

Easily control inbound calls across locations

Atmosphere® Cloud Routing gives you the power and flexibility to manage incoming calls across all of your locations, no matter what vendor and PBX each location uses. With complete control, down to the smallest detail, you can create routing patterns and set call destinations that truly adapt to changes in your business needs.

Always stay up and running, even if disaster strikes

No one expects a disaster to strike, but if one should, use Atmosphere® Cloud Routing to keep your operations running without skipping a beat. Quickly route calls from the affected phone system to your other working locations to make sure no call is abandoned.

Adjust routing patterns on the fly

Access the system from any device to easily change routing patterns depending on real-time call volumes and answering availability. As call volumes and answerability change, you can view real-time analytics and reporting to adjust and optimize routing patterns as needed.



Percentage allocation – Control the volume of calls that each location receives by assigning a percentage of calls to be directed to each one.



Geographical – Route calls to the location that is closest to where the customer is calling from.



Time of day – Provide 24-hour support by routing to locations in different time zones or send calls to voicemail during after hours.



Round robin – Equally distribute incoming calls by routing them to each location until one answers.



Random percentage allocation – Let the system take care of call allocation by automatically determining percentages based on availability.



Sequential – Establish call order so it always routes straight to a specific group or location before going to the next options if the first is busy.

Benefits of Atmosphere® Cloud Routing



Do it yourself

Our intuitive interface makes it easy for you to configure and edit your call route settings in real-time.



Cost effective

Our cloud-based software means no capital investment required.



Enhanced customer service

Set up routing patterns to reduce customer wait time. Monitor and record calls to ensure quality.



Highly Available

Be confident using a redundant cloud-based solution that always keeps you up and running. Recover on the fly by adjusting routing patterns that take effect immediately.

Key Features



Configurable Routing – Design call routing patterns to match your demands. Choose from round robin, sequential, percentage-based, or time-based patterns.



Destination Unreachable – Determine how calls should be handled if the location can't answer. Choose to send it to voicemail or route to another location.



Toll Free Number Manager – Easily track, rest, and re-allocate all of your phone numbers from different campaigns.



Live Monitoring and Recording – Monitor and barge in to any call regardless of where it's routed to—PBX, Contact Center, ACD, or Agent.



CRM Integration – Identify who callers are before you transfer to your agents by integrating with your CRM through an open API.



Reporting – View real-time analytics to make informed decisions and know exactly how each location is performing.



Centralized Administration – Manage the call flows to all your locations from your Atmosphere® Dashboard. Change call routes at any time, instantly.

We're Better. Here's Why...



Expert Support



Dedicated Account Managers



Customized Solutions



Self-Service Portal

Our Customers Agree...

"No other provider so far is able to match the service offerings that IntelPeer provides."

First Nations Home Finance

"IntelPeer's ability to understand our communications needs from the moment we deployed spoke volumes."

Horizons Consulting