

# Atmosphere Insights

## Datasheet

### Actionable insights to create a better customer experience

Atmosphere Insights offers analytics, artificial intelligence, and machine learning to provide a solution that answers the toughest communication questions. With intuitive visual dashboards and data streams, you get all the insights you need to ensure you deliver 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, text message, social channel, or more, 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



Detailed message reporting



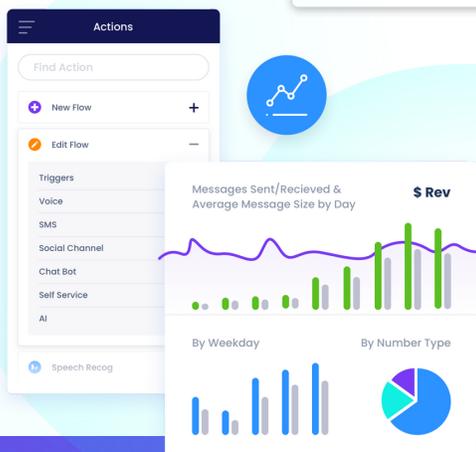
Detailed application data



Segmented location & service type



Interaction & activity trends



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

Atmosphere Insights intuitive and customizable dashboards capture 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.

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## 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 the delivery of raw customer interaction information. Get your data on-demand, filter based on different time frames, or schedule it and have it delivered directly to your inbox.

## 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.



## 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.

Go to [intelepeer.com](https://intelepeer.com) for more info.