

IntelPeer Cloud Communications for Contact Centers

Gain the flexibility and scalability of the Cloud



In today's highly competitive environment, to attract and retain customers enterprises must evolve how they interact with them. With the advent of the Internet, the available channels of interaction have dramatically expanded as customers move beyond traditional telephone calls to video, IM, SMS and social media. Consequently, contact centers need to consider Cloud Communications which provides multichannel communication capabilities and the flexibility to rapidly adjust to changes in demand. By embracing Cloud Communications, contact centers can transform how they operate while maintaining high standards of call completion, quality and network availability.

Simplify the Transition to IP Communications

With a diverse and ever changing communications landscape, many contact centers are facing the challenge of how to transition from costly TDM technologies to next generation IP communications to leverage its inherent advantages without having to make expensive investments in new infrastructure.

Cloud-based SIP trunking services is the answer. IntelPeer[®] has been delivering SIP trunking services since 2003, and offers solutions to contact centers transitioning from TDM to SIP-based communications that:

- **Leverage existing investments and simplify the transition to SIP/IP networks** with our all-IP platform that connects TDM (Time Division Multiplexing), IP interfaces and wireless networks without having to rip and replace your existing telecom infrastructure

- **Maximize efficiency and reduce communications cost** with our CoreCloud™ services that intelligently enable voice and rich media LCR (Least Cost Routing) through our over 60 service provider peering partners or alternatively, via specific carriers
- **Simplify processes by** connecting your IVR (Interactive Voice Response), ACD (Automatic Call Distributor), CTI (Computer Telephony Integration) and other apps directly into network services
- **Provide on-demand capacity** with services to rapidly scale for heavy voice termination requirements from short duration outbound IVR, predictive dialer telemarketing, and automatic notification traffic flows
- **Assure call delivery** with our automated network redundancy, availability, and toll-free diversity
- **Aggregate networks across over 60 service provider peering partners** to ensure maximum diversity for disaster recovery and resiliency so your communications services will always be available

Additionally, the IntelPeer CoreCloud communications services offer contact centers:

- Pay-as-you-go pricing without charges for port capacity or concurrent call paths
- Carrier-grade quality through real-time QoS management/ network optimization to scale and dynamically accommodate complex traffic patterns and loads
- Specific network solutions and commercial programs for predictive dialing and short duration calling
- Efficient toll-free solutions with multi-routes for all destinations
- Complete national re-routing functionality, including emergency re-routing
- Services qualified for leading contact center communications vendors including Avaya, Cisco, Interactive Intelligence, Voxeo and Microsoft

Leading IP Transformation with Cloud Communications

IntelPeer is a leading provider of Cloud Communications with services that transform contact center communications by increasing their flexibility and scalability, while reducing costs, and minimizing disruptions to existing applications and processes.

- Media Peering Grid™ services that transport over 23 billion voice minutes per year
- Direct connections to over 450 million telephone numbers in our proprietary SuperRegistry® global directory
- 6 global Peering Centers
- 24 x 7 x 365 Operations Center
- IP platform delivering SIP trunking services since 2003
- 60+ service provider peering partners
- Patented technology for CloudWorx™ cloud-based Communications-as-a-Service

Transform Your Contact Center with Cloud Communications

To learn how the IntelPeer Cloud communications services can help you ramp up the efficiency and drive down the cost of your communications, email SIP@intelepeer.com, call 1.877.336.9171 or visit www.intelepeer.com/contact-centers.



www.intelepeer.com

Corporate Headquarters
2855 Campus Drive
Suite 200
San Mateo, CA 94403
T: 650.525.9200
F: 650.287.2628

IntelPeer, Inc. is a leading provider of on-demand, cloud-based communications services for enterprises and service providers. The patented IntelPeer CloudWorx™ software platform, leveraging the scale and reach of the Cloud, delivers multi-modal communications, including voice, video, unified communications, and other rich-media with high quality and reliability. IntelPeer enables customers to rapidly and cost-effectively transition from legacy telecommunications networks to IP-based communications, with little or no additional capital expenditures. As a result, IntelPeer customers can improve their return on investment on communications equipment and services. For more information visit: www.intelepeer.com.

Copyright ©2012 IntelPeer, Inc. All Rights Reserved. IntelPeer, the IntelPeer logo, CloudWorx, Media Peering Grid, SuperRegistry and AppWorx are trademarks of IntelPeer, Inc.