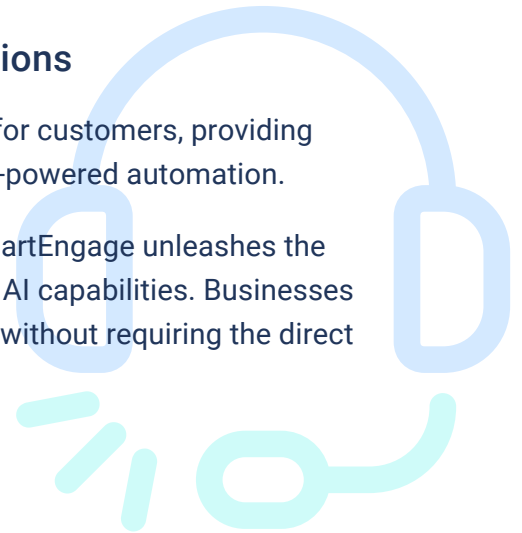


Unlock new revenue streams and drive sustainable growth with SmartEngage™

AI-powered automation for richer outbound interactions

SmartEngage offers an omnichannel and personalized experience for customers, providing them with the ability to upgrade their outbound interactions with AI-powered automation.

Powered by IntelePeer's communications automation platform, SmartEngage unleashes the full potential of customer campaigns through advanced generative AI capabilities. Businesses can now effortlessly create complex and sophisticated campaigns without requiring the direct involvement of live agents.



Why SmartEngage

Get these benefits and more:



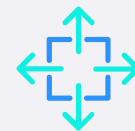
Increased sales

Reach out to more prospects and customers than would otherwise be feasible



Cost savings

Reduce call center agent labor costs



Flexibility and scalability

Quickly scale capacity as needed



Greater personalization, lead conversions, and customer retention

Personalize interactions with prospects and customers, leading to greater campaign effectiveness



Emphasizing responses and outcomes

Pricing model gives different treatment to call and messaging recipients who engage with the platform

[Click here for more information](#)

Leveraging IntellePeer’s AI Hub and workflow builder, SmartEngage serves a multitude of use cases, enhancing customer engagement, streamlining workflows, and optimizing resource allocation.

Proactive intelligent virtual agents

- IntellePeer's generative AI-driven IVAs provide a targeted and personalized interaction experience with prospects and consumers without the need for a live agent, customer support staff, or sales development reps.

Marketing campaign optimization

- By segmenting customer databases and employing personalized messaging, businesses can increase customer engagement, drive conversions, and improve ROI.

Customer service enhancements

- Automated responses, updates, and notifications ensure timely and consistent communication with customers, leading to higher satisfaction levels and improved brand loyalty.

Appointment reminders and scheduling

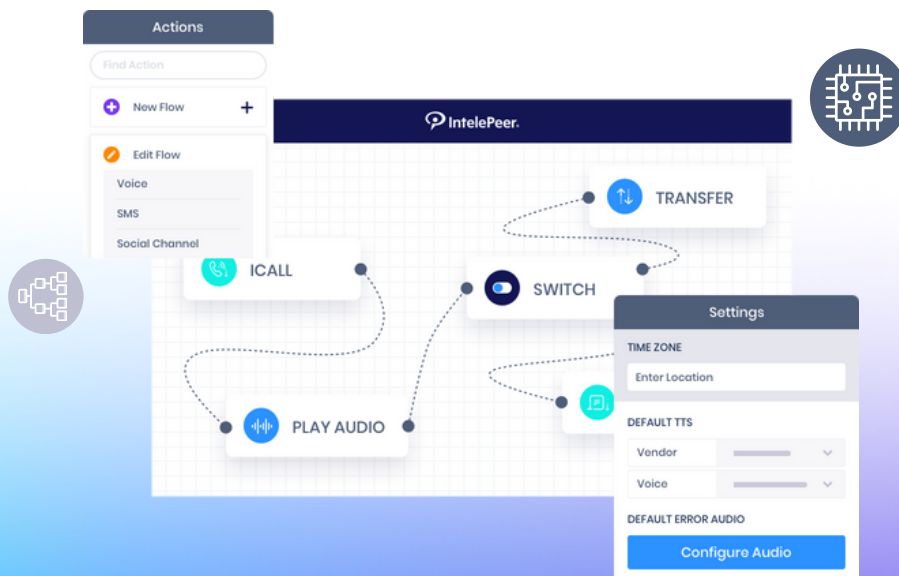
- Through automated reminders via SMS or voice calls, businesses minimize no-shows, optimize staff schedules, and enhance overall operational efficiency.

Survey and feedback collection

- Gathering valuable insights from customers and stakeholders is simplified with automated surveys, feedback requests, and sentiment analysis. This helps businesses to make data-driven decisions and improve products or services.

Lead qualification

- Automated drip campaigns, personalized content delivery, and timely follow-ups enable businesses to build relationships and drive omnichannel conversions effectively.



Capability
Multiple channels (voice, SMS, MMS)
Campaigns utilizing generative AI
Campaign scheduler
Selectable campaign execution rates
Settable caller ID
Automated retry
Answering machine / voicemail detection
Campaign management APIs
SmartFlows™, including web service and NLP (TTS, speech recognition)
List management including list management APIs
Call recording and transcription
Campaign analytics and reporting*
Advanced integrations*
Reputation Management Prot†
Managed Solutions**

**Roadmap feature*

† Purchased separately

*** Sold with SmartAgent™ / SmartOffice™*

Contact us at contactcenter@intelepeer.com or visit intelepeer.ai/platform/smartengage for more information.

About IntelPeer

IntelPeer 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, IntelPeer’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.