IntelePeer®

SmartAnalytics

End-to-end analytics and insights

What does SmartAnalytics enable?

End to End Visibility

- InatelePeer is a single source of end-to-end call visibility across all platforms *(IVR/CCAAS/3rd Party)*

- Easy button: no special integration required we are already in the call path

- Data-driven automation to optimize CX experiences

Business Insights

- Customer Effort Scores/CSAT/Sentiment

- Business outcomes and trends

- Ability to answer questions: (*Does a longer talk time lead to better CSAT score or bigger sale, competitive mention)*

Interaction Intelligence

- Agent effectiveness – compliance, customer experience

- Identify potential churn

- Automate follow-ups and identify promises made

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Smart Analytics

End-to-End Interaction Visibility, Business Insights and Agent Effectiveness

IVR

SmartAgent   SmartOffice   SmartWorker

Call center

BPO or 3rd party

Office workers

Caller   Listen & Interpret   Record   Transcribe   AI Analysis   Dashboards   Quality Scoring   CSAT

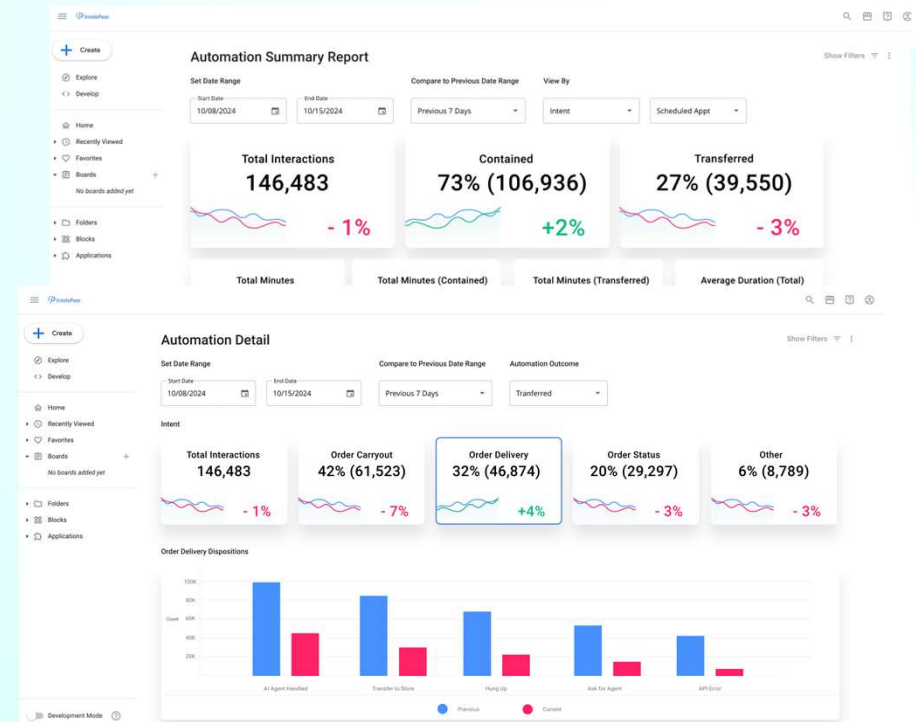**Get full visibility, actionable insights, and guaranteed quality**

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SmartProducts

Get up and running with data on analytics on day 1

Capabilities

➤ **Included in SmartAgent/SmartOffice**

    ➤ Capture the entire AI Agent Interaction

    ➤ Standard Automation Summary and detailed dashboard

    ➤ Custom metrics and dashboards via Managed Solutions*

Benefits

• Immediate insights into AI Agent performance

• Granular insights into specific customer intents and outcomes

• Tailor analytics to specific business needs

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SmartAnalytics™

Search and track trends from every interaction

➢ Full interaction analytics from AI agent to human agent

➢ Filter and view interactions by metadata

➢ Post-call analytics and end-to-end interaction metrics

➢ View the interaction summary and full end-to-end transcript

Benefits

• Get comprehensive interaction insights

• Get hourly visibility into key performance indicators

• Filter, view, and analyze transcripts based on metadata

• Integrate interaction data into your existing BI systems

Appendix

SmartAnalytics Live
Near real-time results tailored to your business needs

➤ **Contextual Search**

➤ **Self-Serve Dashboards**

➤ **Near real-time data refreshment**

➤ **Increased data exchange capabilities with Snowflake Secure DataShare**

Benefits

- Find relevant information more efficiently
- Get near real-time visibility into key performance indicators
- Self-service BI: Tailor analysis to meet your business needs
- Seamless and secure collaboration on AI and data across business boundaries

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