IntelePeer®

DATASHEET

Unlock efficiency and innovation
Communications automation and generative AI for utility companies

As utility companies navigate through an increasingly complex landscape, the need for streamlined communication and operational efficiency has never been more critical. Embracing cutting-edge technologies such as communications automation and generative AI can revolutionize the way utility companies interact with their customers, optimize workflows, and drive innovation.

Experience these features and benefits with IntelePeer's communications automation and AI

Intelligent customer engagement
AI analyzes customer behavior and enables personalized communication strategies to enhance satisfaction and loyalty.

Optimized field operations
AI-powered routing and scheduling optimize field operations, reducing travel time, maximizing productivity, and enhancing service delivery.

Automated service notifications
Streamline communication with customers regarding service disruptions, maintenance schedules, and billing updates to enhance operational efficiency.

Data-driven insights
Gain insights from data generated across the utility ecosystem to make informed decisions and identify opportunities for efficiency gains and innovation.

53%

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

Why choose us

Industry-leading automation rate
Fully automate up to 90% of customer self-service interactions.

Rapid time to value
Provideing industry-leading rapid time to value, implementing most solutions in 30–60 days.

Exceptional customer support
IntelePeer prides itself on providing exceptional customer support every step of the way.

Low-cost continuous improvement
Optimization of customer interactions, improving customer satisfaction, and providing a roadmap for higher percentages of automated interactions.

Take the next steps towards transformation

Empower your utility company with the power of communications automation and AI. Contact us today to schedule a personalized demo and discover how our solution can revolutionize your operations, drive efficiency, and fuel innovation in the rapidly evolving utility landscape.
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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