



## Build Omni-Channel Communication Workflows

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!

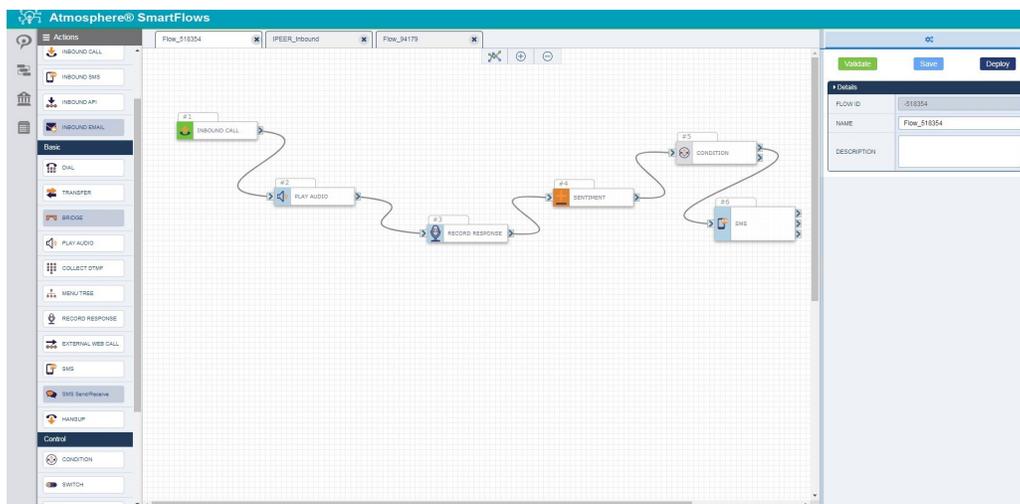
## Control the customer experience across communication channels

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.

## 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! SmartFlows applications run on the Atmosphere® Communications Platform, which scales instantaneously to meet demand and is built from the ground-up to deliver 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 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.