IntelePeer SmartAgent and SmartOffice Solutions Now Available in the Microsoft Azure Marketplace

Microsoft Azure customers worldwide now gain access to IntelePeer to take advantage of the scalability, reliability and agility of Azure to drive application development and shape business strategies.

Dania Beach, FL, November 13, 2024 – IntelePeer, a leading AI-powered Communications Automation provider, has today announced the availability of its SmartAgent and SmartOffice solutions, powered by the latest in generative AI technology, in the Microsoft Azure Marketplace, an online store providing applications and services for use on Azure. IntelePeer customers can now take advantage of the productive and trusted Azure cloud platform, with streamlined deployment and management.

The listings follow IntelePeer's integration with Microsoft Azure OpenAI Service, making the company's cutting-edge, virtual AI agents easily accessible to the Azure customer base. In addition, purchase of either solution goes toward the buyer's Microsoft Azure Consumption Commitment. IntelePeer's virtual AI agents automate tasks in customer support and service and drive unprecedented operational efficiencies and customer satisfaction. With the ability to analyze data, make decisions, and complete complex tasks, the use cases for IntelePeer's AI agents are limitless.

"By offering IntelePeer solutions in the Microsoft Azure Marketplace, we're providing new and existing customers with easy access to our innovative communications solutions," commented IntelePeer CEO, Frank Fawzi. "Our largest customers are achieving automation rates of more than 80% for voice calls which was unheard of before GenAI became widely available. Our AI agents are highly accurate while providing a personalized interaction in a human-like manner which ultimately drives customer success."

Using IntelePeer's cutting-edge technology, SmartAgent's virtual AI agents offer a new level of sophistication with the ability to automate simple to complex customer interactions enabling for greater self-serve opportunities across channels. The platform provides 24/7 intelligent call and message handling and delivers personalized self-service capabilities that are easy to navigate for the consumer. Using real-time data, AI agents operate independently and adapt to changing conditions while working within the confines of an organizations' guardrails, ensuring every interaction is relevant, informative, and valuable to the customer. When needed, the virtual AI agent can hand a call off to a live representative with customer collected background, call summary, and next best steps for first call resolution.

SmartOffice enables regional offices to leverage AI and analytics for automation. The solution allows offices to seamlessly contain inbound customer interactions without the need for human intervention by enterprise workers, which reduces spend and optimizes ROI, while maintaining a professional, hassle-free experience for customers. Further, with the use of GenAI, SmartOffice is equipped to quickly escalate and route calls to additional departments and knowledge workers throughout the organization while providing relevant details and a suggested course of action to the knowledge worker.

"Through Microsoft Azure Marketplace, customers around the world can easily find, buy, and deploy partner solutions they can trust, all certified and optimized to run on Azure," said Jake Zborowski, General Manager, Microsoft Azure Platform at Microsoft Corp. "We're happy to welcome IntelePeer's solutions to the growing Azure Marketplace ecosystem."

The Azure Marketplace is an online market for buying and selling cloud solutions certified to run on Azure. The Azure Marketplace helps connect companies seeking innovative, cloud-based solutions with partners who have developed solutions that are ready to use.

IntelePeer delivers vertical and domain-specific virtual AI 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 automate customer interactions. Since its inception, IntelePeer has automated over 650M customer interactions across voice, messaging and digital channels while lowering the cost of an interaction ten-fold.

For information about IntelePeer products and services, visit:https://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.
