



# SmartOffice™

Pitch deck



**IntelePeer simplifies **communications automation**  
for knowledge workers and contact centers.**

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

# Why IntelePeer 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**

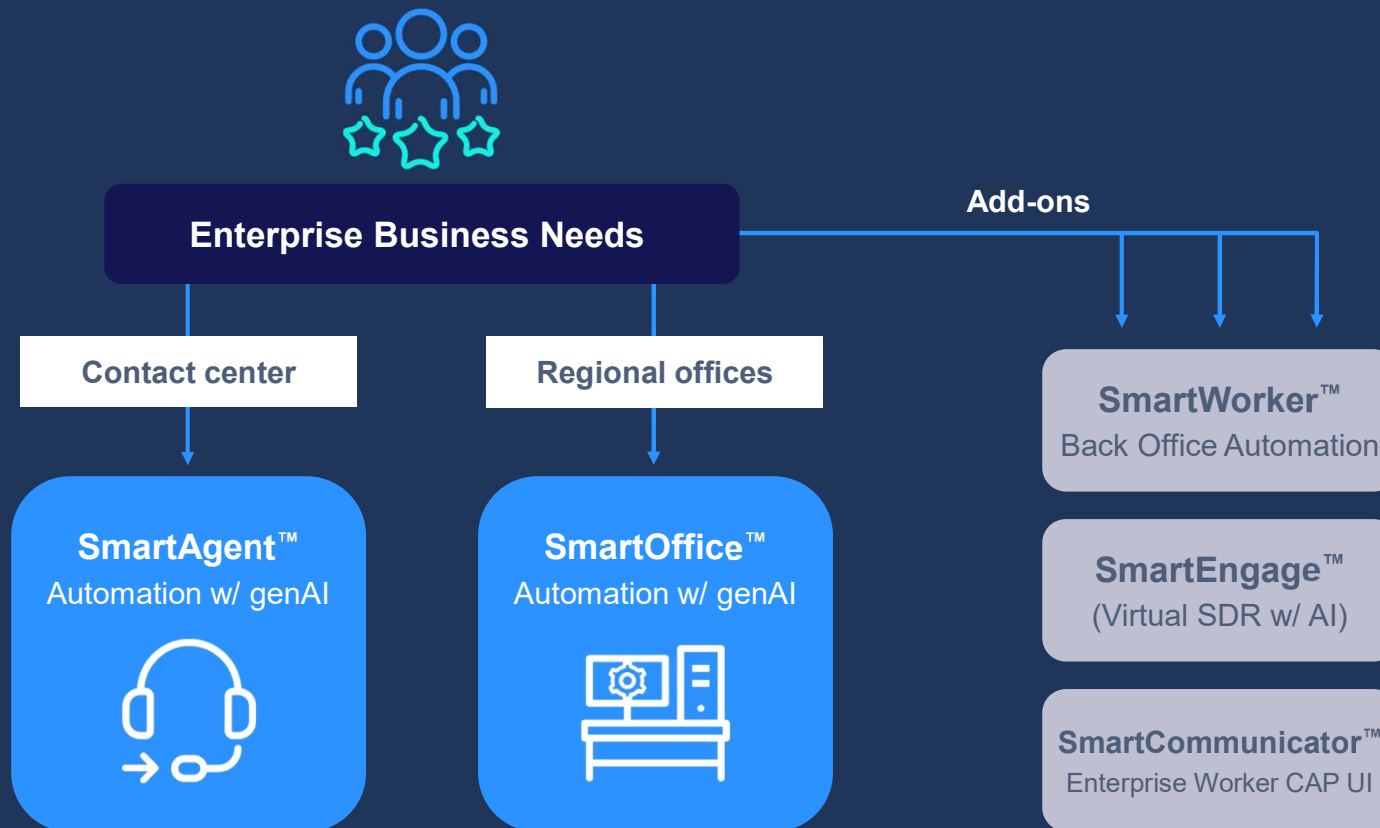
AI-powered automation enables hyper-personalized, scalable and efficient customer interactions leading to higher revenue growth.



## **Improved CSAT / customer experience**

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

# Smart products



# What is SmartOffice?

AI-driven automation to achieve optimal return on investment through enhanced interaction resolution

IntelPeer's SmartOffice solution enables regional offices to leverage generative AI and analytics for automation. This unique offering allows offices to seamlessly contain inbound customer interactions without the need for human intervention by enterprise workers, which increases revenue and optimizes ROI, while maintaining a professional, hassle-free experience for customers.

With the use of cutting-edge AI, SmartOffice is equipped to quickly escalate and route calls to additional departments and Knowledge Workers throughout the organization while **capturing customer context and data intelligence**.

## Benefits include:

### Higher payback / ROI

- Predictable spend
- Reduced front office cost
- Improved employee productivity
- Increased revenue growth



### Increased Revenue

- 24x7 instant resolutions
- Automate routine tasks
- Enterprise integrations for contextual information



### 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



# SmartOffice features

[Source Workbook](#)

## Key capabilities and differentiators



### The challenge

Distributed branch offices with employee, lack centralized automation platform for enterprise worker automation and employee productivity (e.g., smaller customer facing team needs to automate inbound workflow with a way to exchange documents and chat internally within the enterprise with a subject matter expert.)

### The solution

- AI-powered digital front office for the branch
- SmartWorker for individual users
  - SMS
  - MMS
  - Automation w/ integration to CRMs
- Data and analytics

### The benefits

- Seamless interaction within the enterprise and branch offices
- Improved employee productivity
- In network control – data and AI for constant workflow optimization
- Digitally transform company interaction

*\*Based on sample use cases*

## Functionality

- SMS, MMS
- Generative AI
- Webchat (on the horizon)
- Shared inbox (on the horizon)

## KPI statistic / chart

- SmartOffice / SmartAgent avoids a 13% spend increase by misdirected customer calls\*
- SmartOffice nets a spend savings of 39% by automating payment collection and correctly routing customer calls\*

# Sample Case Study

## Insurance Distributor - Bill Pay automation and deflection from Knowledge Worker

### Problem Statement

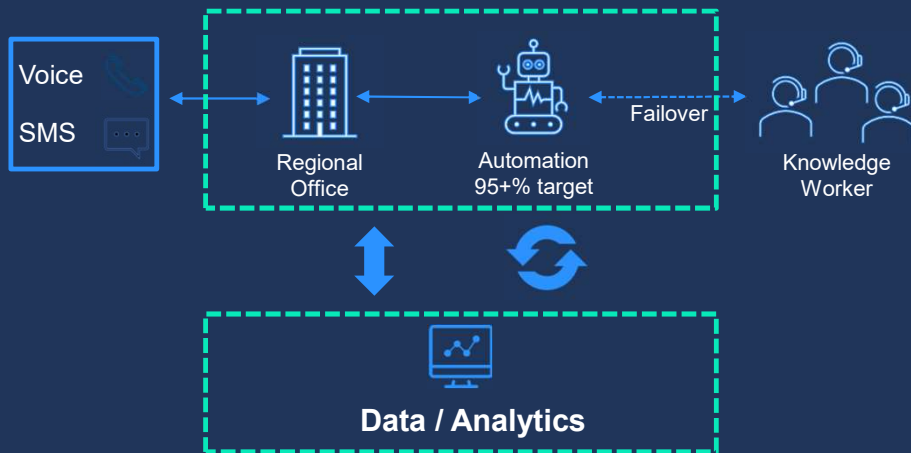
50% of bill pay queries are routed to Knowledge Workers at regional offices instead of Contact Center.

### Solution

IntelePeer's Smart automation platform for self-service and advanced routing

- Automated flow to capture bill pay requests at regional level
- Target 95+% automation to complete self-serve w/o human interaction
- Route calls to CC only if automation fails

### SmartFlows™ + AI Hub



### Sample ROI Calculator

1	SmartOffice Monthly Cost	\$300
2	Monthly Interactions per SmartOffice	1,000
3	Est: Monthly customer interactions per employee	400
4	# of employees supported by SmartOffice (#2 divided by #3)	3
5	Est: Monthly Bill Pay calls per SmartOffice	500
6	Est: Monthly Bill Pay hours per SmartOffice; Avg call duration: 7 mins	58
7	Automation Target	95%
8	Monthly Hours Saved per SmartOffice with Automation	55
9	Est: Hourly Salary per Insurance Broker	\$46
10	\$ Savings Automating with SmartOffice	\$2,549
11	ROI per SmartOffice (#10 divided by #1)	8.5x

# SmartOffice Packages

AI and automation-centric solution tailored specifically for regional/local offices. Customers can develop workflows to handle inbound customer calls, texts, web chats, etc. with access to key data insights and tools to allow the model to grow and adapt to changing market conditions

## SmartOffice Gold

One SmartOffice with DTMF, TTS, ASR (automated speech response) rules-based capabilities, and more for customer interactions

## SmartOffice Diamond

One SmartOffice with all the features of Gold above, plus generative AI enabled industry leading inbound (support, Q&A, etc.) and outbound (Virtual Sales Rep, Appt scheduling and more) interaction automation use cases

## SmartOffice

	SmartOffice GOLD	SmartOffice DIAMOND
Included interactions (monthly) <sup>1</sup>	1,000	1,000
<b>Standard automation</b>		
Insights	✓	✓
DTMF IVR	✓	✓
TTS	✓	✓
Insights (user-defined)	✓	✓
ASR (rules-based directed speech)	✓	✓
Social messaging	✓	✓
Call recording	✓	✓
Integrations (through inbound APIs)	✓	✓
List management	✓	✓
Call transcription	✓	✓
<b>Advanced and hyper-automation<sup>2</sup></b>		
Generative AI with dynamic rephrasing		✓
Customer's specific data augmentation		✓
<b>Add-on services (sold separately)</b>		
SmartOffice Managed Solutions (per location) <sup>3</sup>	Available	
SmartEngage™	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



# Thank you

[www.intelepeer.ai](http://www.intelepeer.ai)

