Pioneering the Future: IntelePeer Wins BIG Innovation Award for its AI Hub and SmartAgent and SmartOffice Solutions

Acknowledged in the Transformative Products category, IntelePeer showcases its leadership in shaping the future through bold innovation

Dania Beach, FL, January 15, 2025 – IntelePeer, the industry's only full-stack conversational AI platform, is pleased to announce its recognition as a winner in the prestigious 2025 BIG Innovation Awards, presented by the Business Intelligence Group. The honor highlights the company's AI Hub and SmartAgent and SmartOffice solutions that are making a transformative impact for clients in such industries as Healthcare, FinServ, and Retail.

"Innovation is more than a strategy at IntelePeer; it's a mindset," said Frank Fawzi, CEO of IntelePeer. "More than half of Americans expect customer service improvements thanks to AI and organizations need efficient, cost-conscious ways to meet these expectations and effectively manage their customer experience operations. This is where IntelePeer comes in, offering a powerful platform alongside AI-driven solutions that help to reinvent the contact center as we currently know it. IntelePeer is able to automate up to 90% of customer interactions enabling businesses to deliver an experience that is seamless for their customers while also delivering real business results."

"Humanity relies on innovation to improve our lives and the planet," said Russ Fordyce, CEO of the Business Intelligence Group. "We're thrilled to spotlight IntelePeer as a shining example of innovation making a profound impact globally."

IntelePeer's AI Hub, a unified platform that integrates communication management, enables businesses to keep up with evolving customer expectations with its analytics and insights, process automation, and secure AI. The Hub provides an all-in-one hyper-automation solution designed to offer exceptional customer experiences without reliance on live agents leading to lower costs, enhanced efficiency, and improved customer experiences. SmartAgent automates inbound interactions for contact centers, helping businesses to quickly and easily streamline agent responsibilities and empower self-service for a much faster ROI. It allows companies to manage spikes in call capacity, reduce costs, and avoid compliance issues. SmartOffice offers businesses unparalleled automation and enhanced interaction resolution. It allows for routine customer interactions to be addressed without the need for direct human interaction, giving employees time back to focus on more complex customer needs.

The 2025 BIG Innovation Awards celebrate organizations and individuals pushing boundaries and advancing their industries. Winners are evaluated by a panel of seasoned business leaders and executives who consider creativity, measurable results, and overall impact in their selections.

For more information about the BIG Innovation Awards, visit https://www.bintelligence.com/awards/big-innovation-awards.

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 full-stack conversational AI 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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