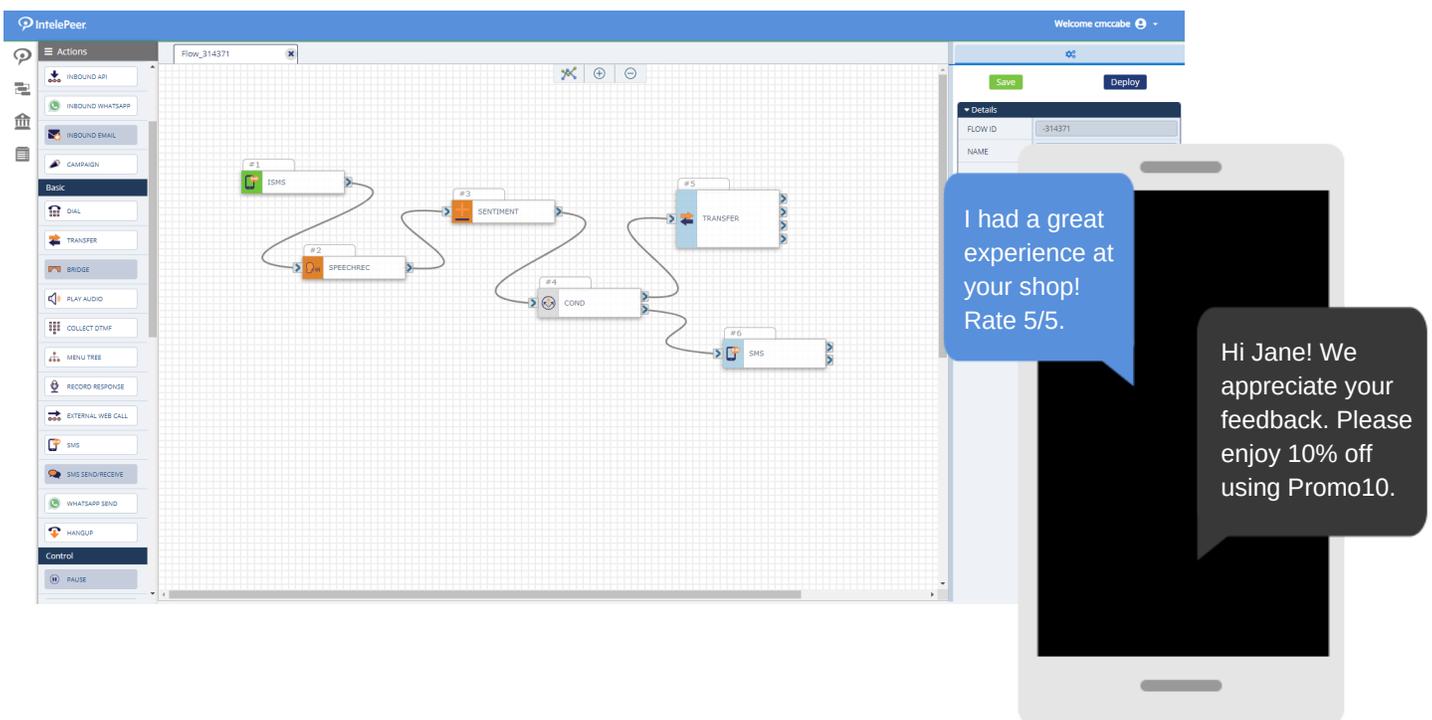


Build automated omni-channel communication workflows

Atmosphere® SmartFlows empowers employees across the entire to create and manage omni-channel communication workflows. The simple drag-and-drop interface allows you to enhance your entire communications strategy in minutes. 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!

Atmosphere® SmartFlows was created by our team of customer experience experts to meet the needs of the most demanding enterprises.

- ✓ **Create consistent experiences** to offer the best user experience possible with complete control over inbound and outbound communications.
- ✓ **Automate interactions** and make manual processes a thing of the past with workflows deployment triggers based on customer behavior.
- ✓ **Integrate** Atmosphere® SmartFlows with your existing business and communications applications such as CRM, billing, WhatsApp, Facebook Messenger, and more.
- ✓ **Leverage built-in AI** including IBM Watson Assistant, Amazon Polly, and Google to enhance interactions with your customers.



The screenshot displays the IntelPeers Atmosphere SmartFlows interface. On the left, a sidebar lists various actions such as INBOUND API, INBOUND WHATSAPP, INBOUND EMAIL, CAMPAIGN, DIAL, TRANSFER, BRIDGE, PLAY AUDIO, COLLECT OTMF, MENU TREE, RECORD RESPONSE, EXTERNAL WEB CALL, SMS, SMS SEND/RECEIVE, WHATSAPP SEND, and HANGUP. The main workspace shows a workflow diagram for 'Flow_314371' with steps: #1 SMS, #2 SPEECHREC, #3 SENTIMENT, #4 COND, #5 TRANSFER, and #6 SMS. On the right, a 'Details' panel shows 'FLOW ID: -314371' and 'NAME'. Below the interface, a mobile device displays two feedback messages: 'I had a great experience at your shop! Rate 5/5.' and 'Hi Jane! We appreciate your feedback. Please enjoy 10% off using Promo10.'

Enhance processes across the business



Customer Service

Measure the overall sentiment or tone of incoming customer communications and automate follow-up actions for positive and negative feedback. Use the Percentage Routing action to divide incoming traffic based on percentage or which region the caller is calling from.



Finance

Streamline billing reminders by using SMS opt-ins to allow customers to check account balances and pay bills at their convenience. Send customers account balance and payment reminders to ease collections processes and save time reaching out for payment.



Marketing

Build integrated, omni-channel campaigns and automate customer feedback through their preferred channels of communication. Send out coupons to increase product adoption and put a smile on your customers' faces.



IT

Provide customer self-service options and empower customers with the tools they need to address routine inquiries, and free your agents up to handle more complex issues. Integrate with your favorite trouble ticket management system to make your help desk run a little smoother with automated status updates.



Human Resources

Automate internal communications like onboarding, company policy updates, office closures, and more. Recruit new employees through SMS, email, or outbound calls.

About IntelPeer

IntelPeer 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!

