# **P**IntelePeer.

## DATASHEET

# SmartAnalytics<sup>™</sup> from IntelePeer Unlock powerful insights by capturing every interaction from AI agents to live agents

### Get day one insights

SmartAnalytics<sup>™</sup> included as part of SmartAgent<sup>™</sup> and SmartOffice<sup>™</sup> provides Day 1 insights into AI agent performance for immediate view into automation effectiveness based on standard KPIs and metrics. A comprehensive automation summary dashboard presents key metrics such as containment rates, transfer rates, and interaction durations, allowing for quick overview of automation effectiveness and identification of improvement opportunities, while a detailed automation dashboard offers in-depth insights based on specific intents and outcomes, facilitating targeted optimization of conversational flows and AI agent responses. The ability to create custom metrics and dashboards means the analytics can be tailored to customer-specific KPIs and business needs, ensuring that the platform aligns seamlessly with their unique operational goals.



### Track trends from interactions

SmartAnalytics includes Interaction Explorer to analyze interactions further using the content of the conversation. Leveraging IntelePeer's unique capability to record and transcribe the entire conversation, whether handled by AI agents, live agents, or a combination of agents, SmartAnalytics ensures businesses have a complete view of customer experience. Interaction Explorer enables users to filter, view, and analyze interactions efficiently using metadata, as well as to search the content of the entire end-to-end interaction transcript for specific words and phrases. Users can then view and track these conversations in reports and dashboards, and listen to the associated audio.

#### **Click here for more information**

The available Semantic Search function significantly enhances this capability by allowing users to efficiently locate relevant interactions and extract valuable insights from customer interaction using simple queries and topics. Interaction Explorer will find all related and appropriate interactions, even when interactions contain different words and phrases to convey the targeted subject.

Pedd a filter r									
000 02:01-2025 - 0	Tersone 2-15-2025 Contains ¥ [25]	10 v 5 Spenish v			Security C.				
ConversationID	Start Time	: Utterances	intent :	Outcome	: Language	Sentiment	Interaction Type :		
000-19239387	December 21, 2024, 2:56:07 AM	2	Pay Bill	Transferred	Spanish	5	Al Workflow + Agent		
	December 21, 2024, 2:56:07 AM	2	Pay Bill	Transferred	Spanish	5	Al Workflow + Agent	Interaction Detail: DEN140-3111235371B46	
000-19032595	December 21, 2024, 2:56:07 AM	2	Live Agent	Transferred	Spanish	5	Al Workflow + Agent	The caller needed to make a payment on their account, and was able	
_000-19032595	December 21, 2024, 2:56:07 AM	6	New Service	Contained	Spanish	5	Al Workflow	to successfully self-service. However, after making the payment the	• 0.30/6.12
000-19034290	December 21, 2024, 2:56:07 AM	7	Live Agent	Transferred	Spanish	5	Al Workflow + Agent	caller realized they had used the wrong card, and asked to be	moreholi.
.000-19241266	December 21, 2024, 2:56:07 AM	7	Pay Bill	Contained	Spanish	5	Al Workflow	transferred to a representative for help removing the charges.	
000-18210419	December 21, 2024, 2:56:07 AM	12	Account Update	Contained	Spanish	5	Al Workflow	🛆 Non-standard Disclosure	Yes, that's or
000-19129471	December 21, 2024, 2:56:07 AM	15	New Service	Transferred	Spanish	5	Al Workflow + Agent		Customer - 3m title
000-19821938	December 21, 2024, 2:56:07 AM	15	Pay Bill	Transferred	Spanish	5	Al Workflow + Agent	Telephony Details	Ok, that sounds good to me.
000-18123794	December 21, 2024, 2:56:07 AM	16	Account Update	Transferred	Spanish	5	Al Workflow + Agent	ANI +1 898 245 5593	Now, when does the rest of my balance become past due?
000-19239387	December 21, 2024, 2:56:07 AM	2	Pay Bill	Transferred	Spanish	5	Al Workflow + Agent	DNIS +1 800 902 3347 Call start datetime Monday, February 11 2025 11:45:57 PM	Jackerson
000-18129481	December 21, 2024, 2:56:07 AM	2	Pay Bill	Transferred	Spanish	5	Al Workflow + Agent	Transfer destination +2 938 926 6562	Great question, let me explain that to
000-19032595	December 21, 2024, 2:56:07 AM	2	Live Agent	Transferred	Spanish	5	Al Workflow + Agent		
000-19032595	December 21, 2024, 2:56:07 AM	6	New Service	Contained	Spanish	5	Al Workflow	Interaction Properties	Your current balance after this payment will be \$68.24, and will become past-due two weeks after the original billing do
								ConversationIDSR 000-0000000DEN140-3111235371B46	which means on this upcoming Friday. Does that make ser
								Intent Make a payment	Customer + 4m 34s
								Outcome Self served payment, Transferred	Got it, thank you.
								Language English	
								Sentiment Satisfied (5) Agent version SmartComm, Client, 12.1.15	You can go ahead and process the payment now
								Alturns 28	Jindenan
				-				Human agent turns 9	Non-Standard Ok. Just to confirm, you'll be paying \$120 to your main acc
								Self-Service flows completed Make Payment	Ductoure today. Give me a second while I submit this.

#### Visualize data your way

With near real-time performance insights, users gain immediate visibility into key performance indicators and business insights, enabling agile decision-making and rapid improvements. Additionally, the Self-Service BI/Edit feature empowers users to create and customize their own dashboards, facilitating deeper, tailored analyses of conversational AI data to meet specific business needs.

The SmartAnalytics data export and data sharing empowers clients to integrate interaction data into their existing business intelligence systems for deeper insights and comprehensive cross-functional analysis. This includes integration with Snowflake Share and Snowflake Reader Account capabilities for secure and efficient data sharing, for seamless data collaboration across organizational boundaries, expanding the platform's overall value proposition.

#### 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.

