

IntelPeer's Communications Platform as a Service

Datasheet

Business communications for more than just simple interactions

IntelPeer's Communications Platform as a Service (CPaaS) lets you seamlessly integrate omni-channel communications into your customer experience and business workflows for a complete communications experience. Designed to solve the challenges and complex needs of mid-size to large enterprises, IntelPeer's Communications Platform can be used to deliver world-class communications experiences, create more effective customer interactions, and improve business processes

Quickly implement solutions with our ready-to-use applications, or leverage our open APIs for more customization and to build your own applications. Easily create more effective interactions with automation, AI, and real-time interaction management. Use our third-party integrations to enable your business applications to respond to inbound communications and trigger outbound notifications or workflows. Access actionable analytics and visual insights to improve your customer experience and communication strategies.

IntelPeer's Communications Platform as a Service

SmartFlows

Build automated AI-enabled omni-channel workflows.

Engage

Easily send omni-channel campaigns to your customers and employees.

Insights

Make better business decisions with rich on-demand analytics.

Integrations

Leverage pre-built integrations to blend communications with business applications.

Messaging

Add SMS and social messaging to better connect with your customers.

APIs

Leverage our open communications APIs for your business, web, and mobile apps.

Voice

Enjoy peace of mind with reliable, enterprise-grade voice interactions and workflows.



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Enhance processes across the business



Customer service

Optimize customer support with self-service options, trouble ticket status notifications, and feedback gathering and responses.



Finance

Integrate with billing systems and improve processes with payment reminders and collection, two-factor authentication, and balance checks.



Marketing

Create a personalized journey for your customers with SMS, voice, chat, and email campaigns to increase customer engagement while streamlining processes for your team.



IT

Easily deploy and integrate into your existing infrastructure, streamline trouble tickets, send internal alerts, and gain real-time visibility across your network to make better decisions.



Human resources

Send out company-wide notifications and easily handle employee requests such as scheduling or benefits administration with chat bots.

Connect globally with industry-leading reliability

Geo-redundant network
with 99.999% up-time

Award-winning
expert support team

Secure connections

Scalable to meet demand

About IntelPeer

IntelPeer delivers an omnichannel communication platform as a service (CPaaS) 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 real time 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.

Go to intelepeer.com for more info.

