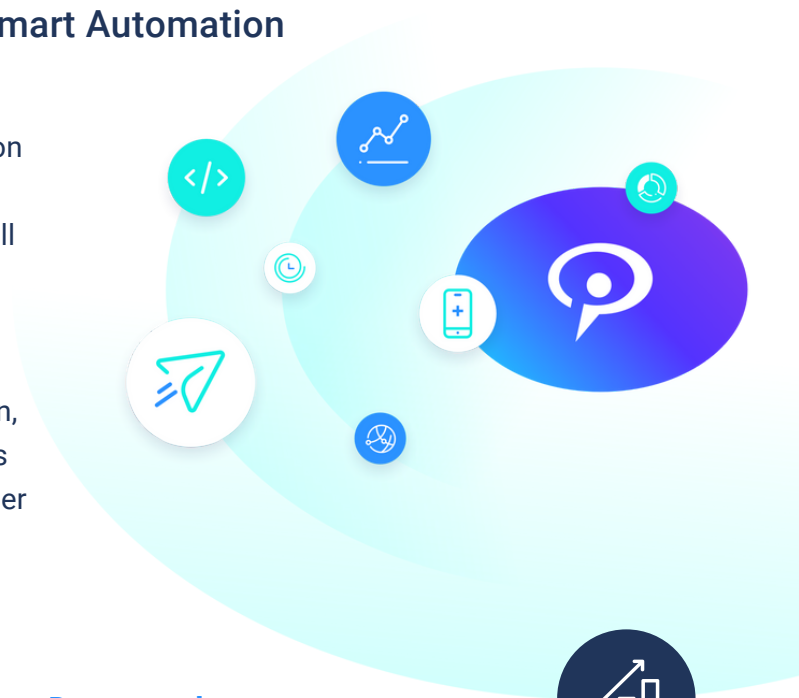# Empower the customer experience with IntelePeer's Communications Automation Platform (CAP)

Boost ROI and customer loyalty with Smart Automation

By 2025, AI will power 95% of all customer interactions.[1] Future growth and customer retention for businesses depends on creating personalized, accurate, and fast customer experiences across all communication channels.

IntelePeer's CAP delivers a turn-key, personalized, omnichannel experience with robust AI, integration, analytics, and self-service capabilities. Businesses can now significantly optimize their sales, customer satisfaction, and advocacy programs.

Benefits of CAP

Improved:

- ✓ Sales conversions
- ✓ Cross-sell and upsell conversions
- ✓ Customer experience
- ✓ Customer satisfaction and retention
- ✓ Customer survey response rate
- ✓ Staff productivity
- ✓ Call completion rates

Decreased:

- ✓ Staffing costs
- ✓ Call resolution times
- ✓ Downtime
- ✓ Outage costs
- ✓ Appointment cancellation rates

1. Servion

Click here for more information

Intelepeer's Smart Automation includes:

Solutions for the contact center

Modernize your contact center capabilities with automation, self-service, and advanced analytics. IntelePeer's Smart Automation layers over the top of current infrastructure, allowing organizations to modernize without ripping and replacing.

SmartAgent™
Bolster your customer service with accelerated inbound automation capabilities.

- SmartQueuing™
- Dual-tone multi-frequency (DTMF)
- Interactive voice response (IVR)
- MMS
- Rules-based directive speech
- Conversational AI
- Call transcription
- Call recording
- Text-to-speech (TTS)

SmartEngage™
Reach customers and increase sales ROI with robust outbound automation capabilities.

- Dynamic campaign rate controls
- Voicemail detection
- Campaign scheduler
- Outbound text-to-speech
- Automated retry
- Local caller ID per campaign
- Speech recognition
- Voicemail detection

SmartWorker™: Solutions for employee automation

Empower enterprise workers to self-serve and co-create their own experiences utilizing text messages, calls, chatbots, and live chat.

Collaboration

- SmartCommunicator™ for Microsoft Teams
- Messaging
- Voice

Built-in capabilities

- Caller ID Reputation Management
- CRM and application integrations
- Emergency preparedness
- High security

About IntelePeer

IntelePeer 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. IntelePeer 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.

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