### 1. Primary CAP requirements

Aragon Research identified the CAP technology category and required elements in their 2023 research note, "The Shift to Communications Automation". Aragon’s primary requirements should be met for the platform to be labeled as a CAP.

- Interconnected omnichannel capabilities and automation ✓
- Drag-and-drop workflows and pre-built templates ✓
- No-code or low-code applications, usable with little to no programming knowledge ✓
- In-depth analytics that compile advanced insights across all communications channels ✓
- Integrations for commonly used apps and social media tools should be available ✓

### 2. AI and self-service

AI and self-service features are the cornerstones of true automation. To deliver dynamic, engaging communications, the CAP should provide the following features.

- Artificial intelligence, machine learning (ML), ChatGPT and generative AI, supported by natural language processing (NLP) ✓
- Cloud-based routing and cloud queuing to decrease customer resolution time and streamline agent productivity ✓
- Automated, self-service functionality ✓
- Data intelligence and interoperability supported by CRM integrations ✓

### 3. Security and reliability

Staying compliant with security regulations and delivering 99.999% reliability is critical for both your customers and your organization. Your CAP should meet the following criteria.

- Maintain a secure enterprise network, subjected to regular vulnerability testing ✓
- Adhere to disciplined network permissions, limited to authorized personnel ✓
- Conduct highly disciplined, monitored upgrades to the network/network systems ✓
- Direct private pathways into and out of their network ✓
- Encrypt signaling, voice, and media (TLS/SRTP) ✓
- Provide SMS APIs that power two-factor authentication and instant fraud alerts ✓
- Never collect/store DTMF digits or audio recordings ✓
- Maintain Service Provider Level 1 PCI compliance ✓
- Hold SOC2 Type II certification ✓
- Deliver cloud queuing to manage high-call volumes ✓
- 99.999% uptime ✓
- Deliver 2K redundancy ✓

### 4. Provider differentiators

Selecting the right CAP provider is critical to your success. Ensure your provider is best-in-class by confirming their CAP can help you excel with the following criteria.

- The provider is the leader in the CAP category ✓
- The provider can deliver caller ID reputation management that integrates number registration, monitoring, and remediation ✓
- The provider can deliver inbound spam filtering that assesses the validity of calls and excludes spam before the call makes it to an agent ✓
- The platform can layer CFT of multiple instances, connecting data from disparate contact center platforms ✓
- The provider can deliver 24/7/365 professional support from the engineers who built the solution ✓

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**Are you ready to simplify and accelerate communications at your organization?** As the leader in CAP technology, IntelePeer’s Smart Automation platform lowers the cost of doing business, while improving customer experience and accelerating ROI. All without ripping and replacing your current infrastructure. Contact IntelePeer to get started now.

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