

# IntelePeer SmartAnalytics

Visibility that scales

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As healthcare providers accelerate their adoption of intelligent automation, visibility becomes the foundation for safe, scalable transformation. SmartAnalytics™ provides the observability layer organizations need to understand performance today and confidently prepare for AI-driven operations tomorrow. With unified, high-fidelity insights across every interaction, teams can spot issues earlier, optimize workflows, and elevate every patient experience – powered by data they can trust.

## KEY BENEFITS



### End-to-end visibility

Gain a complete, real-time view of every patient interaction – revealing call drivers, friction points, and performance gaps across locations and channels.



### Predictive intelligence and automation readiness

Detect trends early, guide continuous improvement, and build the governed data foundation needed for safe, scalable AI automation.



### Performance and experience optimization

Improve patient access and operational efficiency with insights that strengthen coaching, reduce unanswered calls and no-shows, and elevate overall patient experience.

**21.5%**

lower no-show rates among digitally engaged patients<sup>1</sup>

**37%**

of medical groups reported rising no-shows in 2024<sup>2</sup>

**\$8B**

lost annually due to health IT inefficiencies<sup>3</sup>

**6 mos.**

achieved break-even ROI

**46%**

appointment calls automated

## CORE USE CASES



### Conversational and intent analytics

Analyze 100% of interactions to understand intent, sentiment, call drivers, and friction across the patient journey.



### Interaction exploration and root cause analysis

Enable patients to pay anytime through secure, PCI-compliant voice or digital channels — without waiting on hold or speaking to a representative.



### Quality, compliance, and experience management

Score agent and AI performance track adherence, and measure CSAT and sentiment to improve communication quality and patient experience.



### Performance dashboards and operational insights

Monitor containment, transfers, outcomes, and staffing impact in real time with role-based dashboards.



### Predictive intelligence and automation opportunity mapping

Detect anomalies early, identify emerging trends, and pinpoint high-value workflows for future AI automation.



### First-party signaling data

Detect anomalies early, identify emerging trends, and pinpoint high-value workflows for future AI automation.

*In just 45 days, we automated 67% of our primary use cases; a major milestone made possible by IntelePeer's SmartAgent and SmartAnalytics solutions. Their flexibility and partnership approach, enable us to use technology to strengthen the fundamentals and drive better outcomes for both our patients and our organization.*

— Geoff Wayne, CEO, Jefferson Dental & Orthodontics



### End-to-end visibility across every interaction path

When the SIP layer is owned — not rented — you gain visibility into all communication flows, including calls that never make it to the contact center: busy signals, network failures, call setup delays, routing errors, and abandoned pre-IVR calls. This provides a complete picture of patient friction you can't get from CCaaS alone.

### Unfiltered, first-party data with no blind spots

Owning the SIP infrastructure ensures access to 100% first-party signaling data (SIP 200/480/503 responses, jitter, latency, post-dial delay, carrier hops). This enables true root-cause analysis behind missed calls, abandoned dials, and quality degradation — insights not available from downstream vendors or contact center logs.

## SMARTANALYTICS ACROSS THE PATIENT JOURNEY

Every patient interaction generates signals that influence access, satisfaction, and revenue. SmartAnalytics unifies these signals across the entire journey, giving healthcare organizations the visibility they need to reduce friction, improve experience, and strengthen operational performance.



### Pre-visit

SmartAnalytics surfaces scheduling friction, long wait times, and confirmation gaps – helping organizations reduce no-shows by up to **25%** through better insight into patient intent and access barriers.



### Office visit

By analyzing communication quality, sentiment, and workflow bottlenecks, SmartAnalytics reveals where intake issues or staff challenges impact experience and downstream billing accuracy.



### Post-visit

SmartAnalytics uncovers patterns behind billing inquiries, repeat calls, and unresolved issues – enabling faster follow-up and more proactive outreach. Organizations leveraging these insights have recovered millions **within 60 days** by optimizing post visit workflows.

## Why it matters

SmartAnalytics provides the visibility organizations need to understand what's happening, why it's happening, and how to fix it – creating a stronger, more predictable patient experience and a foundation for future AI-driven automation.

Reduce friction and elevate patient experience with unified analytics.

Contact us



Attend a Weekly Live Demo.

## ABOUT INTELEPEER

IntelePeer streamlines customer interactions, enabling businesses to lower costs, improve customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's conversational AI solutions deliver speed, observability, visibility, and flexibility – all built on top of a global, secure communications network. Producing human-like interactions, IntelePeer solutions automate voice and digital customer service capabilities, work seamlessly with existing enterprise software and infrastructure, have easy-to-use tools that can be utilized by anyone, and provide industry-leading time-to-value. For more information, visit [intelepeer.ai](https://intelepeer.ai).

