IntelePeer®

Atmosphere® Insights

Actionable insights to create a better customer experience

Atmosphere® Insights offers analytics, artificial intelligence, and machine learning to provide a solution that answers the toughest communication questions. With intuitive visual dashboards, and data streams, you get all the insights you need to ensure you are delivering the best possible experience to your customers.
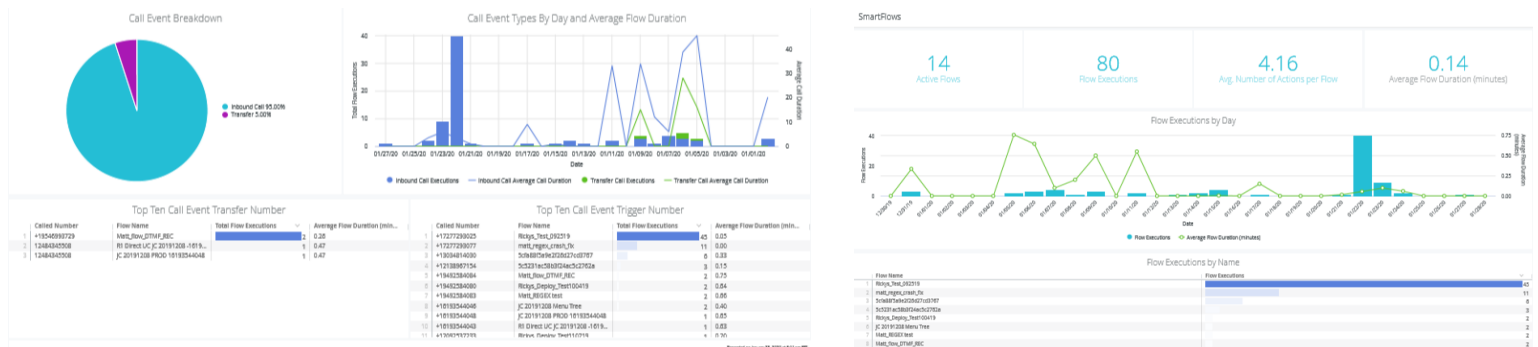
Track customer interactions across channels and applications

Atmosphere® Insights captures all customer interactions across the Atmosphere® platform and integrated third-party business applications to turn communication content into value. Whether the conversation starts via phone call, text message, social channel, or more, Atmosphere® Insights can mine these valuable interactions to create powerful intelligence. Measure the things that are most important to your customer experience and communications strategy, such as:

Detailed call reporting

Detailed message reporting

Detailed application data

Segmented location & service type

Interaction & activity trends

View real-time and historical data in customizable dashboards

Atmosphere® Insights intuitive and customizable dashboards captures all data in easy-to-read tables and graphs that turn numbers into actions. View real-time metrics to quickly adapt to changes in today's business needs and generate detailed historical reports to make more informed decisions for tomorrow.
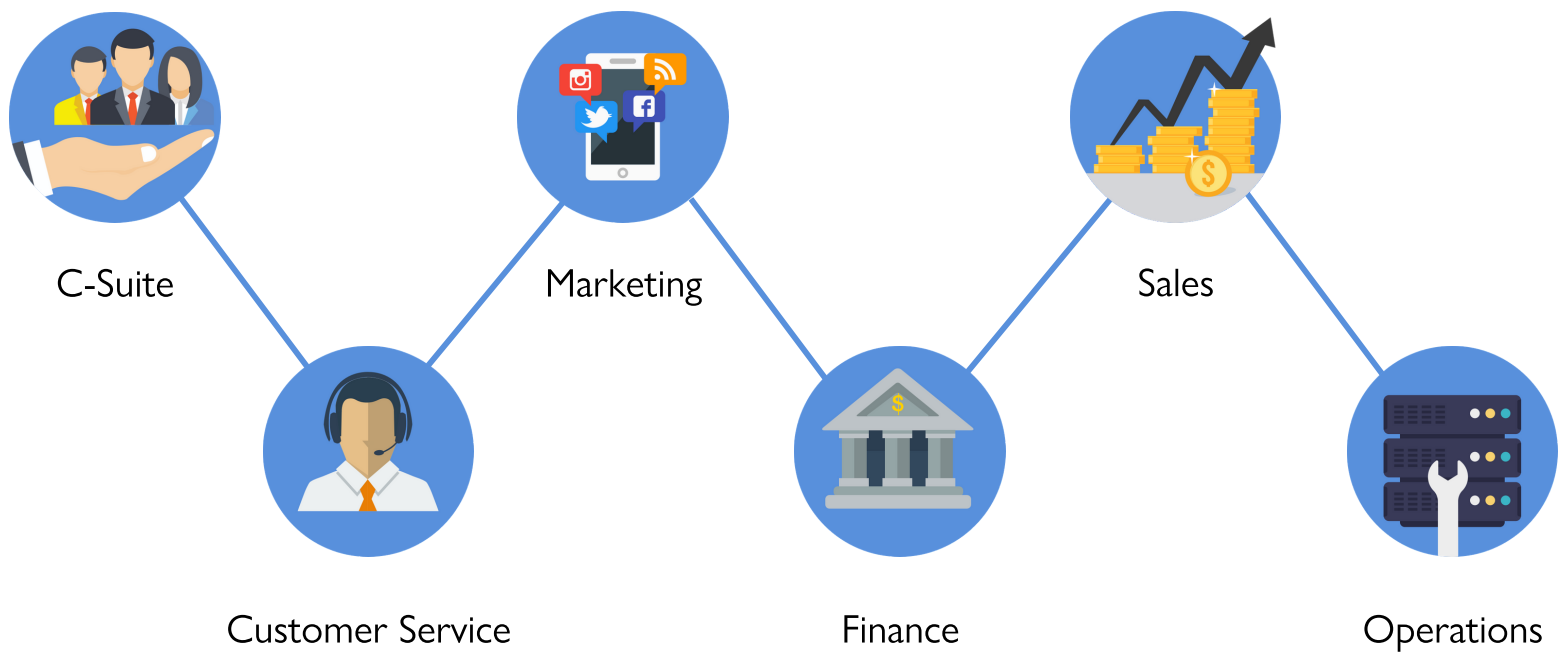
Integrate data into existing analytics platforms

If you are already using an analytics platform or prefer to build your own dashboards, leverage our APIs or standardized data connectors to integrate with the Atmosphere® platform and automate delivery of raw customer interaction information. Get your data on-demand, filter based on different time frames, or schedule it and have it delivered directly to your inbox.

Improve processes and customer service across the business

Communications are at the center of your customer experience and customer experience is at the center of your business. Atmosphere® Insights provides valuable information that can be used across your organization to make more informed business decisions, improve processes, reduce costs, increase revenue, and deliver superior service at every customer touchpoint.

C-Suite

Marketing

Sales

Customer Service

Finance

Operations