IntelePeer case studies

Explore IntelePeer's case studies to see innovative hyper-automation and generative AI solutions by the numbers. You'll learn how IntelePeer streamlines communications automation with advanced AI, helping businesses and contact centers reduce costs, enhance customer experience, and accelerate ROI — all without ripping and replacing your current platform.

Our user-friendly, vendor-neutral platform seamlessly integrates AI-driven automation within existing business setups, enabling swift and effortless process automation. Review the case studies below to discover how our cutting-edge technology resolves challenges, maintains context, and elevates the customer journey across various channels.

An education company

Challenge: An education company sought to minimize their 2,500-person workforce demand for hiring during peak seasons (fall and spring semesters). The company was looking for a reliable self-service solution to automate their student inquiries using dynamic alphanumeric password reset and an FAQ for the college.

Solution: IntelePeer Smart Automation powered by generative AI.

Results:
- Saved millions in HR, IT spend, and labor costs
- Deal size of $540K annually

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🪙 A fintech company

Challenge: A fintech company faced the challenge of swiftly implementing a program for a large influx of new subscribers, requiring a launch with minimal reliance on live agents, if any at all.

Solution: IntelePeer's Communications Automation Platform (CAP) to automate millions of customer interactions.

Results:

- Seamlessly automated up to 5,000 concurrent calls
- Less than 3 months to fully implement solution
- Increased company revenue by enabling live agents to focus on upselling vs. manual tasks

🚲 A fitness chain

Challenge: Meeting the goal of increasing membership and streamlining the member nurturing process while mitigating human costs posed difficulties due to underutilized sales counselors. This resulted in missed opportunities for membership conversion and staffing issues. Addressing these complexities was essential for finding an effective solution.

Result:

- 30% conversion of leads to in-person appointments scheduled achieved, without interaction from a human staff member

Solution: IntelePeer's Communications Automation Platform (CAP) to send messages to guests requiring a downloadable guest pass to schedule club visit appointments.

🩺 A healthcare company

Challenge: A healthcare company was challenged to find a better way to handle their high-touch customer questions while enhancing their customer experience. They also wanted to avoid hiring more people during busy times like open enrollment.

Result:

- Deflected over 46% of calls from live agents with self-service options

Solution: IntelePeer's Smart Automation + Managed Solutions to deliver an automated call flow for inbound and outbound interactions.

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A health insurance company

Challenge: The health insurer was challenged with managing a call volume that was growing by over 200% each year, directly linked to the increasing membership. This complex situation was further complicated by the presence of over 7,000 agents spread across five different business process outsourcing (BPO) entities, operating in five distinct contact center environments.

Results:

- 60% self-service rate
- 40M+ calls automated in 2022
- 75%+ call containment achieved with generative AI
- 5,000 concurrent calls reliably automated
- 75% reduction in on-prem to CCAAS migration efforts

Solution: IntelePeer's Communications Automation Platform (CAP) for self-service, advanced routing, and back-office integration.

A financial services firm

Challenge: The financial services firm needed to boost their self-service usage to decrease the number of calls transferred to agents. The goal was to enhance their customer experience by minimizing the need for live agent interactions and, in turn, lowering overall agent costs through automation modeled to replicate existing agent processes.

Results:

- 40% automation rate in 90 days for card services and banking application
- Simplified call flow with a faster time-to-value

Solution: Conversational IVA that sits in front of Nice CXOne to self-service calls and only hands off calls requiring live agent assistant to Nice CXOne.

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☂ An insurance distributor

Challenge: The insurance distributor was dealing with collecting payments and having few agents available, at a high cost. Another issue was making sure agents spent their time on important tasks, like selling, instead of less valuable ones.

Solution: IntelePeer's Smart Automation + Managed Solutions assisted with payment reminders to increase cash flow.

Results:
- **24% increase** in self-service payments
- **$2.3M** in additional fees collected
- **22% decrease** in agent calls

🐷 A finserv company

Challenge: With FlipCX, call containment was capped at 60%, and manual procedures were in place for payment processing, fare estimates, and managing frequently asked questions (FAQs).

Solution: SmartAgent Diamond with Managed Solutions Premier.

Results:
- **60% to 80%** increase in call containment
- **7 agents** eliminated
- **$1M** TCV

🪑 A furniture chain store

Challenge: Efficiently reaching individual employees or groups with crucial or emergency notifications was a necessity for the furniture chain, given its organizational structure around stores, districts, and regions. A simple communications solution was needed for specific groups of affected individuals.

Solution: IntelePeer's Smart Automation allowed the furniture store to submit audience and message data to instantly communicate with its employees.

Result:
- **10x reduction** in notification time achieved

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Are you ready to learn more about how AI-powered automation can transform your organization?

IntelePeer is offering a generative AI and automation Customer Interaction Intent Study to 25 lucky companies. The complimentary study is valued at $40,000 and will help you modernize your organization and accelerate customer engagement with generative AI and automation. Reserve an AI and automation Customer Interaction Intent Study with IntelePeer now.

Contact us at intelepeer.ai to learn more.

About IntelePeer

IntelePeer simplifies communications automation through advanced AI-powered solutions, helping businesses and contact centers reduce costs, enrich the customer experience, and accelerate ROI. Its AI-driven Communications Automation Platform works seamlessly within existing business software and infrastructure, enabling brands to automate complex processes quickly and effortlessly. Built for business users, IntelePeer's vendor-neutral platform leverages world-class generative AI and analytics, empowering businesses to proactively resolve potential pain points and maintain context across channels and throughout the orchestrated customer journey.

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