Consumer expectations have changed for good

Can your contact center deliver?

In the past, contact centers have operated on multi-year contracts with expensive and time-consuming maintenance and upgrades. As a result, they have been slow to adapt to new technology, consumer demands, and agent needs.

To stay competitive in today's fast-evolving digital landscape, contact centers need fast access to automation, AI, and self-service capabilities. Today's consumers demand a best-in-class customer experience (CX), omnichannel communications, self-service options, proactive support, and fast resolution time. And if their demands aren't met, they'll go to the competition.

49% [2]
of consumers use an average of 3–5 different communication channels to contact customer service

73% [3]
of consumers will likely change brands if they don't receive an omnichannel experience

Consider this:

75% [1]
of consumers look forward to a consistent, omnichannel experience

87% [4]
of consumers want proactive customer service from the companies they buy from

86% [7]
of agents feel that they don't have the resources to deal with customers effectively

73% [5]
of customers prefer to solve issues on their own

75% [6]
of a non-automated, agent-facing support call is spent searching for client account information

1.) 75%   5.) 73%
2.) 49%   6.) 75%
3.) 73%   7.) 86%
4.) 87%

Exceed consumer expectations using customer service automation

Modernize your contact center and surpass evolving consumer expectations without ripping and replacing existing infrastructure using customer service automation. Delivered by IntelePeer's Communication API Platform, customer service automation layers over the top (OTT) of your existing contact center platform, turbocharging your contact center capabilities without the cost and disruption of moving to a new service provider.

Customer service automation means:

Omnichannel automation
Send personalized, automated communications to your customers on their preferred channels.

Artificial intelligence
Deliver proactive, intelligent, and insightful interactions to customers for fast resolution time.

Self-service options
Empower customers and free up agent workload with automated processes that allow customers to handle tasks independently.

Smart IVR
Tailor your phone tree menus with ease and get your customers to the right place, the first time.

Advanced analytics
Capture and measure interactions to improve customer communications and agent processes.

Customer service engagement
Alert customers and agents with automated omnichannel notifications and communications.

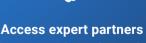## With IntelePeer's customer automation solution, you can:

Build quickly
Create custom low-code / no-code communication solutions to immediately solve common needs faster and enhance CX.

Scale faster
Deploy solutions that scale to your growing organization, add new users, and support millions of interactions.

Access expert partners
Partner with IntelePeer's managed services to gain expertise, customize processes, and accelerate implementation.

Improve customer experience and agent operations with IntelePeer's customer service automation today.

Contact IntelePeer to get started now.

Contact your IntelePeer Partner Representative

Text "Partner" to CPaaS (47337)

partnerprograms@intelepeer.com

IntelePeer®

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