IntelePeer Captures Silver in the 2024 Stevie Awards for Sales & Customer Service

Dania Beach, FL, April 26, 2024 – IntelePeer, a leading AI-powered communications automation platform provider, has been awarded a Silver Stevie® Award for Achievement in Customer Service Automation at the 18th annual Stevie Awards for Sales & Customer Service. The Stevie Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development and sales professionals.

"In a field of over 2,300 nominations, we are pleased to receive a Silver Stevie Award for Customer Service Automation," said IntelePeer CEO, Frank Fawzi. "At IntelePeer, we're using the power of AI and automation to dramatically change the landscape of customer service. Our solutions help companies improve customer and patient experiences, deliver better communications at a lower cost, and increase employee productivity. The results speak for themselves, and the award is a testament to the hard work and dedication of the entire team."

Key customer successes driven by automation and AI include:

- **An educational software company:** A dynamic, self-serve FAQ powered by generative AI and an automated alphanumeric password reset solution that eliminated the need for the hiring of seasonal contact center employees, saving the customer approximately $20 million in overhead costs.
- **A contact center catering to the on-demand transportation industry:**Automated pricing estimate, booking, and payment process coupled with self-service FAQ capabilities to handle more than 70K calls per week. With a goal of 90% call automation rates, this company anticipates more than $1.3M savings in labor and operational costs.
- **A dental support organization:** A generative AI and automation solution that handles scheduling appointments and an interactive FAQ that can respond to patient questions regarding symptoms and medical needs. In addition to lowering cancelled appointments and no-shows by 30%, the customer's goal is to increase call automation rates up to 85% while reducing overhead costs by approximately $1.5 million annually.

Internally, the company recently launched a pioneering customer support chatbot to automate its customer self-help portal. By harnessing the power of the chatbot, IntelePeer's billing support team automated its own customer interactions, reducing the handling time for inquiries from three days to mere minutes. IntelePeer also introduced a tool that provides customers with easy access to real-time network updates, helping them plan activities with IntelePeer and other network providers.

"The high scores given the winning nominations in this year's competition are evidence of the high levels of achievement portrayed in them," said Stevie Awards president Maggie Miller. "We join with the judges and all members of the Stevie Awards community in congratulating and celebrating the winners for their accomplishments."

IntelePeer is making significant strides in the customer service industry with its advanced usage of generative AI (GenAI) and automation in its Communications Automation Platform. The platform helps businesses quickly implement AI-powered omnichannel communications solutions to automate customer interactions. By leveraging GenAI, IntelePeer delivers vertical and domain-specific virtual agents to such industries as healthcare, insurance, utilities, retail, financial services, and transportation and logistics. 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.

The Stevie Awards organizes nine of the world's leading business awards programs, also including the prestigious American Business Awards® and International Business Awards®. This year's entries were considered in more than 90 customer service and contact center categories, with nominations spanning 44 nations and territories across organizations of all sizes and in virtually every industry. Winners were announced during a gala event attended by more than 400 professionals from around the world at the Bellagio in Las Vegas, Nevada on Friday, April 12.

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

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.

About The Stevie® Awards
Stevie Awards are conferred in nine programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Sales & Customer Service, the new Stevie Awards for Technology Excellence, and the Stevie Awards for Women in Business. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. More than 1,000 professionals around the world participate in the Stevie Awards judging

process each year. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at http://www.StevieAwards.com.

Sponsors of the 18th annual Stevie Awards for Sales & Customer Service include Sales Partnerships, Inc., Support Services Group, and ValueSelling Associates, Inc.

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