Transforming customer interactions with generative AI

IntelePeer's AI solution empowers businesses to engage customers with an exceptional experience and drive growth while maximizing ROI through generative AI technology and industry-specific use cases. Deploy quickly and easily with a robust architecture that ensures scalability and reliability, meeting each customer's distinct needs.

AI architecture

Our AI solution is custom-tailored to meet the specific use case, security, and compliance requirements of enterprise businesses, delivering secure and accurate results every time. With sophisticated guardrails in place to control hallucinations and ensure accuracy, you can trust IntelePeer to provide reliable and on-point communications automation and orchestration.

1   **GUARDRAIL LAYER 1: OpenAI hosted on Microsoft Azure**

IntelePeer's AI solution utilizes OpenAI hosted on Microsoft Azure, delivering personalized and accurate responses while maintaining customer data privacy. As a Microsoft High-Tech Pursuits vendor, our technical engineers have direct access to proprietary resources for unparalleled support.

2   **GUARDRAIL LAYER 2: Retrieval augmentation generation (RAG)**

With RAG, IntelePeer delivers efficient and accurate processing of user requests by utilizing a proximity search in a controlled universe for answer sets. With benefits including improved search results; enhanced accuracy with LLM; and fast, reliable response delivery, RAG ensures that customers receive prompt and accurate responses.

3   **GUARDRAIL LAYER 3: Offline mode with Q&A pairs**

IntelePeer offers an offline mode for generative AI, coupling proprietary customer data with intent data to create thousands of defined Q&A pairs. These pairs are then meticulously reviewed and approved by customer personnel, ensuring absolute accuracy for customer inquiries.

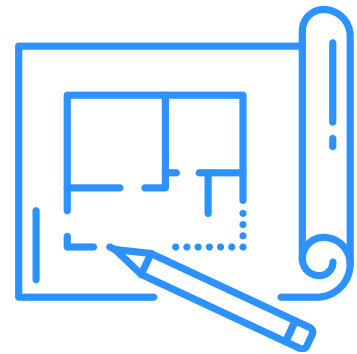**Click here for more information**

Data privacy and security

At IntelePeer, we prioritize data privacy and security, upholding the highest industry standards through our robust security architecture. Our adherence to industry benchmarks such as HIPAA, PCI, SOC 2, and NIST 800-53 ensures that your data is secure, while advanced encryption and data compartmentalization techniques fortify the integrity of your information.

Strict access controls limit access to personal data, ensuring that only personnel requiring such information have access, and our commitment to ongoing security protocols and threat surveillance provides peace of mind for our customers.

Summary

IntelePeer prioritizes data security with robust encryption and data compartmentalization. Unlike most providers, our platform manages voice traffic end-to-end, leveraging data analytics to improve customer journeys. We anonymize and redact all PII, with strict access control and data retention policies for secure deletion. Trust IntelePeer for a comprehensive, secure AI-powered communications automation solution.

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or click to view

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

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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