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IntelePeer's NEWT AI Recognized for Exceptional Customer Experience in the 2025 Excellence in Customer Service Awards

Dania Beach, FL, April 30, 2025— IntelePeer, a leading end-to-end conversational AI platform provider, announces that it has been named a winner in the 2025 Excellence in Customer Service Awards, presented by the Business Intelligence Group. The recognition highlights the company's unwavering commitment to delivering outstanding customer experiences and its leadership in service excellence.

"We are honored to receive this recognition from the Business Intelligence Group," said IntelePeer CEO, Frank Fawzi. "By integrating AI & automation with human expertise, IntelePeer has successfully navigated the challenge of scaling its customer support operations without compromising quality or increasing costs. We aim to deliver world-class customer service that is only possible through the combination of the latest in AI technology combined with our strong customer-centric culture. Underscoring our commitment to innovation, efficiency, and superior customer service, this achievement reflects the dedication and heart our team brings to every customer interaction. This same agentic AI tool is available to all our customers as part of our SmartAgent solution."

IntelePeer's conversational AI platform uses agentic AI to enhance customer experiences (CX)while reducing costs, driving revenue growth, and delivering seamless service with its automated solutions. The company was recognized in the Technology of the Year category for its exceptional approach to responding to customer inquiries, elevating engagement, and creating measurable value for customers and stakeholders. The award was given for IntelePeer's state-of-the-art AI customer support platform, NEWT AI (Network Tools AI), developed internally by the company's customer support organization. NEWT works across various customer communications mediums such as voice, chatbots, and email, defines the problem, and either resolves the issue at hand or provides a solution for the customer service representative. NEWT also compares data, processes and correlates trends to provide algorithmic-based preventative recommendations and solutions before issues arise. The introduction of NEWT revolutionized the company's customer service approach, automating more than 55% of interactions and dramatically improving operational efficiencies.

The Excellence in Customer Service Awards celebrate those individuals, teams, and organizations that are transforming how companies engage with their customers. Winners are selected by a panel of business leaders who evaluate nominees based on innovation, service impact, and measurable results.

"Customer service is often the difference between a brand that's remembered and one that's forgotten," said Russ Fordyce, CEO of the Business Intelligence Group. "Organizations like IntelePeer are redefining what service excellence looks like and setting a new benchmark for the industry."

In March, IntelePeer's NEWT AI also won a Silver Stevie® Award in the Customer Service Automation category in the 19th 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.

For more information about IntelePeer, visit www.IntelePeer.ai.

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.

About Business Intelligence Group
The Business Intelligence Group was founded with the mission of recognizing true talent and superior performance in the business world. Unlike other industry award programs, these programs are judged by business executives with relevant experience and insight. The organization's proprietary scoring system uniquely measures performance across multiple business domains and rewards those companies whose achievements stand above their peers.

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