IntelePeer.

Hyper-automate your contact center

Reduce labor costs and improve customer experience

IntelePeer's SmartAgent™ for inbound contact centers is helping businesses to quickly automate agent responsibilities and empower self-service for a faster ROI — with a more efficient over-the-top approach. Businesses can now improve customer experiences and CSAT with the latest hyper-automation capabilities — resulting in immediate in-quarter payback on their SmartAgent investment.

Why SmartAgent?

Get these benefits and more:

Manage spikes in call capacity
- Handle high call volumes with virtual agents
- Eliminate customer wait time to speak with a live agent

Reduce costs
- Activate virtual agents to handle repetitive tasks
- Leave more complex tasks to live agents

Avoid compliance issues
- Let virtual agents gather and handle sensitive data
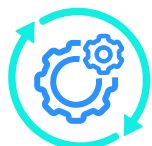- Ensure PCI and HIPPA compliance

Minimize average handle time (AHT)
- Accurately route calls to the right source
- Capture customer intent and decrease call resolution time

Contain up to 70% of customer interactions
- Increase customer call containment rate with self-service
- Human-like interactions resulting in faster self-service

Increase CSAT scores
- Bot training up to 5x faster
- 24/7 customer service

Powered by IntelePeer's Communications Automation Platform, SmartAgent features generative AI, advanced analytics, and omnichannel orchestration, versus traditional live agent-led contact centers. Hyper-automate your inbound contact center today.

Click here for more information

	SmartAgent GOLD	SmartAgent DIAMOND
Basic automation		
Voice	2,000 interactions	2,000 interactions
SMS		
Inbound API		
MMS[1]		
Insights	✔	✔
DTMF IVR	✔	✔
TTS	✔	✔
Insights (user-defined)	✔	✔
ASR (rule-based directed speech)	✔	✔
Social messaging	✔	✔
Call recording	✔	✔
Integrations (through inbound APIs)	✔	✔
List management	✔	✔
Call transcription	✔	✔
Advanced and hyper-automation[2]		
Conversational AI (extended web service to Google Dialog)		✔
Generative AI with dynamic rephrasing		✔
Customer's specific data augmentation		✔
Add-on services (sold separately)		
SmartQueuing™	Available	Available
Managed Solutions (per account)	Available	
Advanced Managed Solutions – for $1M ARR deals (per account)[3]	Available	

1. *MMS available via Managed Solutions integration with Infobip*
2. *Hyper-automation requires a Managed Solutions agreement*
3. *Managed Solutions Premier is mandatory over $1M ARR*

About IntelePeer

IntelePeer delivers rapidly deployable communications solutions for an always connected world. Powered by artificial intelligence (AI) and analytics, our omnichannel platform instantly improves your customers' communications experience. IntelePeer provides industry-leading time-to-value with solutions that work seamlessly with existing business software and infrastructure. Our no-code templates and low-code, co-creation options provide customers with easy-to-use tools that can be utilized by anyone and are also accessible through developer APIs. For more information, visit intelepeer.ai.

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