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IntelePeer Achieves Top Scores in DMG Consulting Conversational AI Vendor Report

Dania Beach, FL, August 26, 2025 — IntelePeer, a leading provider of end-to-end conversational AI solutions, has received top scores in the 2025 DMG Consulting LLC "Conversational AI Solutions for the Enterprise" report. The company earned standout customer satisfaction rankings across all major evaluation categories, including functional capabilities, product performance, and vendor satisfaction.

"IntelePeer's SmartAgent and SmartOffice solutions are redefining what's possible in customer experience," said Frank Fawzi, CEO of IntelePeer. "As enterprises seek more intelligent, adaptive, and measurable ways to engage customers and empower agents, we're delivering a platform that's purpose-built for automation, analytics, and agility at scale. This recognition from IntelePeer customers validates our commitment to develop solutions that drive real business outcomes and we're proud to be leading the way in helping enterprises achieve over 90% automation in customer interactions."

IntelePeer achieved the highest overall average score for functional capabilities and product performance, outperforming five other leading vendors. IntelePeer's strong performance reflects its strategic focus on combining LLMs and agentic AI with low-code orchestration, robust analytics, and enterprise-grade security. Key highlights from the report's customer satisfaction survey results include:

- **Functional Capabilities** – Receiving the overall highest rank, IntelePeer came in first for its real-time agent guidance, guardrails, and reporting and analytics for measuring performance. Other categories where the company tied for first are use of agentic AI, knowledge base, and other advanced features such as transcription, automated post-interaction summarization, and security and compliance.
- **Product Performance** – With an overall highest ranking, IntelePeer came in first for its ability to kick-off automated functions and workflows. Other strong evaluations include the ability to automatically and accurately identify recommendations for intents and source and generate content, access context-relevant information from internal and external sources, improve the customer or agent experience and provide a consistent user (customer and agent) experience across all channels.
- **Vendor Satisfaction** – Customers rated IntelePeer highly for product innovation and responsiveness to product enhancement requests, affirming the company's ability to deliver results and meet evolving business needs.

As enterprises seek to balance innovation with operational practicality, CAI solutions stand out for their ability to deliver quantifiable benefits—boosting productivity, reducing costs, and enabling highly personalized, scalable engagement across industries including healthcare, finance, insurance, retail, and more. The report highlights the increasing importance of conversational AI (CAI) as a critical component of modern customer and employee experiences. DMG evaluated top vendors offering conversational AI platforms that address service and contact center-related functions and examined the marketplace, current trends, technology, products and capabilities driving adoption and innovation.

The *Conversational AI Solutions for the Enterprise* report features comprehensive side-by-side analyses of more than 170 RFP questions and vendor responses, covering capabilities in AI and generative AI, orchestration, integration, compliance, and post-interaction analytics. DMG's expert evaluations are based on detailed briefings, live product demonstrations, and end-user interviews to ensure objective, in-depth coverage of this dynamic market.

To learn more about IntelePeer and its ranking in the DMG report, clickhere.

About IntelePeer
IntelePeer streamlines customer interactions, enabling businesses and contact centers to lower costs, improve 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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