OVERVIEW

IntelePeer's Atmosphere® Communications Platform as a Service offers omni-channel communications that can be easily integrated into customer experience and business workflows. With open voice and messaging APIs, companies can build communications-enabled applications and deploy automated service provisioning and management. For partners and customers looking for an out-of-the-box solution, IntelePeer offers pre-packaged applications and tools to support common business communications needs and automate processes.

KEY FEATURE AND DIFFERENTIATORS

What truly sets Atmosphere® Communications Platform apart is the powerful orchestration engine that brings all of your communication channels, business processes, and applications together. Break down communications silos, increase visibility into customer interactions, improve responsiveness, and take control of the customer experience.

No Coding Required
Whether you are a coding master or have no experience, our platform is for everyone.

Save Time
Take the manual out of business processes with workflow automation and integrations.

LOCATIONS

155 Bovet Rd, Suite 405, San Mateo, CA 94402

San Mateo, CA
Denver, CO
Dania Beach, FL

Providing Services in North America, South America, and Europe

SERVICE OFFERINGS

TELECOM
Need secure and reliable phone service? We've got you covered with everything you need to make and receive calls with IntelePeer's SIP trunking

Scalable & Flexible
Easily adjust your number of trunks depending on your business needs.

Disaster Recovery
Ensure business continuity with redundant trunks and geographic routing capabilities.

Choose Your Connection
Choose the custom network connection that best suits your unique needs.

Security

Allied communication

Get actionable insights
Analytics is the at the core of our solution and we take it up a notch with built-in AI.

Create More Value
Buildable communications means endless possibilities for increasing value in your business.

Use AI in your workflows
While AI is cool in the movies, we think it's better embedded into our platform so you can use it in real life.

IDEAL CUSTOMER PROFILE

Mid to large enterprises
Potential buyers: IT director, SVP Marketing, CMO, CFO and department influencers.
Businesses who are looking to improve the customer experience through omni-channel communications
Existing IntelePeer voice customers, where the applications can enhance their current communications and business processes.
Customers looking for ways to connect existing applications through APIs.
 Have need to automate business process to save time and money.
Want to layer in additional communication channels such as SMS messaging.

CUSTOMER TESTIMONIALS

"I'm so impressed with how easy it is to build what I need and the results we have seen in such a short amount of time using Atmosphere® SmartFlows and

Our TLS/SRTP encryption keeps your network and data safe and sound.

CLOUD
Atmosphere® Communications Platform 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, Atmosphere® Communications Platform can be used to deliver world-class communications experiences, create more effective customer interactions, and improve business processes.

Atmosphere® Programmable Voice
Establish global calling presence with automated voice interactions and workflows

Atmosphere® Messaging
Meet your customers where they are with more options to interact with you by easily adding SMS and social messaging channels.

Atmosphere® SmartFlows
Build, automate, and integrate communications and AI where your business needs it. All you have to do is drag and drop!

Atmosphere® Engage
Any department can easily send and manage omni-channel campaigns, automate business process, and engage customers.

Atmosphere® Insights
Make better business decisions with real-time and historical insights into all customer interactions across channels.

Atmosphere® APIs
Leverage our open APIs to communications-enable your business, web, and mobile applications.

Atmosphere® Engage," said Shaun Dolan, Media Director at Chamonix. "We were previously only converting about 10% of abandoned calls and since using Atmosphere®, it has increased to 40%. This offers so much more than basic contact center functionality, it helps us to uncover opportunities and connect with our market using their preferred method of communications."

QUALIFYING QUESTIONS

Company information (background, location, # employees)
What are the current business challenges (i.e. want to provide better customer experience, etc.)?
What is the specific problem(s) they are trying to solve?
What communication or business tools are currently in use (CRM, E-Commerce, Contact Center)?
What integration touchpoints are they looking for with those tools?
What additional communications solutions are in place today? (i.e. Inbound/ Outbound IVR, email, chat, social media)?
Who are the customer contacts working on the solution—e.g., Marketing, Operations, Technical/Developers, Program Management?
Do they have in-house development resources?
Is there a need for outsourcing development or implementation to our Professional Services team?
Do they currently have a voice or SMS supplier/carrier?

INDUSTRY RANKINGS

Two-time Gold Steve Award Winner for Customer Service of Year in Telecom Industry

INTERNATIONAL
IntelePeer is currently in North America, South America and Europe with plans to expand into Asia in 2010.

Significant International reach, with:
Service in 190 countries
130 carrier relationships
845 mobile carriers
GDPR compliant

Included in Frost and Sullivan CPaaS Buyer's Guide

+55 Net Promoter Score (compared to industry average of 24)

.0012 tickets per subscriber

4.85/5 CSAT score