



## Actionable insights to create a better customer experience

How are your customers communicating with your business? How are your contact centers performing based on sales or customer satisfaction metrics? Are there hidden opportunities to drive more value?

Atmosphere® Insights offers analytics, artificial intelligence, and machine learning to provide answers to these questions and more. With intuitive visual dashboards, data streams, and custom project engagements, you get all the insights you need to ensure you are delivering the best possible experience to your customers.

## Track customer interactions across channels and applications

Atmosphere® Insights captures all customer interactions across the Atmosphere® platform and integrated third-party business applications to turn communication content into value. Whether the conversation starts via phone call or text message, Atmosphere® Insights can mine these valuable interactions to create powerful intelligence. Measure the things that are most important to your customer experience and communications strategy, such as:

- ➔ Detailed call reporting
- ➔ Agent performance
- ➔ Activity trends
- ➔ Detailed message reporting
- ➔ Location performance
- ➔ Queue handling

## View real-time and historical data in customizable dashboards

Atmosphere® Insights intuitive and customizable dashboards captures all data in easy-to-read tables and graphs that turn numbers into actions. View real-time metrics to quickly adapt to changes in today’s business needs and generate detailed historical reports to make more informed decisions for tomorrow. Add on advanced functionality such as call recording, email alerts, and artificial intelligence to stay on top of the ins and outs of your customers’ communication experience.



## Integrate data into existing analytics platforms

If you are already using an analytics platform or prefer to build your own dashboards, leverage our APIs or standardized data connectors to integrate with the Atmosphere® platform and automate delivery of raw customer interaction information. Stream data in real-time or on a schedule, based on the time frames of your choosing.

## Leverage analytical expertise

Need a hand with interpreting data? Our in-house experts are here to help you understand your information and make informed decisions.

## Improve processes and customer service across the business

Communications are at the center of your customer experience and customer experience is at the center of your business. Atmosphere® Insights provides valuable information that can be used across your organization to make more informed business decisions, improve processes, reduce costs, increase revenue, and deliver superior service at every customer touchpoint.



C-Suite



Marketing



Sales



Customer Service



Operations



Finance

## About IntelPeer

IntelPeer delivers an omnichannel communication platform as a service (CPaaS) 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 real time 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](http://www.intelepeer.com) to learn more.