IntelePeer Introduces Next Generation Voice AI Capabilities

Dania Beach, FL, April 24, 2025— IntelePeer, a leading, end-to-end conversational AI platform provider, launches next generation voice capabilities. Designed to handle verbal communications, the new speech processing technology enables automatic speech recognition (ASR) and text-to-speech (TTS) streaming that provides users with advanced control and customization within a communications workflow. The system improves customer experience with more natural interactions, ensures low latency that enables real-time conversations, and improves the overall performance of the company's AI and automation platform.

"Next generation voice represents a significant advancement in our AI and automation capabilities, offering users increased flexibility, customization, and record break low latency,"commented Frank Fawzi, CEO at IntelePeer. "IntelePeer prides itself on simplifying the automation of customer interactions, delivering world-class experiences for our customers. Developed by our Florida and Colorado teams, our next generation voice AI capabilities drastically reduce the latency of our platform which allows for the delivery of a more streamlined, effective, and highly accurate customer experience. With minimal wait times between responses, the new functionality provides a more natural conversation between a caller and AI Agent while also increasing the speed at which information is processed within an AI workflow."

Developed in-house, IntelePeer's next generation of voice AI functionality further strengthens its end-to-end conversational AI capabilities. The proprietary ASR handler provides TTS streaming and can deliver accurate and reliable voice interactions with high confidence scores, is able to detect and change languages, and can understand customer behaviors and preferences. Benefits of this new functionality include:

- **Record Breaking low ASR Latency:** Enables real time conversations to minimize delays and provide smoother transactions.
- **Enhanced Customer Experience:** Settings are easily customizable for specific use cases, to accommodate a variety of automation use cases, enhancing user satisfaction.
- **Enhanced Platform Analytics:** Data is processed in real time reducing overhead requirements while also providing a framework for future product development roadmaps.

"The pace of innovation is accelerating across the industry with automation solutions demanding higher performance levels. With IntelePeer's next generation voice AI capabilities, we're further strengthening our processing expertise, improving the efficiency of speech processing for all customers, and paving the way for future platform data and business intelligence enhancements that were previously unattainable," concludes Fawzi.

About IntelePeer
IntelePeer streamlines customer interactions, enabling businesses and contact centers to lower costs, improve the customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's Conversational AI Platform delivers speed, observability, visibility, and flexibility — all built on top of a global, secure communications network. Producing human-like interactions, the platform automates voice and digital customer service capabilities and provides industry-leading time-to-value with solutions that work seamlessly with existing enterprise software and infrastructure, and easy-to-use tools that can be utilized by anyone.

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