

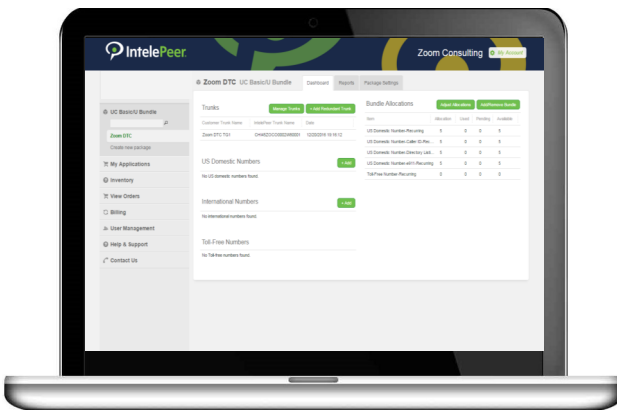
Flexibility and Control in Your Hands

IntelPeer’s self-service Customer Portal makes it easy to order, track, and manage your voice and communications services. Through a customizable, web-based interface, customers can quickly order new services, manage existing services, view detailed invoices, and access round-the-clock service and support.

Manage your voice services

Need the ability to make changes on demand? Our self-service portal puts service management at your fingertips.

- ➔ Configure and manage SIP trunks
- ➔ Manage and add local, toll-free, and international telephone numbers
- ➔ Redirect calls to another location or mobile phone
- ➔ Track usage and order activation service
- ➔ View invoices and call details



Enhance the resiliency of your communications

Ensure your service stays up and running with additional features for business resiliency. If any part of your local network connectivity is lost, you don’t have to miss a beat.

The Switched Number Translation application offers enhanced call management by providing a way to configure US Domestic DID or toll-free telephone numbers for call forwarding and failover, or to translate the dialed telephone number into another number prior to delivering the call.

Why IntelPeer’s Customer Portal?



Order and Manage Services

Configure SIP trunks, order numbers, and manage usage from an easy-to-use and central dashboard.



Contact Customer Support

Submit and track support cases and access round-the-clock customer support.



Increase Uptime

Take control of outages by redirecting your calls to another location or mobile phone.



Scale On Demand

Quickly add capacity to meet changing demand and business needs.

Gain complete visibility and analytics

Gain total visibility into your voice services. Comprehensive reporting features are available to analyze your company's usage, monitor call capacity, and network performance through daily or monthly CDRs and the analytics application.

The Analytics application offers a deeper view of service metrics, key performance indicators (KPIs) and "near real time" insight into network performance and analysis by analyzing five minute, hourly and daily incremental views for both Origination and Termination traffic. Analytics is accessible under the "My Applications" section and provides insight into the call attempts, usage and completion ratios.

The screenshot displays the IntellePeer Customer Portal interface. At the top, the IntellePeer logo and user name 'Chris Esquibel' are visible. The main content area is titled 'My Applications' and 'Analytics'. A sidebar on the left contains navigation options like 'Usage-based', 'Outbound Only', 'My Applications', 'Inventory', 'View Orders', 'Billing', 'User Management', 'Help & Support', and 'Contact Us'. The main content area shows a 'Select granularity and range:' section with radio buttons for '5 min', 'Hourly', 'Daily' (selected), and 'Breakout By Time'. Below this is a 'Run Report' button and a table of analytics data.

Date	Completed to Seizure Ratio (Avg.)	Answer to Seizure Ratio (Avg.)	Post Dial Delay (Avg.)	Minutes of Use (Sum)	Average Call Hold Time (Avg)	Call Attempts (Sum)
08/06/2015 14:00	97.3684	11.8421	1.67899	0.701	0.0778888	76
08/06/2015 15:00	96.7273	10.9091	1.90384	6.33446	0.211149	275
08/06/2015 16:00	93.9084	22.3555	2.93157	62.6476	0.0861727	3252
08/06/2015 17:00	95.4292	31.9145	2.98421	172.801	0.102431	5286
08/06/2015 18:00	95.9026	32.4276	2.35524	199.861	0.156508	3938
08/06/2015 19:00	94.4134	33.1664	2.40598	194.603	0.133564	4393
08/06/2015 20:00	94.7585	28.352	2.78915	77.8723	0.127869	2148
08/06/2015 21:00	96.6201	16.3609	2.35109	59.5466	0.127869	2671

Simple and easy-to-use interface

At IntellePeer, we believe you should have complete control and visibility into your business communications. Our self-service customer portal was designed so you can spend less time managing your services and more time focused on operational needs. We make this possible with a user-friendly interface and straightforward ordering process—no technical expertise required!

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



Expert Support



Customized Solutions



Dedicated Account Managers



Self-Service Portal

Our Customers Agree...

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

First Nations Home Finance

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

Horizons Consulting