

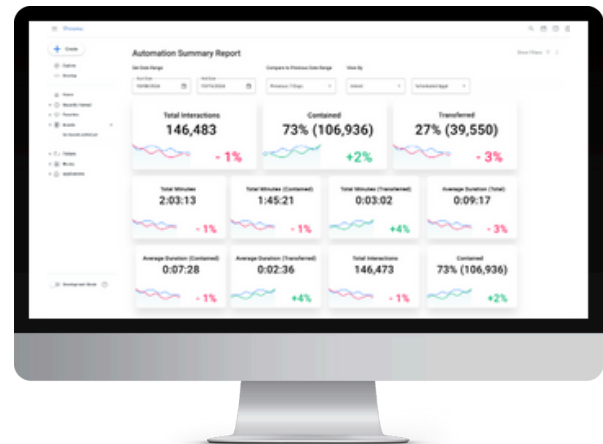
DATASHEET

SmartAnalytics™ from IntelePeer

Unlock powerful insights by capturing every interaction from AI agents to live agents

Get day one insights

SmartAnalytics™ included as part of SmartAgent™ and SmartOffice™ 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.

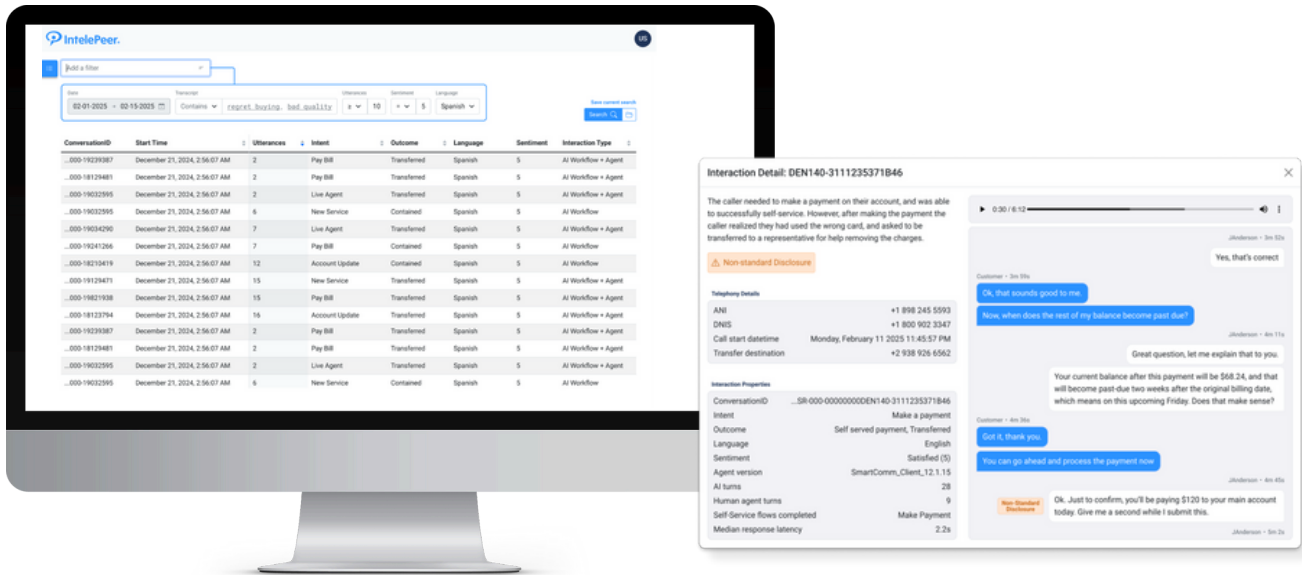


Track trends from interactions

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.



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 IntellePeer

IntellePeer 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, IntellePeer'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.