branding, and overall marketing efforts. For more information about TMC and to learn how we can help you reach your marketing goals, please visit www.tmcnet.com and follow us on Facebook, LinkedIn and Twitter, @tmcnet .

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