

# IntelPeer social messaging

## Engage customers like never before with social channel messaging

It's no secret that social media has taken over as one of the most popular ways to stay connected in our personal lives. More and more customers are engaging with businesses by using the built-in messaging capabilities of social channel applications. Are you taking advantage of these channels? Now, with IntelPeer's social messaging, you can integrate with popular social channels such as Facebook, WhatsApp, and more.

## Automate processes and extend your reach

Sales, marketing, customer service, finance, and other teams can automate processes and enhance customer communications with social channel messaging. What's better is you will be providing a convenient way to interact with your customers on a social channel they know and love. Quickly respond to customer service issues or provide product information without having customers wait on hold to speak with a live agent.

Social channel messaging can also be used for your internal processes to enhance employee satisfaction and communication. Boost morale, and stay connected to your team by giving them up to the minute information via their favorite social channels.



Employee  
communication



Order  
notification



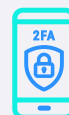
Shipping  
alerts



Billing  
inquiries



Customer  
support

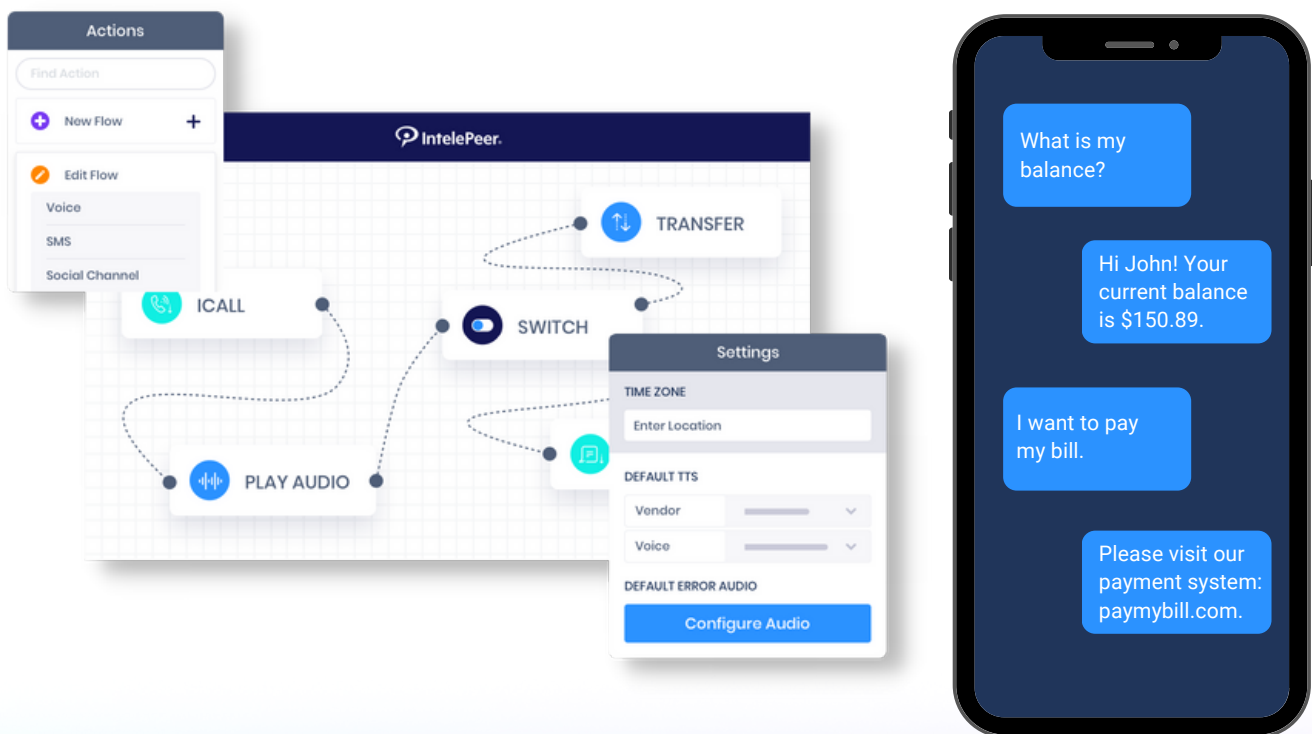


Two-factor  
authentication

[Click here for more information](#)

## Integrate social channels into workflows with SmartFlows

SmartFlows makes implementing social channel messaging into your workflow a piece of cake. Social messaging channels are built-in integrations, so you can easily drag-and-drop to create workflows that send and receive messages through WhatsApp, Facebook Messenger, and other platforms. Plus, with our open APIs and other third-party integrations you can build more customized workflows and applications, such as integrating with your CRM to deliver more personalized social channel messages.



### About IntelPeer

IntelPeer delivers rapidly deployable communications solutions for an always connected world. Powered by artificial intelligence (AI) and analytics, our omnichannel platform instantly improves your customers' communications experience. IntelPeer provides industry-leading time-to-value with solutions that work seamlessly with existing business software and infrastructure. Our no-code templates and low-code, co-creation options provide customers with easy-to-use tools that can be utilized by anyone and are also accessible through developer APIs. For more information, visit [intelepeer.com](https://intelepeer.com).