

SmartAgent bundles

Pitch slides



IntelPeer simplifies **communications automation
for businesses and contact centers.**

Our platform lowers the cost of doing business
while improving customer experience
and accelerating ROI.



SmartAgent™

AI-powered automation for contact centers

SmartAgent is an advanced communications automation solution that automates customer interactions of varying complexities, ranging from simple to sophisticated. It is among the leading solutions in the market that utilizes AI-powered automation, including generative AI, to fully contain customer interactions.

Coupled with cutting-edge analytics and omnichannel orchestration, SmartAgent offers businesses a quicker return on investment with increased revenue generation, all while enhancing the customer experience.

Benefits include:

Higher payback / ROI



- Speed to customer payback less than 6 months
- Predictable spend
- Eliminated the need for live agents

Increased revenue



- 24/7 virtual agent service
- Automate routine inbound and outbound agent tasks
- AI-powered automation cross sell/up-sell opportunity

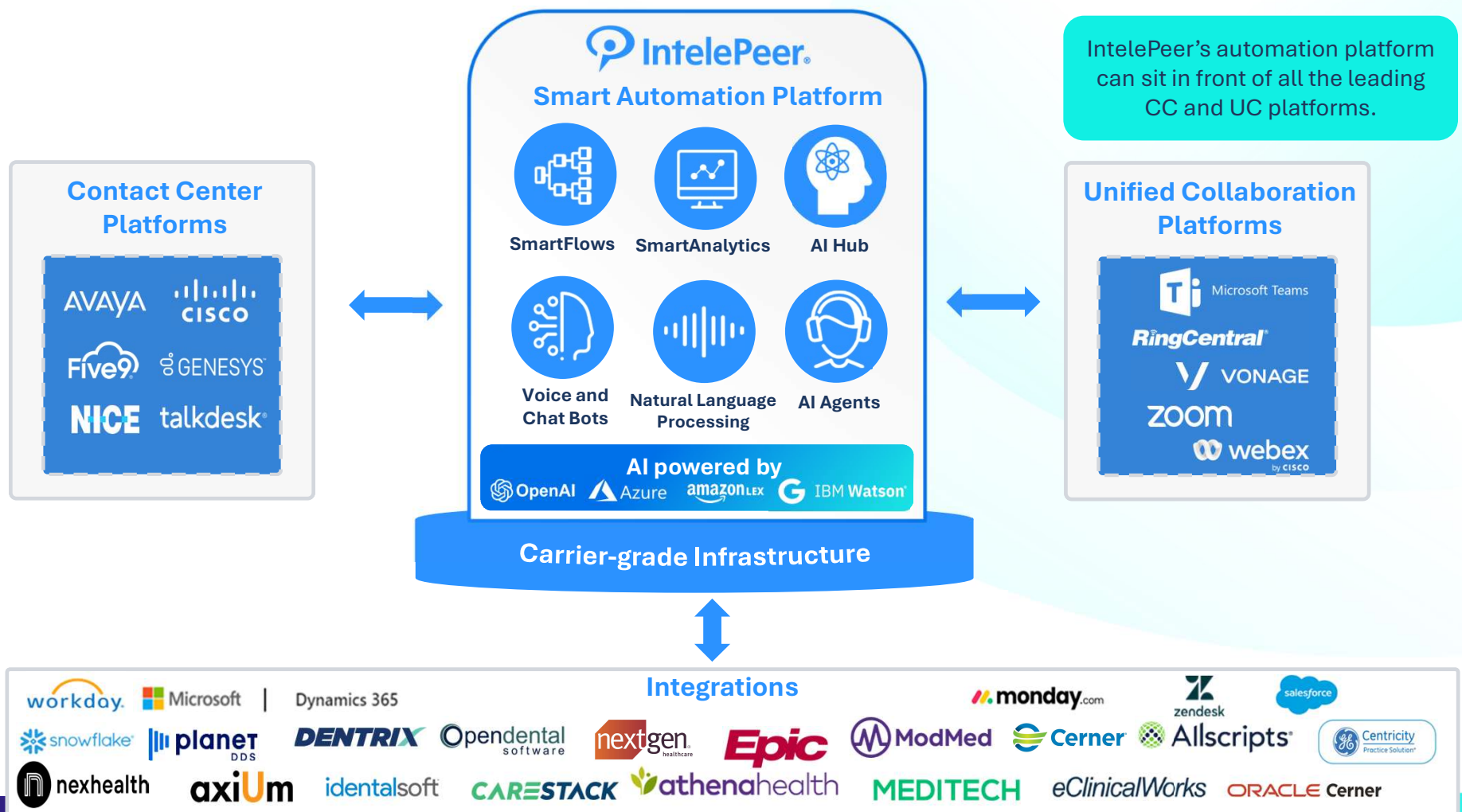
Enhanced CX



- Customer interactions are contained and completed with the use of AI and automation
- Improved call containment and resolution times
- Ability to handle interactions with contextual information

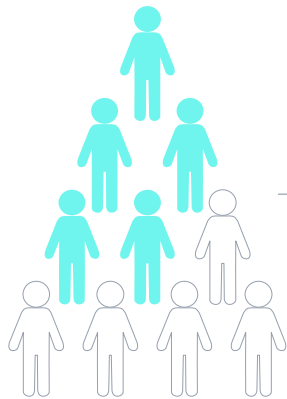


IntelPeer SmartAutomation



Live Agent vs. IntelPeer SmartAgent™

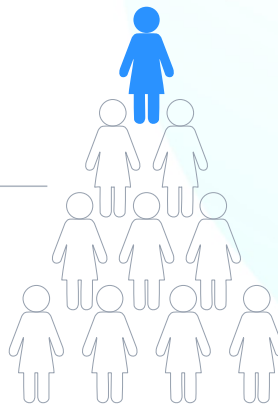
Call Center Live Agent



Live Agent Cost: \$42,000+

40 hours per week
1,300–1,500 interactions per month
1 supervisor per every 12 agents

IntelPeer SmartAgent



SmartAgent: Pays for itself

24/7 availability
2,000 Interactions per month
Managed Solutions

VS

- ✓ Improved customer experience
- ✓ Faster resolution times
- ✓ Personalized self-service
- ✓ Multilingual
- ✓ 24x7 intelligent call handling
- ✓ Enhance contact center efficiency
- ✓ Break-even or better in six months

Managed Solutions: All-inclusive services pricing model includes build and ongoing support of automation use cases, AI tuning, data management, on-going feature builds, and continuous improvement.
1 use case = cost of 1 supervisor



The benefits of automation + generative AI



Transforming contact center productivity

- ✓ Automate routine tasks
- ✓ Handle basic inquiries and support requests
- ✓ Free up agents to focus on higher priorities
- ✓ Wash-rinse-repeat to drive to higher automation and containment



Reshaping the customer experience

- ✓ Personalized and conversational responses
- ✓ Intelligent call routing
- ✓ Leading to faster resolution time



Leveraging data to improve operations

- ✓ Gain valuable insights into customer behavior and preferences
- ✓ Analyze interactions to identify patterns and trends



SmartAgent features

	SmartAgent GOLD	SmartAgent DIAMOND
Basic automation		
Voice SM0	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



Slide 7

SMO

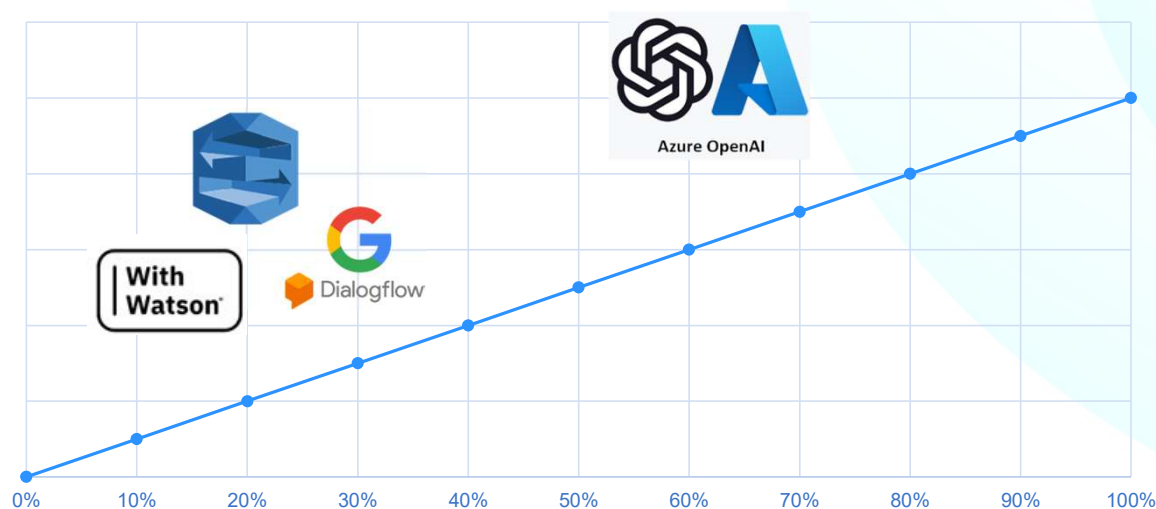
Important. Added.

Stevie Mulia, 2023-08-31T15:55:52.458

Product vision – automate using power of generative AI

Self-funding ROI within 3 months

Self-service rates



30-60%

Hyper

Automation

90%+

IntelPeer Smart family of products

Benefits:

- Improved CX
- **90%+ self-service rate**
- **Faster time-to-market**
- Generative models are 5x faster to implement

Enterprise-grade

- Privacy / compliance
- Security
- Enhanced guardrails



Slide 8

JEO

[@Brian Gilman] - can we change out Open AI logo to Open AI with Azure logo?

Jeff Eisenberg, 2023-09-18T21:14:23.519

Why IntelPeer for automation?



Significant labor cost reduction

Automation allows businesses to re-think their need for costly contact center agents.



In-quarter ROI

Experience immediate payback as automation project pay back their investment within quarter.



Increased revenue growth

AI-powered automation enables hyper-personalized, scalable, and efficient customer interactions leading to higher revenue growth.



Improved CSAT / customer experience

Automation provides a better customer experience without the need for agent intervention.



IntelPeer differentiators

Rapid Time to Value

IntelPeer delivers **measurable ROI in under six months** through a proven and accelerated AI deployment model.

End to End Analytics

IntelPeer analytics unifies **AI agent and human agent data into a single view** inclusive of transcriptions, interaction summaries and outcome indicators. This single view **enables smarter decisions, faster response, great efficiency across all channels**

Platform & Use Case Expansion

IntelPeer is a true platform with managed services which future proofs your investment by giving you the **ability to grow & expand as new technologies are introduced**, additional use cases become available, and your business expands.

Full Managed Services Team

Our team works closely with you through build, implementation, UAT and ongoing support of automation use cases. This approach drives **continuous improvement in revenue growth, cost savings, and patient experience**.



Voice



SMS



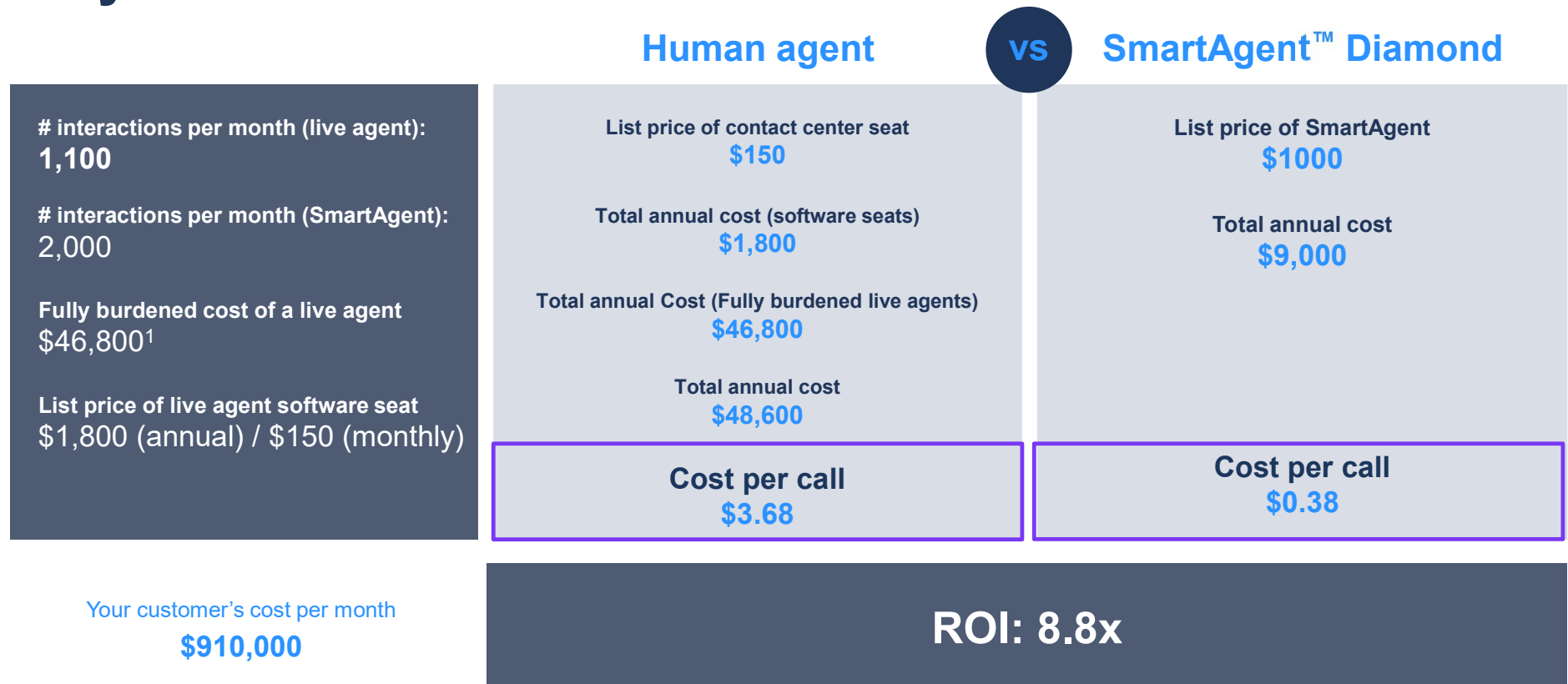
Chat



Inbound & Outbound



Why automation?



1. Source: Gartner. Blended cost of onshore and offshore





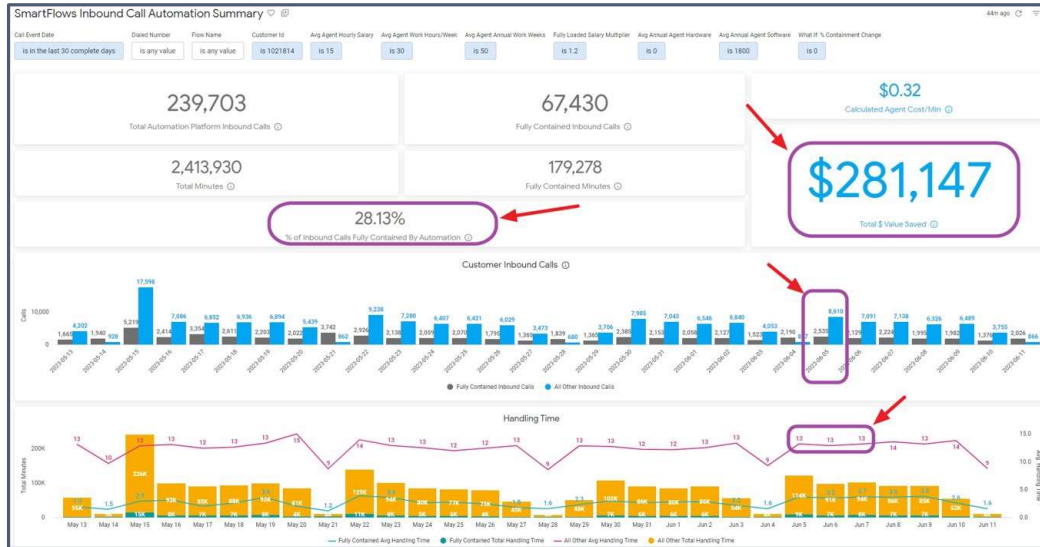
Thank you



Appendix



SmartAgent™ Diamond case study



Problem statement

Customer call center only automates about 25-40% of their calls. Large number of calls still being manually handled by the call center agents.

Solution

SmartAgent diamond offers generative AI to enable up to 95% automation, significantly reducing call center agents needed.

Customer	Shark Ninja	Covenant	American Water
Current automation %	28%	23%	4%
Current savings (monthly)	\$281,147	\$11,982	\$55,518
New automation target %	95%	95%	95%
New savings (monthly)	\$958,618	\$49,491	\$1,318,553
Increased savings (monthly) – delta	\$676,078	\$37,509	\$1,263,035
IntelPeer share of savings (MRR) at 40%	\$270,431	\$15,004	\$505,214
Average daily calls	10,000	1,000	25,000
# of agents needed to staff (from Erlang)	451	25	693
Agents needed to staff (with SmartAgent Diamond automation)	23	1	35
SmartAgents Diamond needed for desired automation	428	24	658
Incremental SmartAgent price	\$631	\$632	\$767

Delivering more with innovation

AI + SmartFlows™ that powers SmartAgent™

