

Discover automation opportunities

Customer Interaction Intent Study



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Start your interaction automation journey today

Automating customer interactions ensures a consistent and accurate customer experience, allows agents the opportunity to focus on value-added tasks, and saves costs along the way. But where do you start?

IntelPeer's Customer Interaction Intent Study uses insights generated from your own interaction data to identify and quantify high-value interaction automation opportunities that are aligned with the needs of the business, offering the ideal starting point for your interaction automation journey.

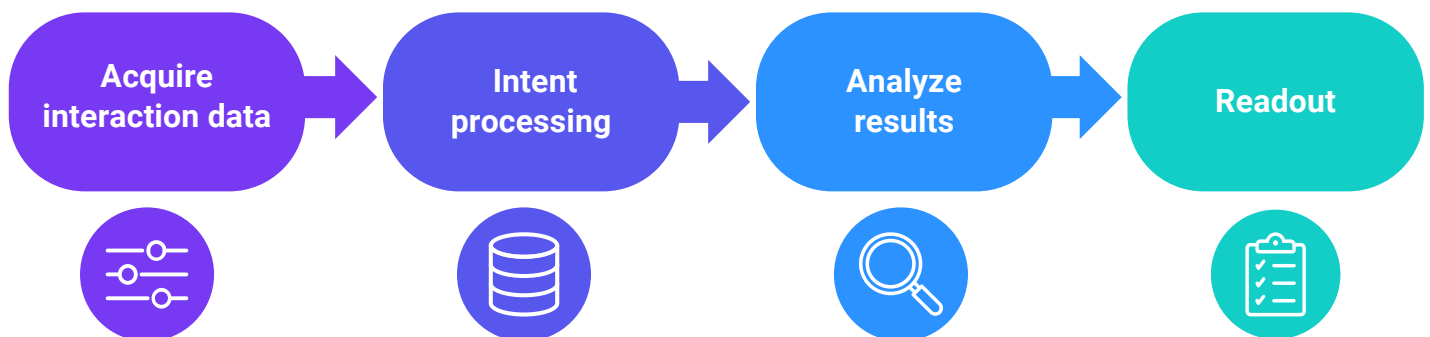


Customer Interaction Intent Study benefits

Focus on results and ROI:

- ✓ Data-driven approach to automation
- ✓ Target interactions with the greatest impact
- ✓ Quantified results specific to the business

Steps:



[Click here for more information](#)

Customer Interaction Intent Study results

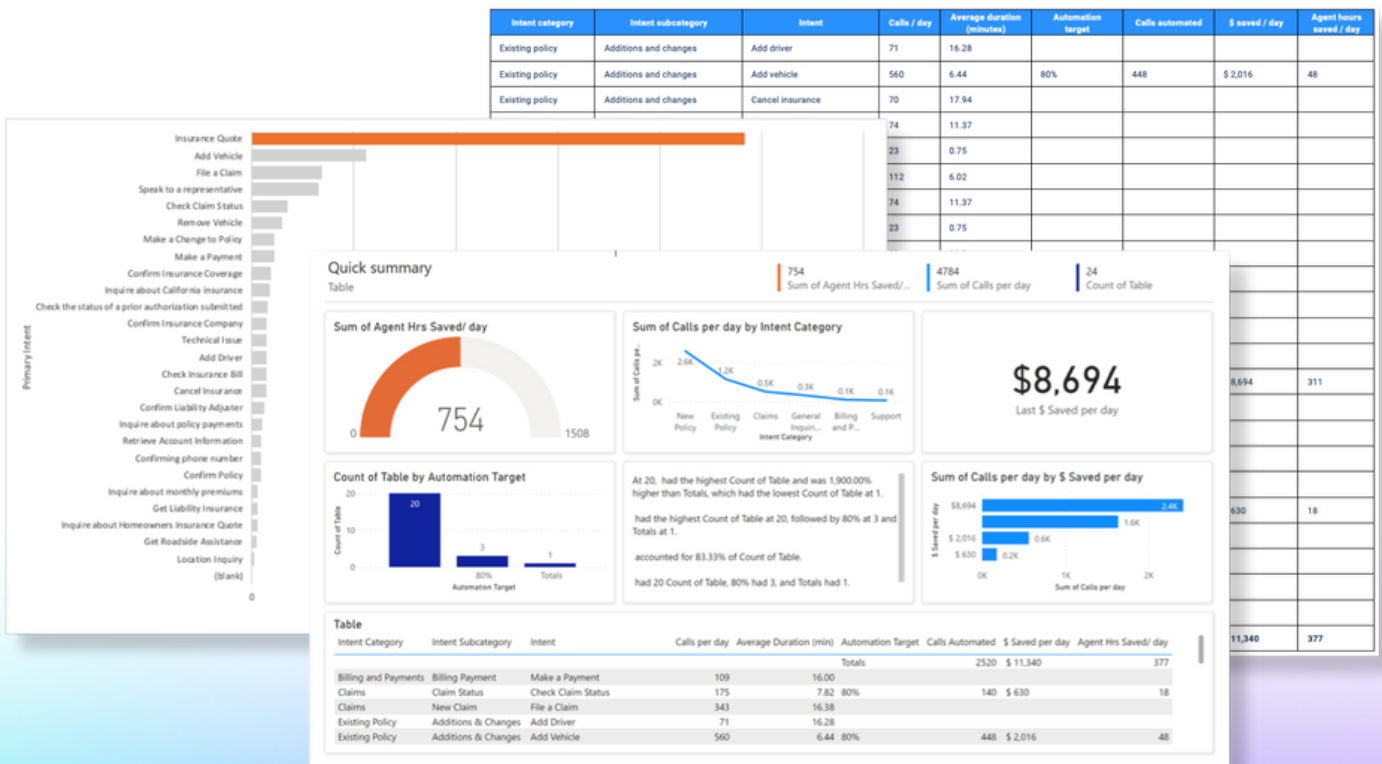
The IntelPeer Customer Interaction Intent Study identifies and quantifies the intents – the why of the interactions – providing valuable insight for automating interactions, targeting those that offer the greatest impact and desired outcomes for the business.

Output:

Intent hierarchy
Table of intent categories and intents

Intent analysis results
Number of interactions, average duration, and agent hours per intent

Intent automation impact
Automation goal and savings expected per targeted intent(s)



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.