

SmartAgent™ from IntelePeer

Hyper-automate your contact center

Reduce labor costs and improve customer experience

IntelePeer's SmartAgent is an AI agent solution designed for both inbound and outbound contact centers, enabling businesses to automate agent responsibilities and offer self-service options for a more efficient and streamlined approach. With the latest hyper-automation capabilities, businesses can improve customer experiences and CSAT, resulting in an immediate in-quarter payback on their investment in SmartAgent. This solution offers a faster ROI and empowers businesses to provide superior customer service with an over-the-top approach.

Why SmartAgent?

Get these benefits and more:

Higher payback / ROI

- Reduce costs
- Activate virtual agents to handle repetitive tasks
- Leave more complex tasks to live agents
- Bot training up to 5x faster

Increased revenue

- 24/7 virtual agent service
- AI-powered automation cross-sell/up-sell opportunity
- Manage spikes in call capacity

Revenue generation

- Contain up to 90% of customer interactions
- Increase customer call containment rate with self-service

Enhanced CX

- Eliminate customer wait time to speak with a live agent
- Avoid compliance issues
- Let virtual agents gather and handle sensitive data
- Ensure PCI and HIPPA compliance
- Minimize average handle time
- Accurately route calls to the right source
- Capture customer intent and decrease call resolution time
- Increase CSAT scores
- Human-like interactions resulting in faster self-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-automation²		
Generative AI with dynamic rephrasing		✓
Customer's specific data augmentation		✓
Add-on services (sold separately)		
SmartEngage™	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 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.