5 REASONS to voice-enable your UCaaS or contact center solution

BYOC = BRING YOUR OWN CARRIER

CAP = COMMUNICATIONS AUTOMATION PLATFORM

In comparison to cookie-cutter communications services, a **bring-your-own-carrier** (BYOC) strategy optimized with **communications automation** can help tailor your organization's communications strategy so that you can innovate flexibly in the cloud.

While standard communications services are ideal for some organizations, many others benefit most from utilizing BYOC and communications automation to voice-enable their UCaaS and contact center solutions.

But how do you know if BYOC and communications automation is the right choice for you?

If one or more of the following points applies to your organization, you should consider BYOC and communications automation:

1 You require innovative and flexible communication and collaboration services.

Managing your voice, UCaaS, or contact center platforms independently using BYOC and communications automation delivers the flexibility needed to control your communications while still maintaining a seamless end-user experience.

2 You need to future-proof your communications.

Supporting your communications strategy with BYOC and communications automation means that you can leverage artificial intelligence and workflow automation to operate effortlessly across multiple channels, no matter how your customers want to be communicated with and what happens in the future.

3 You require a cost-effective solution.

When you optimize your UCaaS or contact center solution with BYOC you can dodge hidden costs typically found in bundles, as well as maintain your existing voice contracts to avoid early termination fees. Communications automation also delivers ongoing cost savings by streamlining communications with AI to reduce agent activity.

4 Your business relies on consistent, high-quality, economical communications across platforms.

Getting your voice services from your UCaaS or contact center provider doesn't allow you to support other platforms that are critical to your success. BYOC allows you to select a carrier and communications automation platform that delivers seamless quality across all platforms and service locations.

5 You require white-glove service and 99.999% reliability.

Your communications strategy will evolve as the world and your organization changes. BYOC allows you to choose a carrier and communications automation platform that guarantees 99.999% reliability, delivers enterprise-quality 24/7/365 support, and offers advanced voice capabilities like applications to support omnichannel communications.
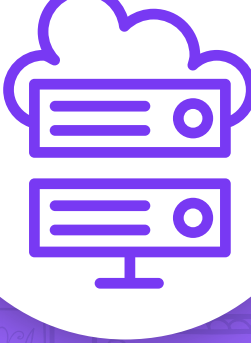
How are IntelePeer customers using BYOC to excel?
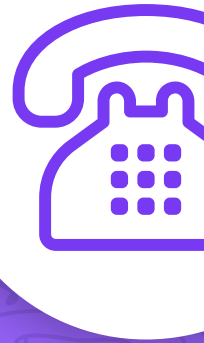
Direct SIP trunking
Routes traffic directly to the provider. Dynamic failover routing is used to redirect traffic to alternative destinations to support disaster recovery. Now, your communications can stay up and running no matter what occurs.

Hybrid model
Routes traffic to the hosted providers as well as routes separate SIP connections to the enterprise premise, so that you can take advantage of both cloud and on-premise solutions.

Adding on communications automation
Layers communications automation applications in front of the SIP termination and the hosted provider to automate workflows, processes, and operations, so that you can deliver best-in-class service and communications.

AMPLIFY your communications with no-code and low-code communications automation.

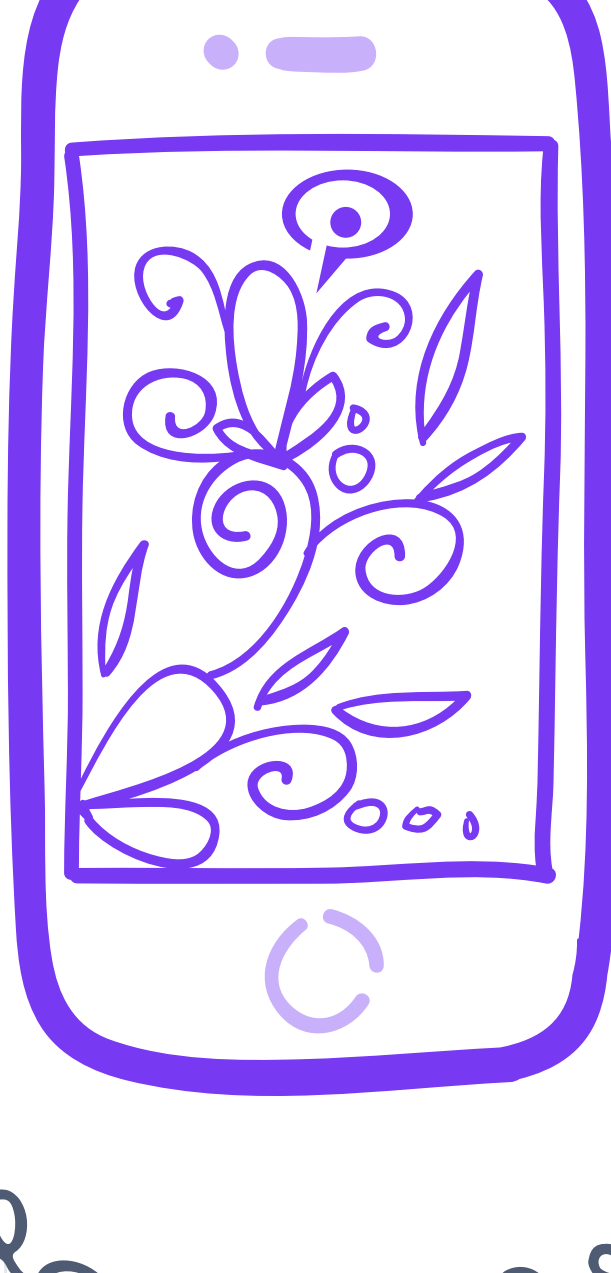**Not all BYOC and communications automation platforms are equal.**
See how IntelePeer's communications automation applications integrate with and add value to your UCaaS or contact center solutions.

Advanced voice capabilities
Enjoy guaranteed 99.999% reliability and consistent voice with IntelePeer's owned and operated triple-redundant network.

24/7/365 white-glove service
Benefit from dedicated reps and enterprise-quality service and support delivered from live agents located in the U.S.

Powerful no-code applications
Complement your UCaaS or contact center solution with immediately deployable applications including IVR, auto response, routing, and more.

Low-code customization
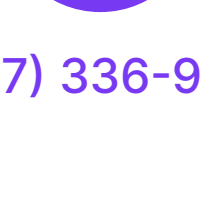Easily customize business and communications processes for complex integrations, built-in analytics, and AI.

Did one or more of the reasons to add BYOC and communicatins automation to your UCaaS or contact center solution apply to you?
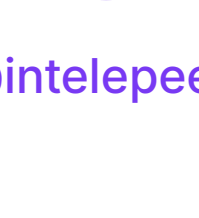
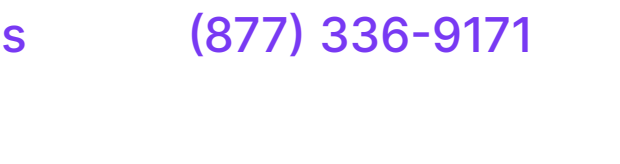Get in touch with an IntelePeer expert today to discuss how we can support your communications strategy.
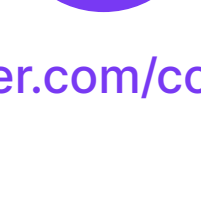
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