IntelePeer

IntelePeer for utilities
Improve customer interactions with communications automation platform

Ensure a seamless customer experience and communications when disaster strikes

Electric, gas, and energy companies need a reliable communications automation platform to ensure their businesses stay up and running, even during the most unexpected events. IntelePeer helps modernize legacy utility communications systems for disasters with regulatory compliance, enhanced reliability, and a consistent customer experience.

IntelePeer for utilities includes:

Solutions

SmartQueuing
Ensure no calls are dropped during influx of traffic

Employee and customer alerts
Send automated SMS, phone and chat messages

Payment processing
Allow customers to easily pay bills over the phone

Two-factor authentication
Verify the identity of your customers

REVOLUTIONIZING UTILITY OPERATIONS

An enterprise utility company leads the charge with a remarkable 53% reduction in agent workload on routine functions. This empowers teams to enhance customer experience with members and providers.

See case study ▶

Click here for more information

Built-in capabilities

High security
Data encryption, fraud monitoring and spam filtering

Failover
Protect your communication system from failure with full redundancy

White glove support
24/7/365 customer support and managed services capabilities

Dynamic 911
Enable 911 emergency calling from any location

Benefits:

Improves CX
Deliver seamless omnichannel customer experiences

Increases agility
Adjust communication flows from any location

Optimizes legacy networks
Get access to easy, low-cost upgrades with the cloud works

Supports digital transformation
Deliver fast and easy modernization with cloud

For more information on IntelePeer for utilities, visit intelepeer.ai/how-we-deliver/utilities.

Scan the QR code 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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