IntelePeer Recognized as a Standout Vendor in Opus Research's 2025 Conversational AI Intelliview

Dania Beach, FL, September 16, 2025 — IntelePeer, the leading end-to-end conversational AI platform provider, has been named a Standout Vendor in the recently released 2025 Conversational AI Intelliview by Opus Research, a leading advisory firm focused on customer experience and digital transformation. The report evaluated 16 solution providers across the enterprise self-service landscape, highlighting those that deliver scalable, secure, and rapidly deployable AI-powered platforms.

"We're honored to be recognized by Opus Research as a standout in the 2025 Intelliview," said Frank Fawzi, CEO of IntelePeer. "Our focus has always been on delivering practical, high-impact solutions that help enterprises transform customer engagement. This recognition validates our commitment to innovation, reliability, and rapid time-to-value."

The report categorizes IntelePeer as a True Believer, those organizations building AI-first platforms, reflecting its strategic investment in next-generation voice automation and orchestration tools. Opus Research recognized IntelePeer with its highest ranking for the company's strategy and execution. Other high ranks include its speed to deploy, robust integrations and analytical capabilities, and for its deployment and maintenance positioning it among the top vendors enabling intelligent automation in customer interactions.

IntelePeer's conversational AI platform leverages world-class agentic AI that enables users to build communications-enabled workflows and AI agents that integrate seamlessly with existing processes. IntelePeer's proprietary AI agent, SmartAgent, can handle a wide range of interactions as effectively as a live agent, with a higher percentage of first-time resolutions and improved accuracy, making "being on hold" a thing of the past. Other features include:

- Personalized self-service capabilities based on prior interactions
- Real-time analytics to track and monitor interactions and performance
- AI agents that can respond and adapt to interactions in multiple languages and provide dynamic responses
- Fully integrated omnichannel experience automating voice, messaging, chat, and email interactions
- Q&A knowledge base that enables accurate responses to thousands of questions
- Managed Solutions team delivering continuous improvement of automation rates and patient sentiment
- Customer and patient satisfaction measurement tools
- Integration with other business tools and systems enabling seamless real-time data flow and a more comprehensive view of one's operations

IntelePeer's adherence to industry standards such as PCI DSS, SOC 2 Type II, ISO420001, HITRUST, and HIPAA further reinforces the company's commitment to enterprise-grade security and compliance.

For more information about IntelePeer's AI-powered solutions, visitwww.intelepeer.ai.

About IntelePeer
IntelePeer automates 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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