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Your agility.

Empowering your
business with enterprise
CPaaS

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In the new experience economy where businesses, and people connect via social media, email, video conferencing and more, it is a business imperative for digital touchpoints to be convenient, intuitive, and easy to use.

Customer experience is the new battleground and businesses that deliver instant resolution and service, are the ones with the competitive edge. Forward thinking businesses see Communications Platform as a Service (CPaaS) as a valuable addition to enable omnichannel communication for internal and external engagement.

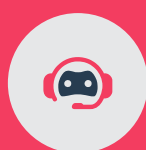
Increasing use of self-service channels such as chatbots, online portals, conversational chatbots are the business norm today in healthcare, banking, and CPaaS is emerging as the go-to platform to deploy a variety of automated inbound and outbound customer communication, including :



SMS



Video



Chatbot



Omnichannel
Communication



Voice

Challenges with the existing ecosystem

- As brands interact with customers across multiple of communication channels and devices, understanding the challenges of the customer journey can be difficult.
- Absence of an integrated interaction can lower the customer experience
- Challenges of connecting with customers on mobile devices around security, privacy and compatibility leads to increased costs and fragmented experience for both brands and customers.
- Lack of strong data security controls and protocols allows man-in-the-middle attacks from fraudsters.
- Data breaches are common even at the largest enterprises, resulting in loss of revenue and brand reputation.
- Regulatory non-compliance and leakage of revenue due to counterfeiting and grey routes

Intense's Communications Platform

Towards a differentiated & hyper-personalized approach to customer engagement

A robust CPaaS platform can help you overcome not only the challenges mentioned above, but others you may not have considered, including permissions management, consent, routing and archiving.

Intense offers you a full-stack of communication channels – voice, video, SMS, messaging- that are tightly integrated yet modular for you to pick the channels you need and effortlessly add on more for an omnichannel experience.

Our AI-powered engine helps minimize network latency and deliver quality communications. Using advanced functionalities like facial and emotion recognition, text-to-speech and more, we help enterprises with innovative customer interactions.

Customizable Platforms - APIs and SDKs help developers integrate the required call functionalities into their applications using any programming language. Using low-code, visual builders, our solution enables easy development.

Fast and Easy Deployment - Our flexible deployment options allow you to deploy on your data centre, private cloud or hybrid. Built for scalability and security, our robust architecture ensures best communications experience.



Intense's Developer-trusted, AI-enabled Communications Platform-as-a-Service

- **Seamless Integration:** Integrate your communication channels with existing applications or services, to better manage and streamline communication processes.
- **Increased Efficiency:** Automate communication processes, reduce the need for manual intervention and increase overall efficiency.
- **Enhanced Customer Experience:** With better communication channels, businesses can improve customer experiences by providing real-time communication options, such as chatbots, video conferencing, and instant messaging.
- **Scalability:** Depending on the business's communication needs businesses can easily add or remove communication channels as needed.
- **Flexibility:** Choose the communication channels that work best for your specific needs, and tailor their communication solutions to their unique business requirements.



Discover how you can partner with us to drive customer engagement. With a proven track record working with large, public enterprises, banks and telecoms Intense offers CPaaS with Advanced Security (Multifactor Authentication and Biometrics) features and supports a wide range of communication use cases.

Contact us to [know more](#).



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