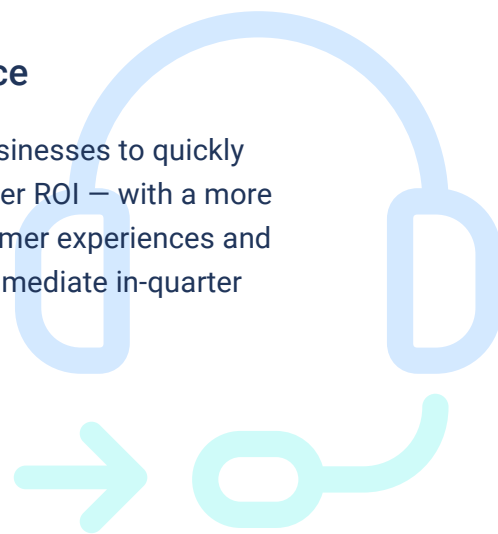


Hyper-automate your contact center

Reduce labor costs and improve customer experience

IntelPeer’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)

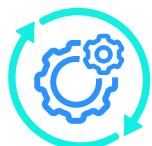
- Accurately route calls to the right source
- Capture customer intent and decrease call resolution time

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 IntelPeer’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.