

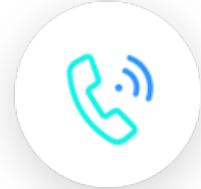


IntelPeers delivers an omni-channel communications platform built for the enterprise. With our voice, messaging, ready-to-use applications, APIs, and analytics, companies can build and integrate communications workflows to improve the customer experience and automate business processes. Our platform integrates with existing communications technology so your customers get to keep the system they know and love while layering on cloud-based innovation.

## How We Fit

### Atmosphere® Voice

- PRI to SIP
- Centralized voice for instant ROI
- 30-40% savings with the consolidation of providers
- Toll-free traffic management
- Microsoft Teams, Zoom
- Cisco WebEx Calling, UCM Cloud, WebEx Calling Contact Center
- High availability network - geo-redundancy/failover
- Microsoft Teams with managed SBC



### Atmosphere® CPaaS

- Simplified/Intelligent IVR
- On-premise/hybrid contact center enhancement
- Self-serve automation
- Agent off-loading and call volume management
- Re-engagement of abandoned callers
- Multiple communications channels: SMS, voice, and social
- Analytics and reporting



### Manufacturing

- Account authentication
- Billing reminders
- Self-service in emergency events
- Status updates



### Healthcare

- Account authentication
- Appointment reminders
- HIPAA compliance
- Vaccine distribution
- "Surge" protection for call volumes



### Education

- Truancy reports
- Closures & late starts
- Notifications
- Student workload updates



### Retail

- Upsell campaigns
- Re-engagement of abandoned calls
- Self-service FAQs
- Order status



### Transportation

- Proactive notifications
- Real-time tracking
- FAQs
- Hands-free automation

## Key Differentiators

- 18+ years experience delivering enterprise-quality voice services with triple-redundant, geo diverse network
- Infrastructure in place to quickly expand inbound communications capacity
- Complements all existing business and contact center systems, no rip and replace required.
- 99.999 % network reliability and 24/7/365 access to industry-leading expert support
- Leverage Managed Solutions team to build, deploy and support your customers' business communications.
- Quick to market- get your customers up and running on their own timelines.

## Value-Based Questions

- How do your customers interact with your business -voice, SMS, email, social?
- How do you follow up with customers - surveys, marketing, nurturing?
- Do you have mass calling events that result in long wait times?
- What areas of business are you looking to improve?
- How do you measure success?
- How do you track outcomes - CRM, BI tools, Xcel?
- How do you adjust to changes in the market?
- Do you currently provide personalization for your customers during interactions?