IntelePeer Announces New AI-Powered Analytics Engine for SmartFlows Platform

The Call Summary Dashboard demonstrates incredible cost-saving benefits achievable through AI

Dania Beach, FL, September 14, 2023 – IntelePeer, a leading provider of AI-powered communications automation solutions, announced today an extension to its SmartFlows platform, the Call Summary Dashboard, a drag-and-drop interface with AI and automation tools that enhances omnichannel communication workflows and allows businesses to track their ROI and identify cost-savings opportunities in real time. At no additional cost, existing IntelePeer customers can leverage the Call Summary Dashboard to build sophisticated hyper-automation omnichannel experiences without lengthy development cycles.

“The IntelePeer team of customer experience (CX) experts are committed to meeting the demands of our enterprise customers looking to deliver best-in-class, automated customer interactions,” said Frank Fawzi, CEO of IntelePeer. “AI has become an essential component to every company, reducing the cost of labor and allowing them to thrive in competitive industries. IntelePeer’s latest analytics engine and dashboard is a perfect example of how AI improves CX, providing consistent and accurate responses to customer inquiries while eliminating the need for any customer call to be on hold. When implemented, the dashboard shows the number of customer interactions fully contained and automated in real time leading to substantial reduction in hold times, while delivering significant ROI, saving businesses thousands with an increase in fully automated and contained calls.”

The Call Summary Dashboard provides the most accurate data regarding contained calls automated with IntelePeer’s Smart family of products. Through analytics, customers can evaluate contained calls completed by IntelePeer and determine how much they saved using IntelePeer’s AI-powered virtual SmartAgents – rather than a live agent. The dashboard can also create “what if” scenarios leveraging more automation and self-serve capabilities from IntelePeer based on actual live traffic to generate more saving amounts over the customer’s preferred timeframe.

“With rich analytics at their fingertips, businesses can increase operational efficiencies, enhance CX and make more data-driven decisions,” continued Fawzi. “Already, companies harnessing the power of Generative AI are outpacing the competition. And as AI evolves, IntelePeer will always be there for our customers, helping them maximize the technology to fulfill the ever-evolving needs of consumers.”

IntelePeer’s SmartFlows leverages world-class AI platforms, such as Azure’s OpenAI for Generative AI, IBM Watson Assistant, Amazon Lex, and Google Dialog Flow for Conversational AI, enabling users to build communications-enabled workflows that integrate seamlessly with existing processes. Moreover, SmartFlows allows businesses to create intelligent AI voice and messaging bots based on their CRM data interactions and other data sources enriching CX. Additional SmartFlows features include:

- Massively scalable simultaneous call and messaging capabilities
- Built-in Natural Language Processing and Generation
- Automated & intelligent routing
- Easy integration to CRM and other business applications
- Audio library
- Pre-built templates

For information about IntelePeer products and services, visit:intelepeer.ai.

About IntelePeer
IntelePeer helps customers communicate better, faster, and smarter, through its AI-powered 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.

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