



# IntelePeer's customer service automation



**Modernize in minutes**  
Use pre-built, customer-preferred voice and SMS text tools designed with security in mind.



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



**Build quickly**  
Create custom low-code / no-code communications workflows in minutes.

### Self-service tools

Empower customers with self-service payment processing, account updates, order changes, and more.

### Loyalty management

Automate loyalty reward delivery based on customer sentiment and historical purchase behaviors.



[start here]

Your retail store offers customers multiple ways for customers to shop and communicate with staff. That's great! But are you really delivering what customers want?

Multichannel and omnichannel communications aren't synonymous. If your retail store is offering multichannel communications, *your customer experience is at risk.*



## Today's customers want an omnichannel experience

**Omnichannel**  
A strategy focused on customer experience, utilizing an interconnected brand experience, business processes, tools, communications and more across brick-and-mortar and online stores.

**Multichannel**  
A strategy that siloes channels; the strategy does not integrate different parts of the business, creating a disjointed customer experience.

**73%**<sup>1</sup>  
of customers prefer shopping both online and instore.

**9 out of 10**<sup>2</sup>  
customers want a seamless omnichannel experience.

**89%**<sup>3</sup>  
The customer retention rate of companies using a solid omnichannel strategy.

**84%**<sup>4</sup>  
of customers believe retailers should be doing more to deliver omnichannel experiences.

**Omnichannel vs. multichannel**

**How to deliver 5-star customer service with ease**



**10%**<sup>5</sup>  
The lost revenue opportunity cost from a non-omnichannel strategy.

Embrace omnichannel with customer service automation to deliver the modern, consistent experience customers require.

The low-code / no-code solution helps retailers deliver a consistent 5-star customer experience and communications across channels and locations.

**Customer review management**  
Improve customer survey completion with intelligently processed, stored, and transcribed automated surveys.

**Intelligent routing**  
Ensure customers reach the right department and issues are quickly resolved with AI-driven routing and natural language processing (NLP).

**Appointment management**  
Attract high-value customers for 1x1 consultations with automated scheduling and reminders via SMS text and chat.

**Pick-up notifications**  
Streamline curbside orders and pick-ups with automated SMS text and chat status updates.

**Contextual promotions**  
Engage customers with customized promotional offers based on shopping or browsing history via SMS text, voice, or chat.

**Order management**  
Update customers with real-time SMS text status reminders for orders, returns, shipping, and abandoned carts.

1. 73%
2. 9/10
3. 89%
4. 84%
5. 10%

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

Contact IntelePeer to get started now

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