Customer Portal

Flexibility and control in your hands

IntelePeer's self-service Customer Portal makes it easy to order, track, and manage your voice and communications services. Through a customizable, web-based interface, customers can quickly order new services, manage existing services, view detailed invoices, and access round-the-clock service and support.

Manage your voice services

Need the ability to make changes on demand? Our self-service portal puts service management at your fingertips.

- Configure and manage SIP trunks
- Manage and add local, toll-free, and international telephone numbers
- Redirect calls to another location or mobile phone
- Track usage and order activation service
- View invoices and call details

Enhance the resiliency of your communications

Ensure your service stays up and running with additional features for business resiliency. If any part of your local network connectivity is lost, you don't have to miss a beat.

The Switched Number Translation application offers enhanced call management by providing a way to configure US Domestic DID or toll-free telephone numbers for call forwarding and failover, or to translate the dialed telephone number into another number prior to delivering the call.

Why IntelePeer's customer portal?

Order and manage services

Configure SIP trunks, order numbers, and manage usage from an easy-to use and central dashboard.

Contact customer support

Submit and track support cases and access round-the-clock customer support.

Increase uptime

Take control of outages by redirecting your calls to another location on mobile phone.

Scale on demand

Quickly add capacity to meet changing demand and business needs

Go to intelepeer.com for more info.

IntelePeer.

Gain complete visibility and analytics

Gain total visibility into your voice services. Comprehensive reporting features are available to analyze your company's usage, monitor call capacity, and network performance through daily or monthly CDRs and the analytics application.

The Analytics application offers a deeper view of service metrics, key performance indicators (KPIs) and "near real time" insight into network performance and analysis by analyzing five minute, hourly and daily incremental views for both Origination and Termination traffic. Analytics is accessible under the "My Applications" section and provides insight into the call attempts, usage and completion ratio.

Simple and easy-to-use interface

At IntelePeer, we believe you should have complete control and visibility into your business communications. Our self-service customer portal was designed so you can spend less time managing your services and more time focused on operational needs. We make this possible with a user-friendly interface and straightforward ordering process—no technical expertise required!

We're better. Here's why...

✔ Expert support   ✔ Dedicated account managers

✔ Customized solutions   ✔ Self-service portal

Our customers agree...

"No other provider so far is able to match the service offerings that IntelePeer provides."

- First Nations Home Finance

"IntelePeer's ability to understand our communications needs from the moment we deployed spoke volumes."

- Horizons Consulting

About IntelePeer

IntelePeer delivers an omnichannel communication platform as a service (CPaaS) built for the enterprise. We believe that business communications are meant for more than just simple interactions – they should enable businesses to deliver truly delightful experiences. With our voice, messaging, ready-to-use applications, open APIs, and real time analytics, companies can build and integrate communications-enabled workflows to create world-class customer experiences and improve business processes through automation. Our full-stack solution is backed by a rock-solid network and a team of experts who provide nothing but award-winning customer service.

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