DATASHEET

SmartOffice™ from IntelePeer
AI and automation wherever business is done

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

IntelePeer's SmartOffice solution enables regional offices to leverage 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 reduces spend and optimizes ROI, while maintaining a professional, hassle-free experience for customers. Further, 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.

Why SmartOffice?

Higher payback / ROI
- Predictable spend
- Reduced front office cost
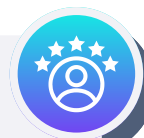- Improved employee productivity

Increased revenue
- 24x7 instant resolutions
- Automate routine tasks across mobile and desktop
- 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

Click here for more information

IntelePeer's solution for local, regional, and branch offices — SmartOffice — takes automation to the next level for the enterprise by offering simplified bundles with advanced feature sets, such as conversational AI, generative AI, and SmartFlows™ versus traditional commodity utilization-based pricing.

SmartOffice plans:

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

About IntelePeer

InelePeer 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, InelePeer'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.

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