

Engage customers like never before with social channel messaging

It's no secret that social media has taken over as one of the most popular ways to stay connected in our personal lives. More and more customers are engaging with businesses by using the built-in messaging capabilities of social channel applications. Are you taking advantage of these channels? Now, with Atmosphere Social Messaging, you can integrate with popular social channels such as Facebook, WhatsApp, and more.

Automate processes and extend your reach

Sales, marketing, customer service, finance, and other teams can automate processes and enhance customer communications with social channel messaging. What's better is you will be providing a convenient way to interact with your customers on a social channel they know and love. Quickly respond to customer service issues or provide product information without having customers wait on hold to speak with a live agent.

Social channel messaging can also be used for your internal processes to enhance employee satisfaction and communication. Boost morale, and stay connected to your team by giving them up to the minute information via their favorite social channels.



Employee communications



Order notifications



Shipping alerts



Billing inquiries



Customer support



Two-factor authentication

Integrate social channels into workflows with Atmosphere SmartFlows

Atmosphere SmartFlows makes implementing social channel messaging into your workflow a piece of cake. Social messaging channels are built-in integrations, so you can easily drag-and-drop to create workflows that send and receive messages through WhatsApp, Facebook Messenger, and other platforms. Plus with our open APIs and other third-party integrations you can build more customized workflows and applications, such as integrating with your CRM to deliver more personalized social channel messages.

The image shows the IntellePeer workflow builder interface on the left and a mobile phone displaying a chat conversation on the right. The workflow builder features a grid with various action blocks: 'ICALL', 'PLAY AUDIO', 'SWITCH', and 'TRANSFER'. A 'Settings' panel is open, showing options for 'TIME ZONE' (with an 'Enter Location' field), 'DEFAULT TTS' (with 'Vendor' and 'Voice' dropdowns), and 'DEFAULT ERROR AUDIO' (with a 'Configure Audio' button). The mobile phone screen shows a chat with four messages: 'What is my balance?', 'Hi John! Your current balance is \$150.89.', 'I want to pay my bill.', and 'Please visit our payment system: paymybill.com.'

About IntellePeer

IntellePeer 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 intellepeer.com for more info.