IntelePeer Integrates with Microsoft Azure OpenAI Service to Deliver AI Automation Solutions to Significantly Improve Customer Service

AI-powered Virtual Agents Create a Faster and Easier Customer Experience

Dania Beach, FL, April 18, 2024– IntelePeer, a leading AI-powered Communications Automation Platform provider, has integrated with Microsoft Azure OpenAI Service to embed OpenAI GPT into the company's Communications Automation Platform and Intelligent Virtual Assistant (IVA), SmartAgent™. With this integration, IntelePeer is delivering advanced solutions to fully automate customer interactions and improve operational efficiencies for businesses while creating a faster and easier customer experience.

"Integrated with Microsoft Azure OpenAI Service, IntelePeer's Communications Automation Platform is transforming customer service, fully automating more than 80 percent of voice and messaging customer interactions," commented IntelePeer CEO, Frank Fawzi. "Through this collaboration, we aim to capitalize on the enhanced power of our platform embedded with Azure's generative AI to entirely transform the customer experience by providing a personalized interaction in a human-like manner. This is merely the tip of the iceberg of the impact that AI will deliver to communications automation and customer service."

According to Gartner®, "by 2025, 80 percent of customer service and support organizations will be applying generative AI technology in some form to improve agent productivity and customer experience."[1] Azure's responsible AI provides a framework and the tools necessary to deploy IntelePeer's SmartAgent with confidence. Combined with IntelePeer's sophisticated workflow engine, data platform and tech stack, IntelePeer's solutions reliably address the most pressing concerns surrounding AI – accuracy, guardrails, security, data privacy, and non-bias.

IntelePeer's SmartAgent can handle a wide range of interactions as effectively as a live agent but with a higher percentage of first-time resolutions and improved accuracy, making "being on hold" a thing of the past. The platform provides 24/7 intelligent call and message handling and delivers personalized self-service capabilities that are natural to navigate for the consumer. Additionally, the Azure-based large language model significantly improves SmartAgent's capabilities in multiple languages, enables it to easily adjust response styles, and provides dynamic responses at a level not possible before generative AI.

IntelePeer delivers vertical and domain-specific virtual agents for such industries as healthcare, insurance, utilities, retail, financial services, and transportation and logistics. The Company's platform helps businesses quickly implement AI-powered omnichannel communications solutions that automates customer interactions. Since its inception, IntelePeer has automated over 500M customer interactions across voice, messaging and digital channels while lowering the cost of an interaction ten-fold. For example, one IntelePeer customer is able to fully automate more than 60M inbound interactions a year and achieve over 75% full self-serve and call containment rates.

"With generative AI, consistent delivery of superior customer service is now a reality. The benefits are abundantly clear – customer satisfaction and loyalty are significantly improved and the amount of time a consumer spends interacting with customer service agents has dramatically decreased. Time-consuming and often frustrating experiences can now be reduced through true-to-life, conversational interactions. We view this as game-changing for brands and their customers across the board," added Fawzi.

Ali Dalloul, Vice President, Azure AI, said, "By working with Microsoft Azure, IntelePeer can significantly accelerate its generative AI innovation while streamlining AI model management. Coupled with the safety measures both companies have in place, IntelePeer will be able to bring solutions to market faster while giving their customers peace-of-mind knowing security levels are in place to safeguard their proprietary information."

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

[1] Gartner Press Release, Gartner Reveals Three Technologies That Will Transform Customer Service and Support By 2028, August 30, 2023, https://www.gartner.com/en/newsroom/press-releases/2023-08-30-gartner-reveals-three-technologies-that-will-transform-customer-service-and-support-by-2028. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

About IntelePeer
IntelePeer simplifies communications automation through advanced AI-powered solutions, helping businesses and contact centers reduce costs, enrich the customer experience, and accelerate ROI. Its AI-driven Communications Automation Platform works seamlessly within existing business software and infrastructure, enabling brands to automate complex processes quickly and effortlessly. Built for business users, IntelePeer's vendor-neutral platform leverages world-class generative AI and analytics, empowering businesses to proactively resolve potential pain points and maintain context across channels and throughout the orchestrated customer journey.

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