

Ensure superior customer experience with automation, self-service, and proactive notifications

During weather events, illnesses, or other unforeseen events, maintaining business operations and communications with customers and employees is critical. Atmosphere® CPaaS can help you stay connected with a remote or reduced workforce, manage increased traffic, and keep up with evolving situations. Our ready-to-use applications enable fast implementation and ease the strain on your resources.



Self-service and automated interactions



Agent off-loading



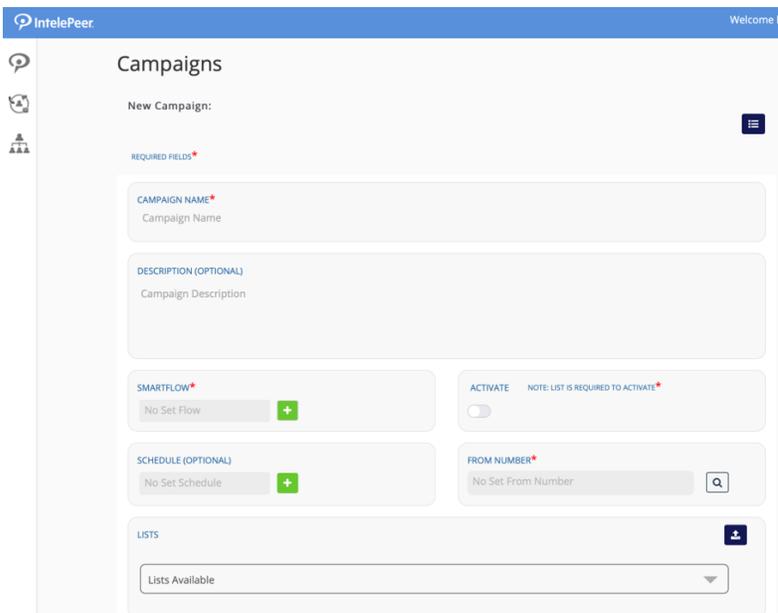
Notifications



Omni-channel communications

Customer and employee alerts with Atmosphere® Engage

During critical times, your business can serve as a beacon of light to your employees and customers. Atmosphere® Engage can help you send out that beacon. Your customers and employees need to feel like you're thinking about them and will keep them completely up to date as things change. Atmosphere® Engage empowers departments across the enterprise to quickly manage, schedule, and execute SMS and voice campaigns for timely communications



The screenshot shows the IntelPeer Campaigns management interface. It features a sidebar with navigation icons and a main content area titled "Campaigns". The "New Campaign:" section includes several input fields: "CAMPAIGN NAME*" (required), "DESCRIPTION (OPTIONAL)", "SMARTFLOW*" (with a "No Set Flow" dropdown and a green plus icon), "SCHEDULE (OPTIONAL)" (with a "No Set Schedule" dropdown and a green plus icon), "ACTIVATE" (with a toggle switch and a note "NOTE: LIST IS REQUIRED TO ACTIVATE*"), and "FROM NUMBER*" (with a "No Set From Number" dropdown and a search icon). At the bottom, there is a "LISTS" section with a "Lists Available" dropdown menu.

Hi, with everyone working from home, we wanted to invite you to a virtual "Happy Hour" this Thursday so we can all stay connected. Look for an upcoming email invite.

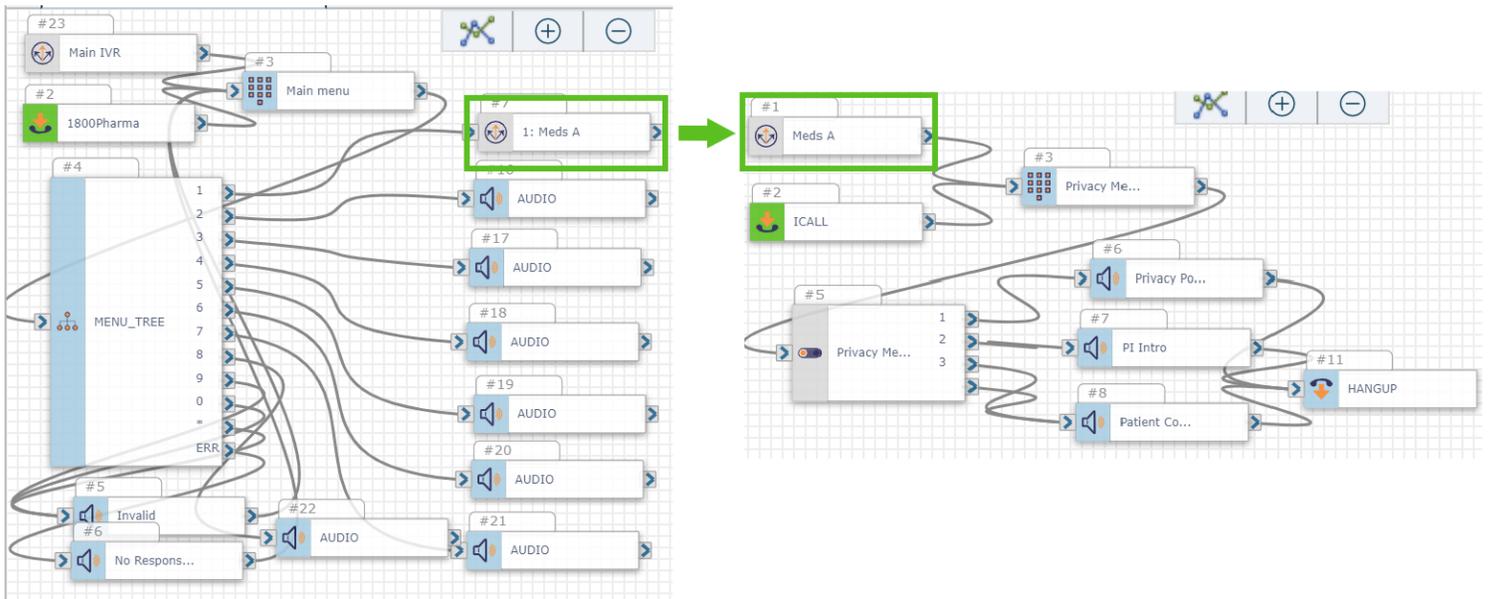
Team, to get up-to-date, reliable facts on the situation, please refer to The World Health Organization's website: <https://www.who.int>

Keep up with increased inbound inquiries through Atmosphere® SmartFlows

Simple flows built in minutes can direct inbound communications to different locations, making sure all customers get to where they need to be. Distribute communications to either be handled by automation or by a live person. Live person support can be dispersed further based on based on the region or time of day. If your teams are overloaded and there are long hold times, build a flow that generates callbacks or that sends out links to information pages. Atmosphere® SmartFlows makes it easy to build and modify these flows on the fly.

Self-service automation with Atmosphere® SmartFlows

You may receive increased customer inquiries due to changes in business operations, new customer questions, and changing situations. Atmosphere® SmartFlows can help offload inbound communications with flows that guide customers to specific information by employing chatbots or IVRs, automating some of these interactions, and leaving your agents to focus on more complex issues. Create more intelligent and customized interactions by leveraging our built-in AI integrations such as IBM Watson or AWS. Atmosphere® SmartFlows provides multiple pre-made templates, like the one below, to help you deploy automation incredibly quickly. The flow below is for a pharmaceutical company in which customers call in, input which medication is theirs, and audio plays with information about their medication. They're given the information they need and do not require customer service assistance.



About IntelPeer

IntelPeer delivers an omni-channel communications platform built for the enterprise. We believe that business communications are meant for more than just simple interactions – they should enable businesses to deliver truly delightful experiences. With our voice, messaging, ready-to-use applications, open APIs, and analytics, companies can build and integrate communications-enabled workflows to create world-class customer experiences and improve business processes through automation. Our full-stack solution is backed by a rock-solid network and a team of experts who provide nothing but award-winning customer service. It's time to move beyond basic communications!

