Add Omni-Channel Communication Workflows to Watson

Integrated with IBM Watson applications and capabilities, Atmosphere® SmartFlows is an intuitive platform that anyone can use to create and manage omni-channel communication workflows. Whether you are in marketing, customer support, or just short on development resources, it's easy to build, automate, and integrate communications anywhere your business needs it—no coding required!

Control the customer experience across communication channels

Today's consumers expect to be able to communicate with companies in multiple ways, so how do you manage all of those interactions? With SmartFlows, you can build workflows that are integrated with your business processes, giving you control over the customer communications experience across voice and messaging channels and third-party business applications. IntelePeer's CPaaS provides a pre-integrated solution for communications enabling IBM Watson applications including speech recognition, Text to Speech (TTS), Speech to Text (STT), Tone Analysis, Sentiment Analysis, Watson Assistant, and other capabilities.

Automate inbound and outbound interactions

Improve customer satisfaction and reduce costs with inbound and outbound flows that you can completely tailor to meet your specific business needs. With voice and SMS capabilities, you can deliver a multi-channel experience for customer interactions such as marketing campaigns, technical support, and self-service account management.

Creating automated interactions is a breeze with SmartFlows. Simply drag and drop actions and connect them together into flows.
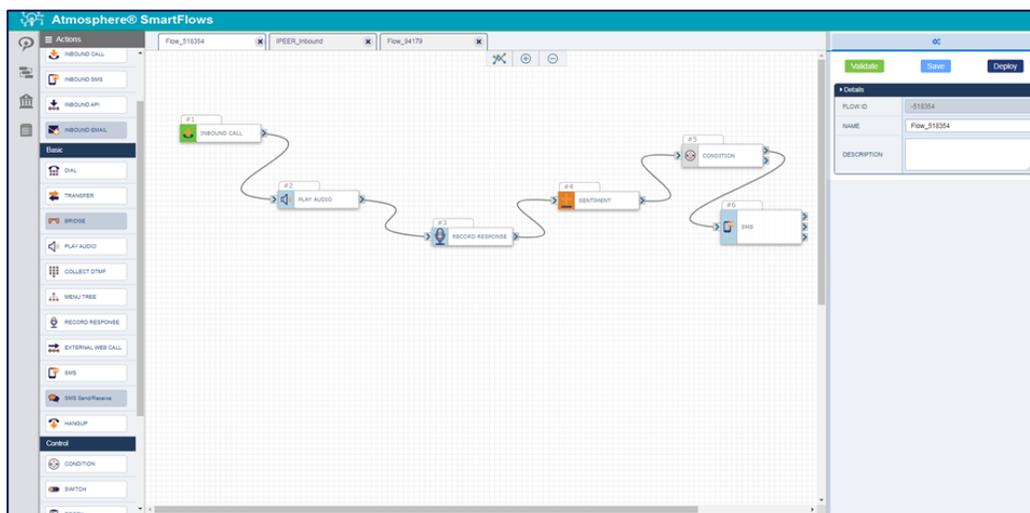
Integrate communications into business applications and processes

Streamline business processes by integrating communications into your other business applications, such as CRM, marketing automation, Contact Center software, billing systems, and more. For example, customer support requests can be transferred to a live agent if the issue can't be resolved through the automated system. Outbound notifications such as prescription refills can be personalized with data pulled from a CRM. Communications are at the center of your customer experience and now can be at the center of your business workflows as well.

Craft applications for any business need

Atmosphere® SmartFlows was created by our team of customer experience experts to meet the needs of the most demanding enterprises. It's flexible and powerful enough to create applications tailored to your specific business workflows and customer interactions. The sky is the limit to how you can use SmartFlows for your business!

Customer support	Loyalty programs	Appointment reminders
Promotions	Bill payment	Surveys & polls
Prescription refills	E-commerce	Alerts & notifications

Enjoy scalability and industry-leading reliability

Big campaign? Traffic spikes? No problem! With embedded IBM Watson application and capabilities built into the Atmosphere® Communications Platform, you can count on instantaneous scalability to meet demand with an industry-leading 99.999% uptime. SmartFlows is easy to use but our award-winning customer support team is here for you 24x7x365, just in case you need it.

About IntelePeer

IntelePeer delivers an omni-channel communications platform 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 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. It's time to move beyond basic communications! Visit www.intelepeer.com to learn more.