Executive Overview

We enable companies to communicate better — driving more revenue, improving their customer experience, and making better business decisions. Our platform allows organizations to leverage omni-channel communications with robust AI, integration, analytics,

and advanced self-service capabilities, all delivered through a single, easy-to-use cloud platform that works seamlessly with your existing business solutions. Our Communications Automation Platform makes it easy to create a new customer experience that engages audiences, streamlines processes, and keeps employees productive.

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- https://intelepeer.ai/
- Fast track your customers' ROI: Automate interactions and boost your customers' return on investment by 3X - no rip and replace required!
- Create more value: Future-proof your business with a path to 6X commissionable revenue growth built in. With unlimited use cases, find the white space that automation can fill to drive more revenue.
- Skyrocket your commissions: Our partners report 30%+ growth in commissions compounded year over year.

Product & Service Offerings

A powerful communications automation platform infused with GenAI built to create the new customer experience, improve processes, and solve business challenges:

- Hyper-Automation Solutions
- Managed Serivces Model
- Proprietary Voice Network
- Data Orchestration
- Secure & Private AI
- Advanced analytics
- Omnichannel Workflows

Sales Engineer Take On Best Fit

Previously a SIP Trunking provider and had a focus area on connectivity. They have leveraged their understanding to become a true AI platform. In addition to offering full customer journey capabilities they also have an "intent" offering to pinpoint the areas in the journey where the customer will get the best value and outcomes.

-Andy Bird, VP of CX

Key Features & Differentiators

Industry-leading automation rate

IntelePeer can fully automate up to 45% or more of customer self-service interactions.

Rapid time to value

IntelePeer provides industry leading rapid time to value, implementing most solutions in 60 days.

Low-cost continuous improvement

IntelePeer's AI Hub provides low-cost continual improvement of customer interactions, improving customer satisfaction, and providing a roadmap for higher percentages of automated interactions.

Minimal professional services

IntelePeer's conversational AI platform doesn't require any high-cost professional services … whether it's for initial setup or evolving existing workflows.

Managed Solutions services

We offer for a monthly recurring fee a dedicated team to analyze and implement continuous improvements to optimize automation rates with a goal of achieving up to 45% or more automation rates over time through continuous monitoring, analysis of fallouts, and adjustments to workflows and data integrations.

Enterprise-grade infrastructure

IntelePeer's cloud-based platform is built to handle very high volumes of communication traffic without compromising performance.

Unparalleled security and compliance

We understand the importance of safeguarding your sensitive data. IntelePeer prioritizes security with industry-leading compliance certifications and robust data encryption protocols. All data and models reside within U.S. territory.

Exceptional customer service

Our multi-tiered dedicated customer support team at our 24X7 NOC in our Denver Technology Center facility is committed to your success. We provide ongoing support, training, and guidance to ensure you get the most out of the IntelePeer platform.

Competitive pricing

IntelePeer offers flexible pricing plans to fit your specific needs and budget. We are confident that you'll find our solutions not only feature-rich but also cost-effective.

Top Industries Served

- Financial Services
- Healthcare
- Education
- Transportation

Ideal Customer Profile

Identify who to target:

- B2C
- 1,000+ employees
- $500M+ annual revenue
- May use a BPO
- 250K+ annual customer interactions Contact center has open headcount

Consider who to talk to:

- CIO
- VP or SVP of Contact Center
- VP or SVP of Customer Care
- VP or SVP of Customer Service

Qualifying & Technical Questions

1. Do you have an AI strategy to address customer experience?
2. Could automating your customers interactions help reduce your operational costs?
3. Do you need to automate your self-service functionality across all digital channels (SMS, MMS, chat, etc.)?
4. Do you need to improve your customer experience while staying budget neutral?
5. Do you see your contact center as a revenue driver?
6. Do you currently have staffing issues that impact your customer experience?
7. Do you currently or plan to use a business process outsourcer (BPO) to augment your staff?
8. Could the improvement of your CX processes positively impact revenue?
9. Do you have multiple office locations with disparate systems with no unified strategy?
10. Do you want to better understand why your customers are contacting you and turn that information into a way to improve CX?