

# Empowering Businesses to Achieve Better Outcomes

Intelligent Communications: Powered by AI

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Josh Varela

May, 2026





*There will be a computer on every desk in every home.*

**BILL GATES**  
former CEO, Microsoft

**1975**





*This is the end of software.*

MARC BENIOFF  
CEO, Salesforce

1999





*Today, Apple is going to reinvent the phone.*

STEVE JOBS  
former CEO, Apple

2007



Microsoft

intel.

DELL



Adobe

Lenovo

amazon

Google

Meta



workday. servicenow.



venmo



Uber

DOORDASH



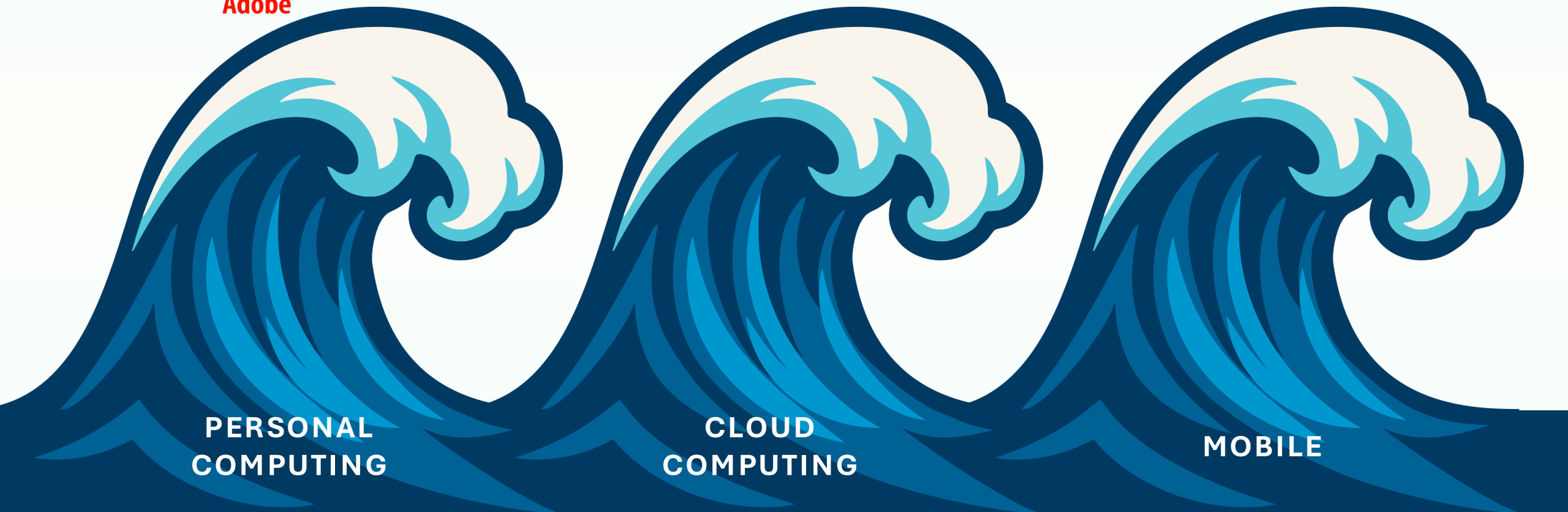
airbnb

SAMSUNG

PERSONAL  
COMPUTING

CLOUD  
COMPUTING

MOBILE



PERSONAL  
COMPUTING

CLOUD  
COMPUTING

MOBILE

 Britannica

 YellowPages™

 SMITH CORONA

xerox

SIEBEL

IBM

 Sun  
microsystems

Novell

 BLOCKBUSTER

AOL

 hp

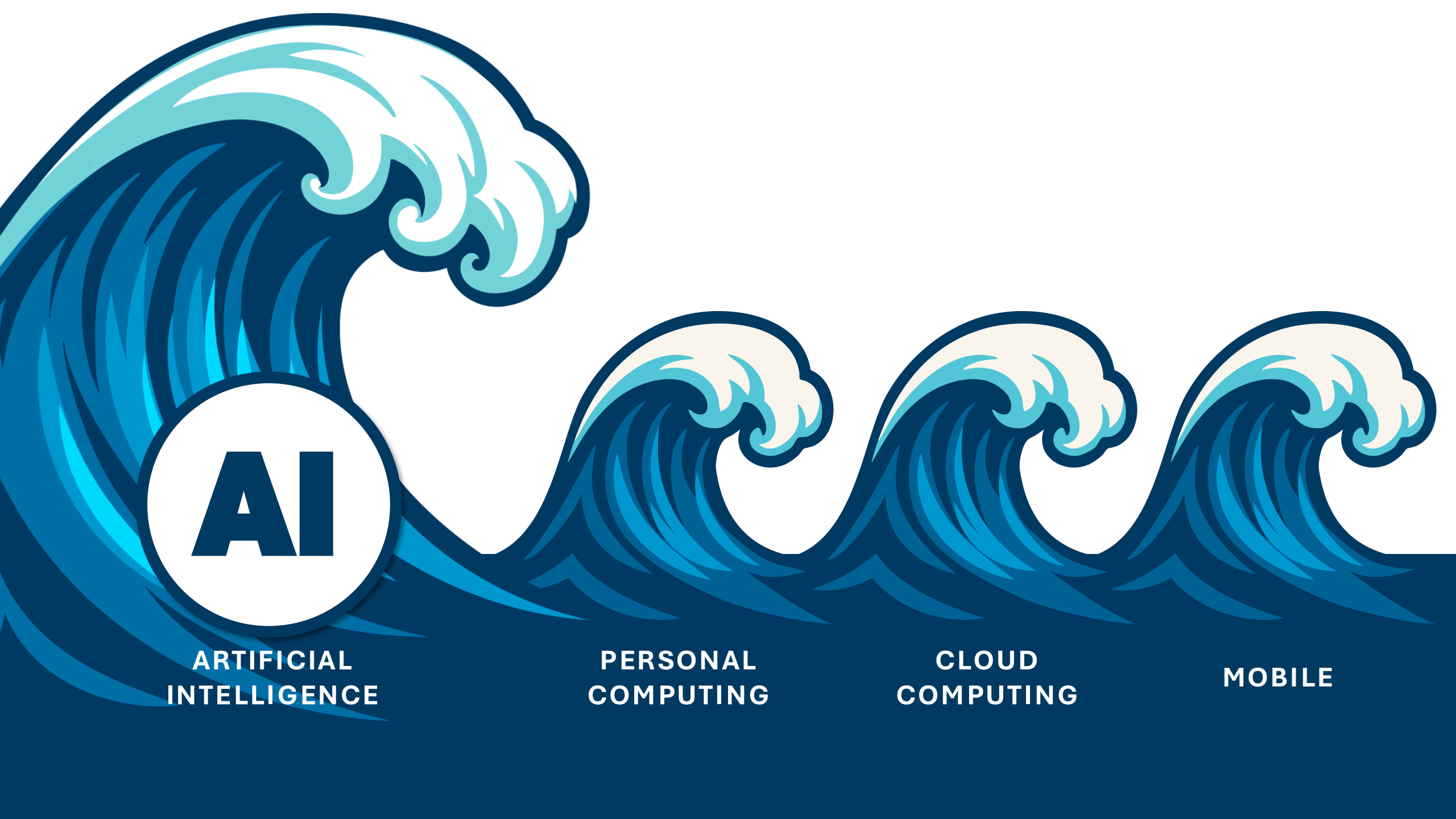
TOWER  
RECORDS

Kodak

Nikon

OLYMPUS

yahoo!



**AI**

**ARTIFICIAL  
INTELLIGENCE**

**PERSONAL  
COMPUTING**

**CLOUD  
COMPUTING**

**MOBILE**

# SMB (<1000 Employees) Readiness for AI Agents



- Commissioned Survey - October 2025

47%

of SMBs consider AI a top 3 purchase criteria for comms solutions today, compared to only 7% three years ago.

45%

of SMBs are willing to pay for AI Agent in addition to their UCaaS or CCaaS subscription.

80%

of SMBs expect AI Agents to **supplement** rather than replace human agents.

# Partners Play A Key Role in SMB AI Decisions

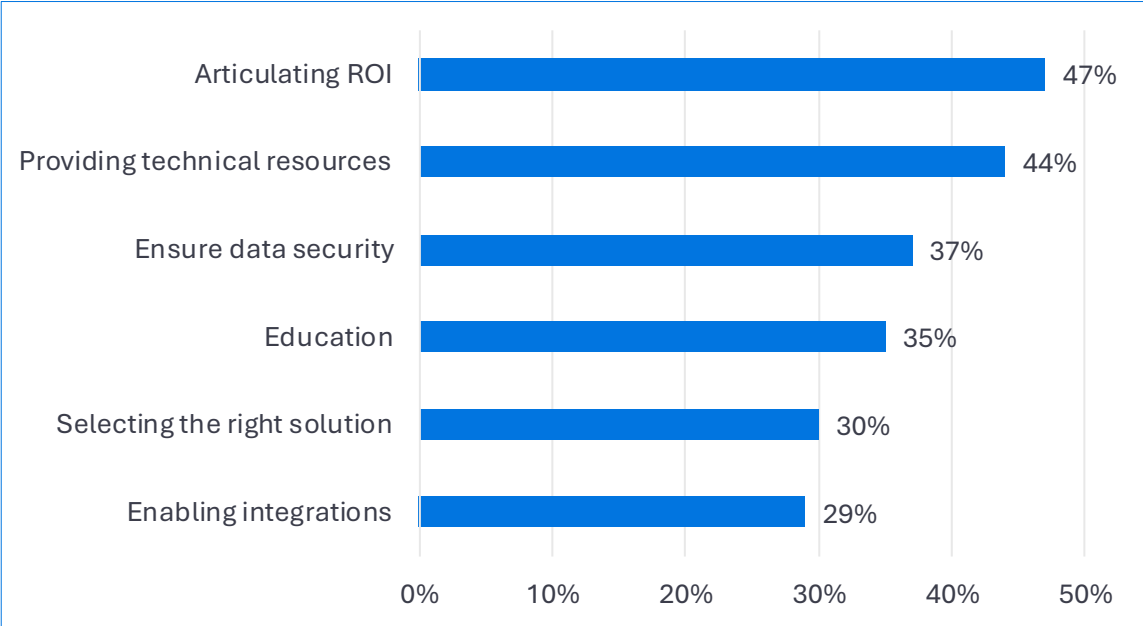


- Commissioned Survey - October 2025

# 92%

of SMBs prefer integrated AI solutions over stitching together best-of-breed tools.

## Top Ways Intermedia and Partners Can Help Customers Adopt AI



# One Intelligent Platform. Smarter Interactions. Better Outcomes.

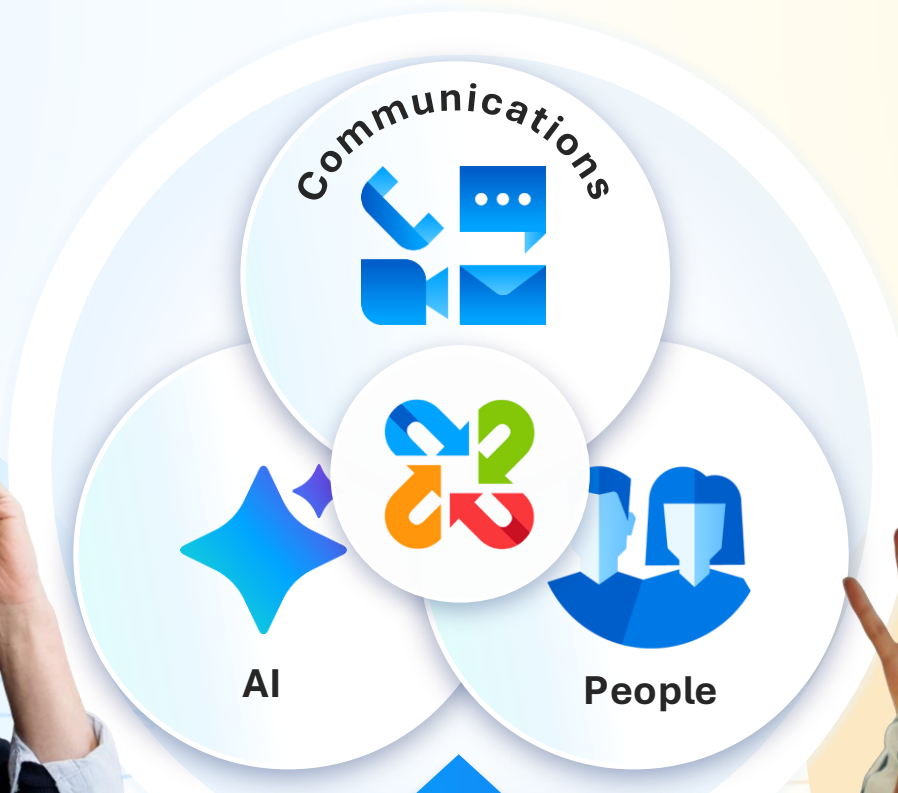
## Empower Employees

Enhanced  
Productivity,  
Collaboration  
and Efficiency



## Delight Customers

Unify and Streamline  
Customer Touch  
Points, Creating  
Exceptional  
Experiences



**ORCHESTRATION LAYER:** A single conductor coordinating channels, workflows, and systems while applying logic, policies, and guardrails.

**DATA LAYER:** Single data lake to collect data and fuel AI and Insights.

**SECURITY:** Triple Shield | Data Protection

# AI-Powered Communications for YOUR Workplace

## Cloud Communication on the go

Any where, time, device, and channel

## Unified UC + CC Capabilities

All-in-one platform to enhance customer experience

## Microsoft Teams Integration

Enhance Teams experience with UC, CC and Archiving.

## AI for Every Phase of your Interactions

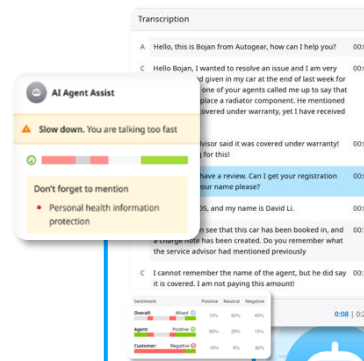
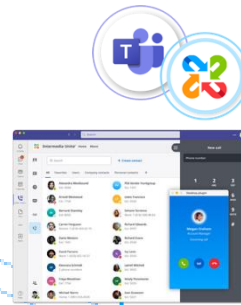
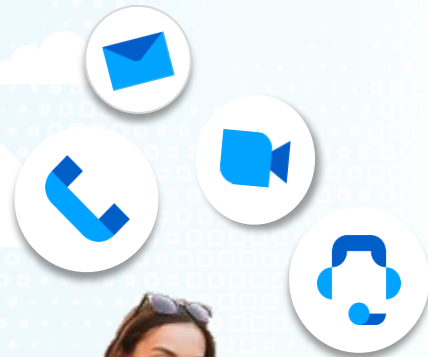
Automation, Assist & Insights

## Intelligence & Insights

Analytics, Search & Archiving, Insights

## Open-Platform

Seamless integration within your ecosystem



AI for Every Phase of your Interactions Before, During & After



**AI-Ready:** Agents & Assistants



**Reliable:** 'Five nines' Uptime



**Secure:** Triple Shield



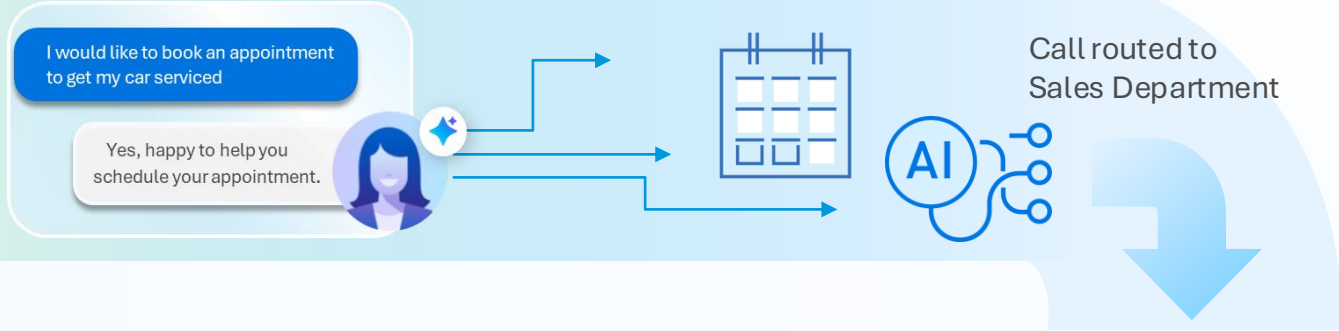
**Support:** Best-in-Class

# Orchestrated Business Journey



**1** Greet customers, answer questions, schedule bookings and route calls: **AI Agent | Receptionist**

First point of contact with your digital teammate.

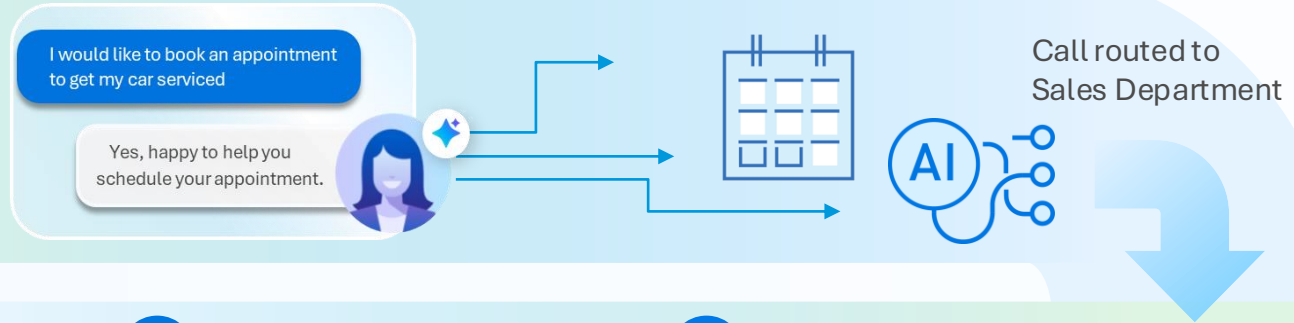


# Orchestrated Business Journey



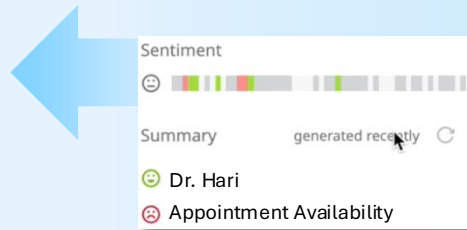
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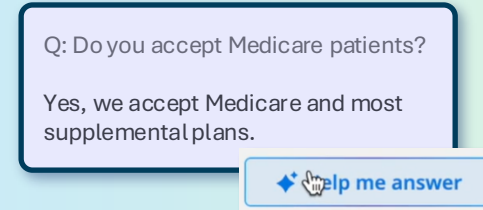
## 3 **AI Supervisor Assist**

Instantly see the status of all interactions and correct issues in real time.



## 2 **AI Agent Assist**

Helps answer questions instantly and summarizes the interaction.

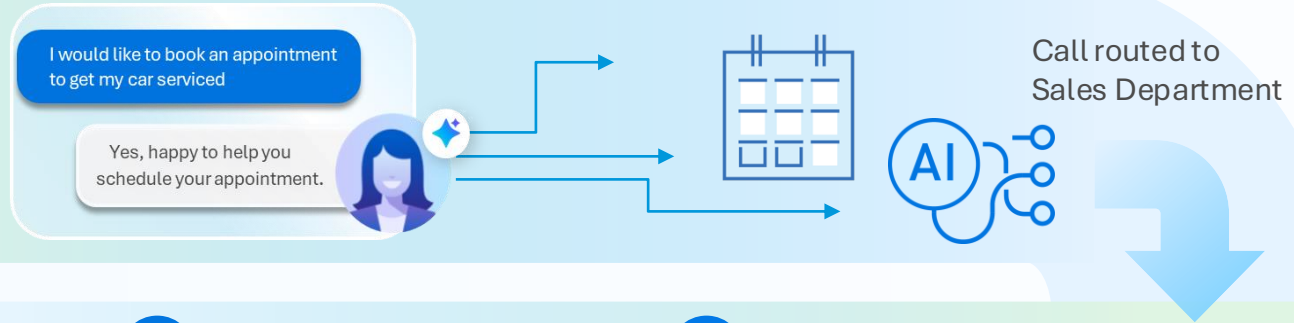


# Orchestrated Business Journey



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## 4 **AI Evaluator**

Use post-call reviews to focus on key interactions and improve employee performance.

Transcription Information

Keywords: Technician Error Name

Found 1 / 2

A Okay, And your company name?

C I'm with Gold Environmental.

A And what problem do you have now?

C My agents can't log in to the system. There is some kind of error

A What error? Can you describe what is happening when you try to log in?

C After agents entered their credentials and pressed the sign in button a warning appeared. It is said, you have reached the limit for the number of agents logged in at the same time.

A I see, and what is your account subscription?

C I have a pro subscription

Agent performance

Talk/listen ratio: 54/46

Words per minute: 137

## 3 **AI Supervisor Assist**

Instantly see the status of all interactions and correct issues in real time.

Sentiment

Summary generated recently

Dr. Hari

Appointment Availability

## 2 **AI Agent Assist**

Helps answer questions instantly and summarizes the interaction.

Q: Do you accept Medicare patients?

Yes, we accept Medicare and most supplemental plans.

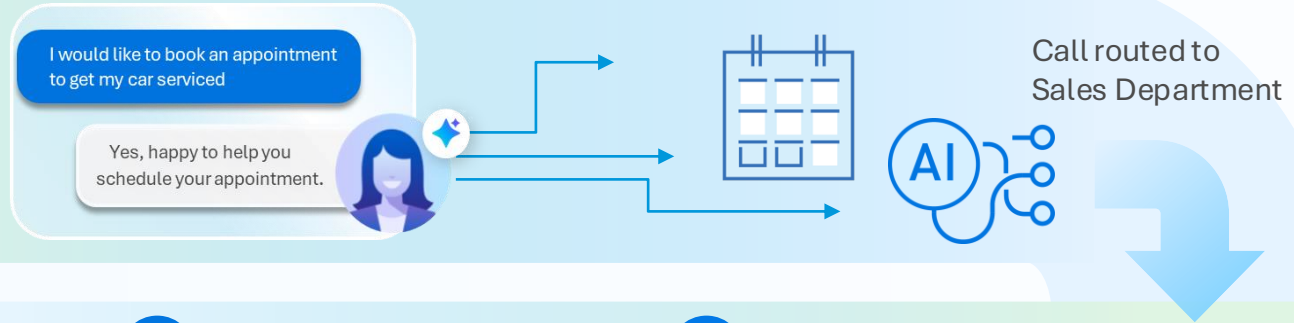
help me answer

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## 5 **Uncover insights from your business interactions: AI Topics & Trends**

Equips managers to identify blind spots and make data-driven decisions.

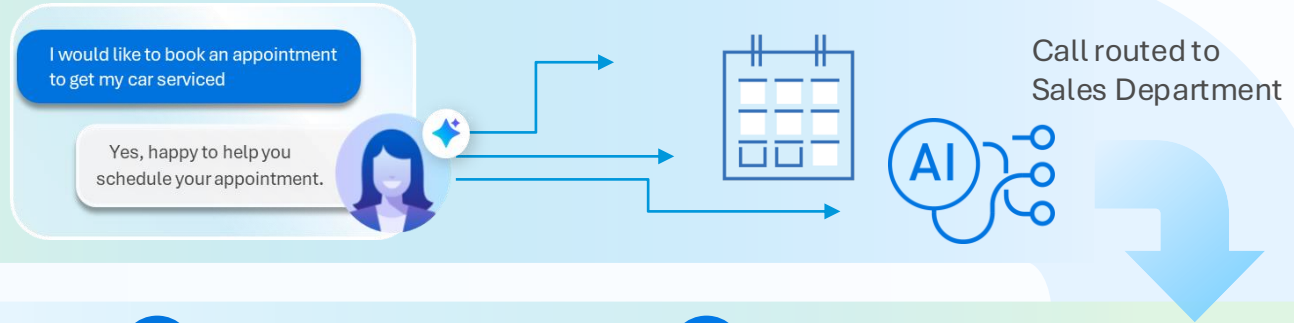


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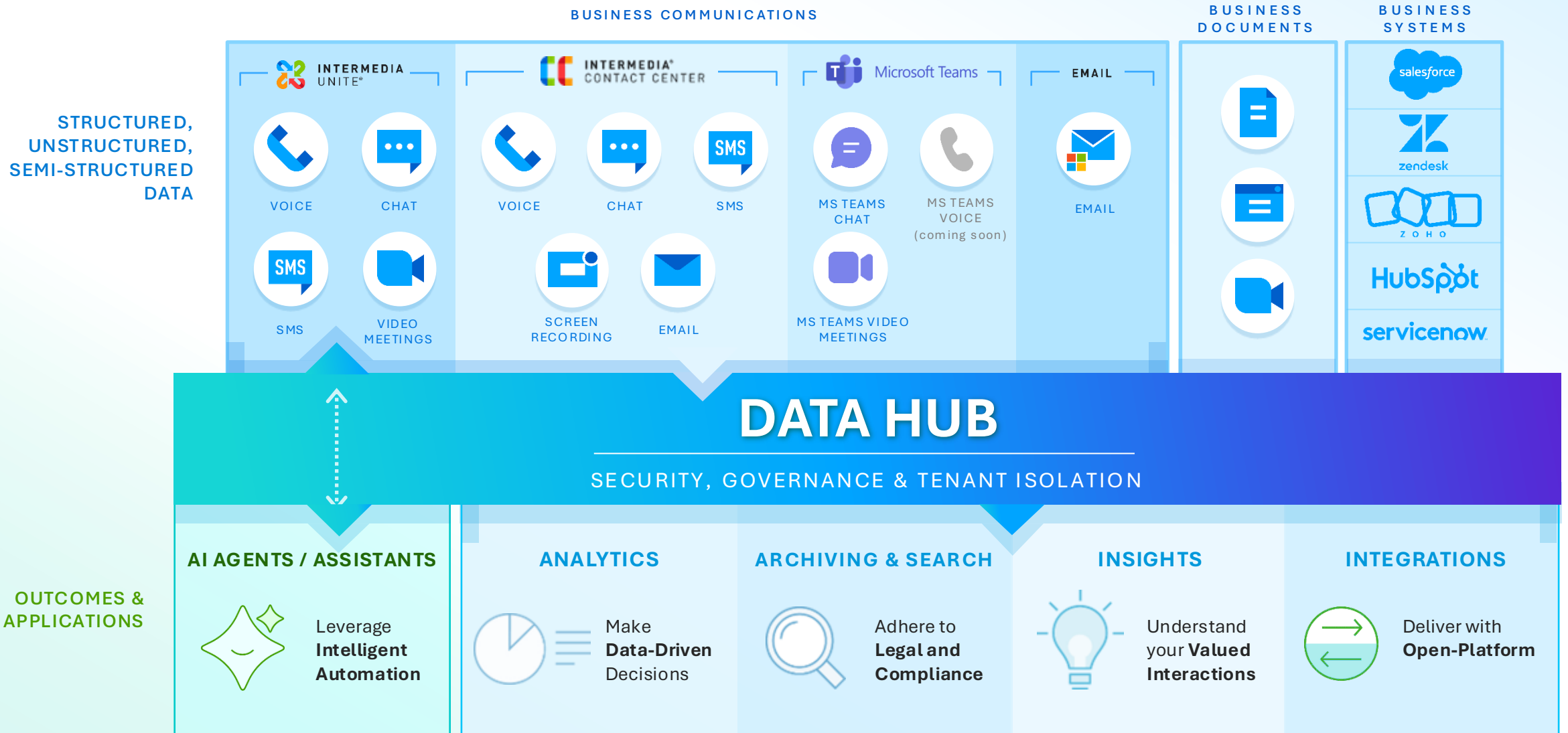
## 6 **Update Knowledge**

Based on positive and correct interactions, adjust the knowledge repository to better engage with AI.



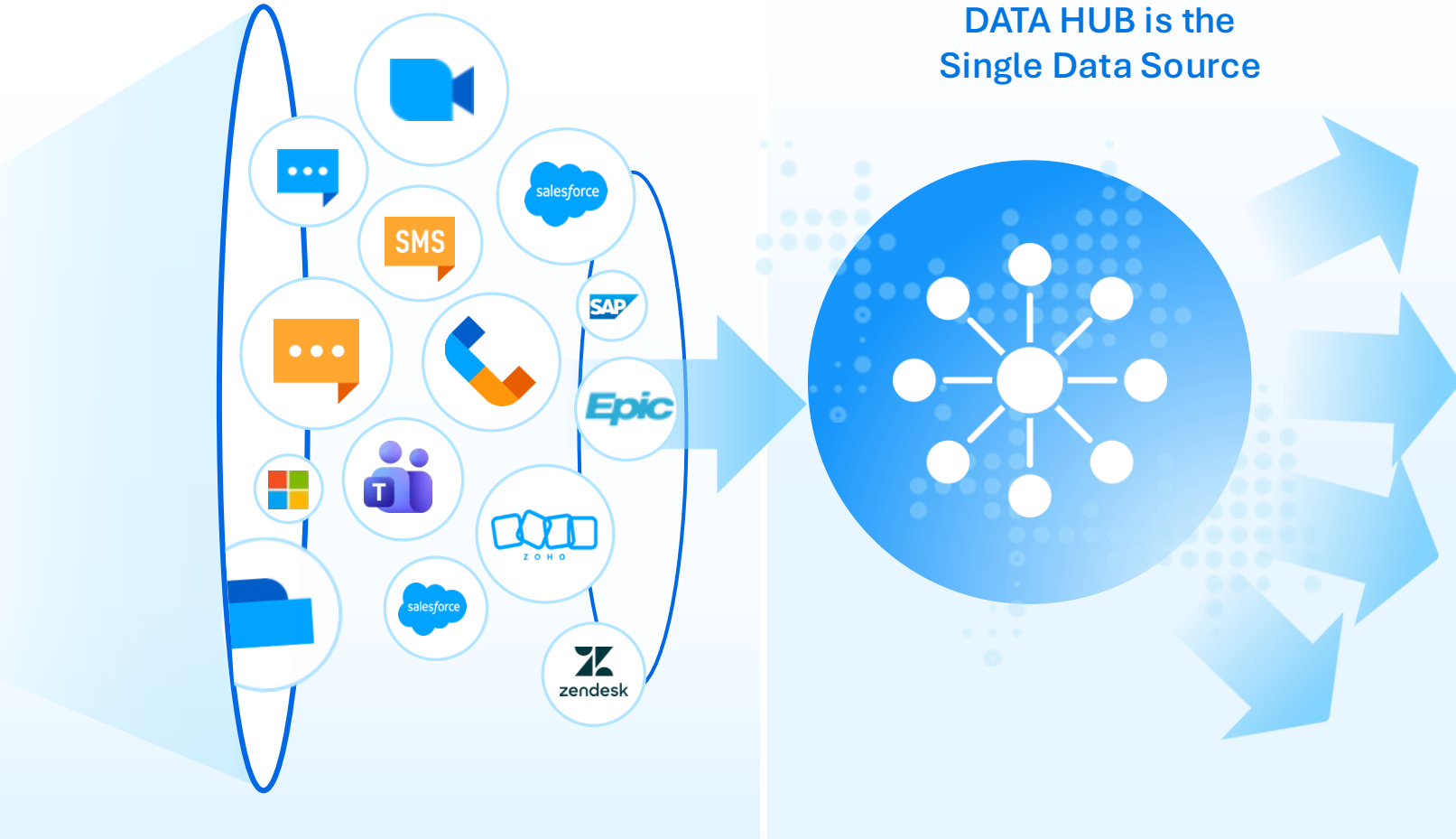
# Data Hub Intelligence Platform

Harness Structured & Unstructured Data to Power AI, Automation, Compliance, and Analytics



# Your Journey with AI begins with Data Hub

DATA is the Fuel that Powers your AI



1 - CAPTURE

2 - STORE & ANALYZE

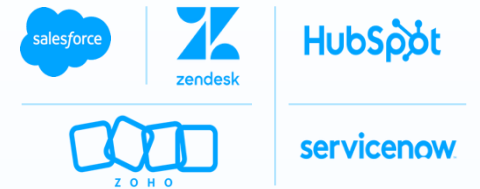
3 - UTILIZE

## SMARTER INSIGHTS. BETTER DECISIONS

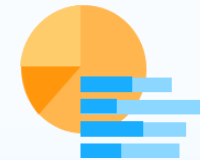
Train AI Agents & AI Assistants



Integrate (Open-Platform)



Analytics & Insights



Archiving & Search



# Intermedia's AI Approach<sup>★</sup>

Intermedia delivers AI-powered Intelligent Communications services that provide seamless collaboration and effortless connections. We use AI to, automate processes and routine task and streamline communications so businesses can achieve more.

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**People + 'Digital'**  
Teammates



# People + AI

Digital Teammates Empowering Businesses, Employees and Customers

## AUTOMATE



### AI Agents

Works **ALONGSIDE** humans

## AUGMENT



### AI Assistants

Works **FOR** humans

## DISCOVER



### AI Insights

AI-powered interaction analytics

Say Hello to Your New **Digital Teammates!**



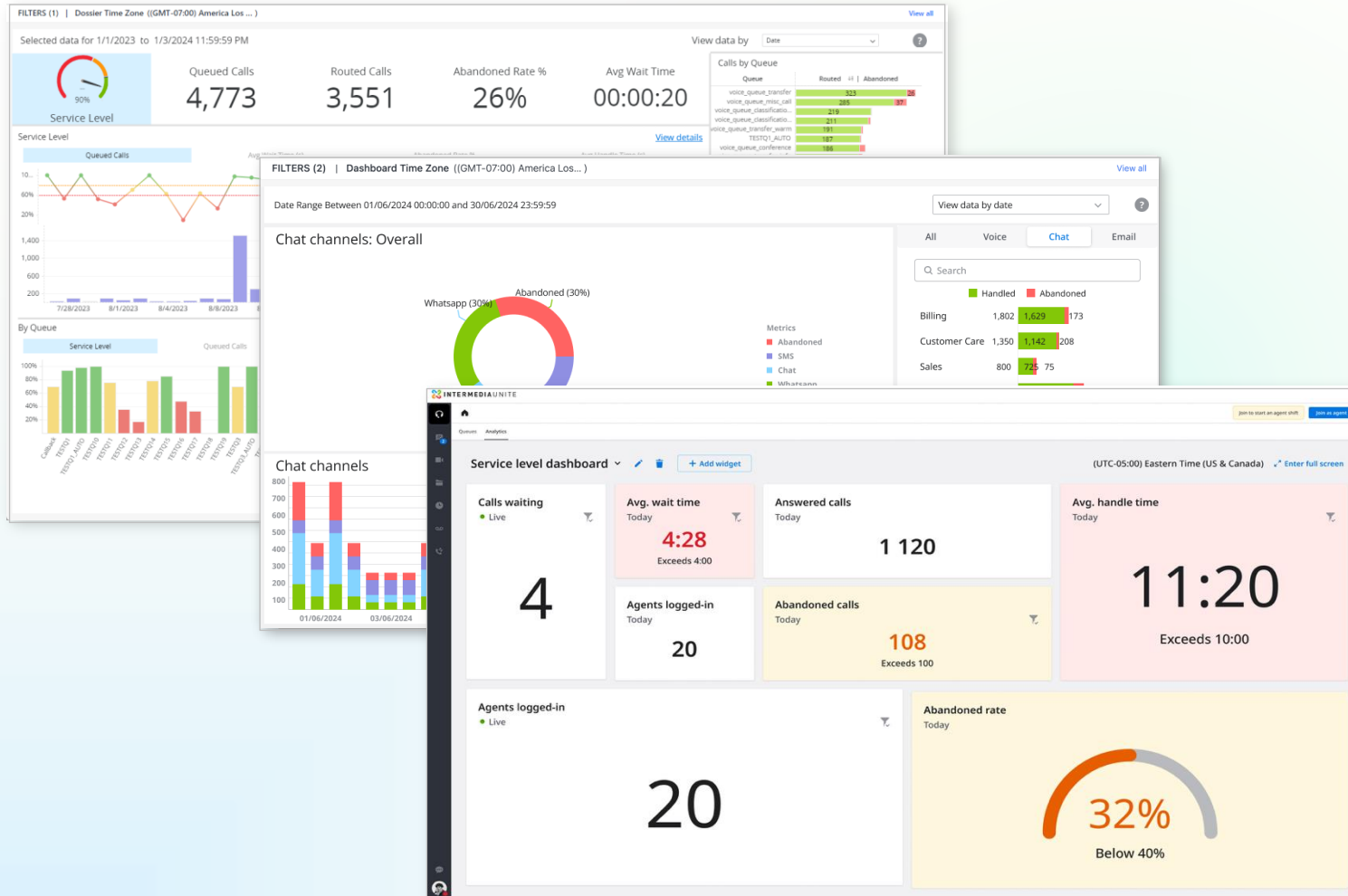


# AI INSIGHTS

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# Supervisor Experience

Elevate Supervisor experience across UC & CC



## CC Omni-channel Historical Dashboards:

- Rich, interactive dashboards across Voice, SMS, WhatsApp, Email and WebChat channels

## Real-time Dashboards:

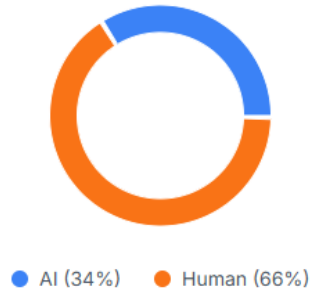
- CC: Enrich existing Voice dashboards with Digital interactions
- UC: Deliver next-gen Advanced HG Dashboards

## AI Insights & Auto-Evaluations

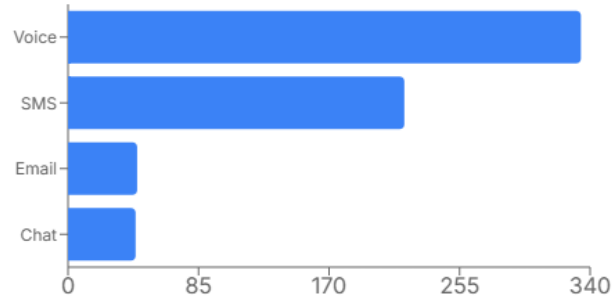
# AI Insights – Interaction Insights



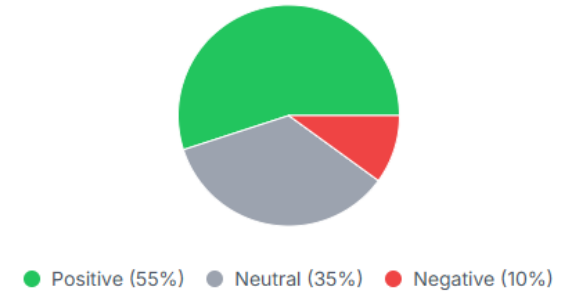
AI vs Human



Channel



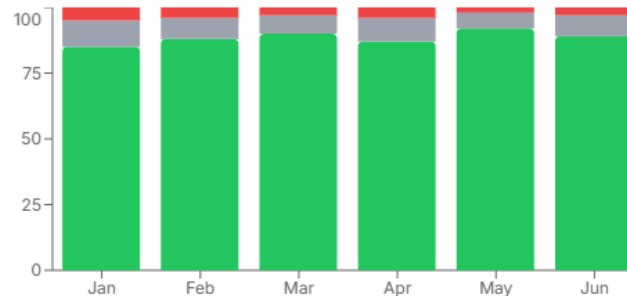
Sentiment



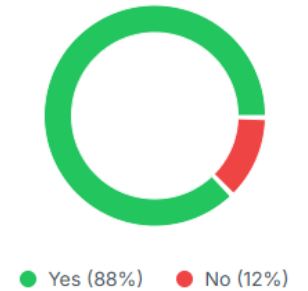
What were the main topics?



Was the call resolved?



Did the Agent mention the offer?



# AI ASSISTANTS

The background features a gradient from light blue on the left to dark purple on the right. There are two clusters of light blue dots of varying sizes, one in the upper left and one in the lower right, arranged in a pattern that suggests a globe or a network. A thin white vertical line is positioned to the right of the main text.

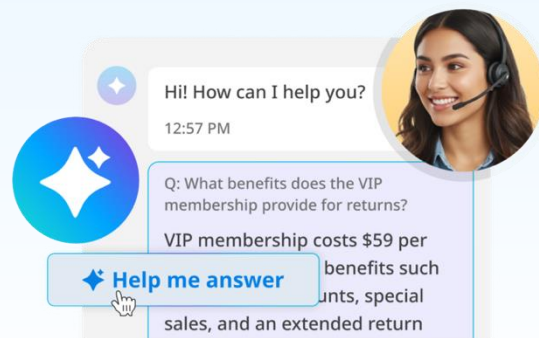
# Contact Center AI ASSISTANTS



All Available Today!

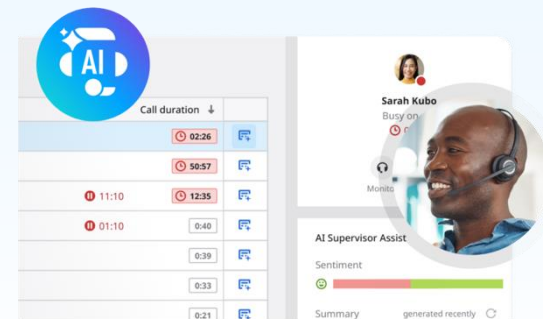
## Run Your Business More Effectively With AI Assistants

Faster resolutions, more confident Agents.



1 AI Agent Assist

Smarter Agent coaching, delivering instant clarity.



2 AI Supervisor Assist

Automate time-consuming QA process

Sentiment		Positive	Neutral	Negative
Overall:	Mixed 😐	10%	50%	40%
Agent:	Positive 😊	60%	25%	15%
Customer:	Negative 😞	10%	0%	90%

3 AI Evaluator

No more frustrating keypad menu mazes.



4 AI Intent Routing

# AI Assistants

1 **Customer Journey** provides insights into calling reasons and a breakdown of engagement history.

2 **Real-Time Compliance** prompts agents with actions that need to be addressed.

3 **AI Agent Skills** (like scheduling or database lookup) empowers human agents to delegate complex tasks in real time.

4 **Customizable summaries** save agents time and allow extraction of vertical and business specific data.

The screenshot displays the Intermedia Unite interface for a call with 'MOUNTAIN VW CA' (+12336667777). The interface includes a top navigation bar with call controls (mute, hold, transfer, end call) and a 'REC' indicator. Below the call header, the 'Call details' section shows the customer's journey: 'This customer has contacted us 6 times in the last two weeks. The two most recent interactions involved returning a pair of jeans and then following up on the refund status.' The 'Previous Interactions' list includes: 1. SMS (Feb 11, 3:22 PM) - Refund status inquiry for returned jeans, Positive sentiment, Agent: Marcus Chen. 2. Voice Call (Feb 9, 2:15 PM) - Return request for jeans - wrong size, Neutral sentiment, Agent: Sarah Williams. 3. Email & Call (Feb 7, 11:40 AM) - Product inquiry and order placement assistance, Positive sentiment, Agent: Jennifer Lee. On the right, the 'AI Agent Assist' panel provides compliance prompts: 'Greet customer and tell them about special offer' (checked), 'Ask where they heard about the store' (selected), 'Confirm there are no other queries', and 'Ask if they want to sign up for newsletter'. Below this is a 'Sentiment' bar with a green indicator. At the bottom, a question box asks 'What is the status of order 123456?' and provides an answer: 'Order 123456 has been cancelled and the refund is currently being processed. The refund will be completed and returned to the original payment method within 2-5 business days.' An 'Ask AI Assistant' button and a text input field are also visible.

The image features a blue gradient background with decorative patterns of light blue dots of varying sizes. The dots are arranged in clusters that resemble stylized human figures or abstract shapes, positioned in the upper left and lower right corners. A thin white vertical line is located to the right of the main text.

# AI AGENTS

# AI Agents - Overview



PHONE | CHAT | SMS  
EMAIL | SOCIAL

**Create an AI Receptionist**  
Follow these steps to create a voice AI agent that automatically schedules appointments and answers customer FAQs

**Personality** Step 2/4  
Select the AI Receptionist voice profile and communication style to reflect your company and your branding

Voice profile

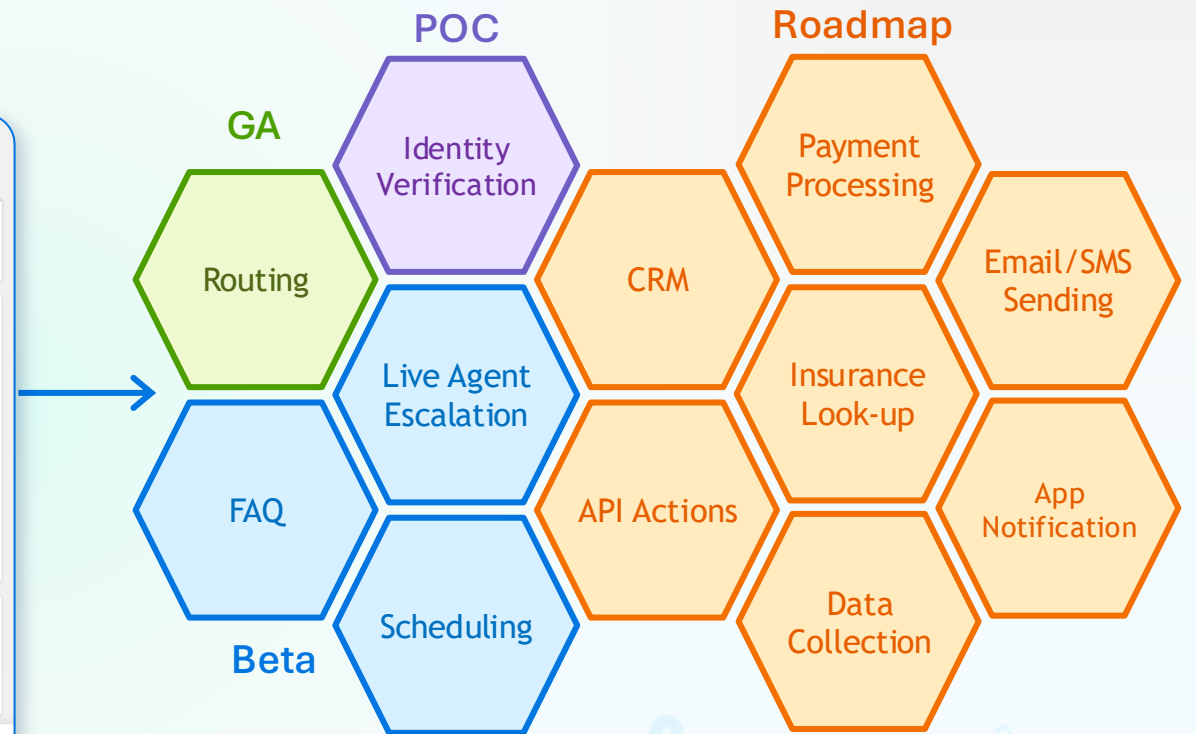
Jessica ▶ Play Joanne ▶ Play Laura ▶ Play Leo ▶ Play Mark ▶ Play

Communication style

Formal | Friendly | Casual | Technical | Relaxed

AI Receptionist name  
E.g. John  
Used in the default greeting message to introduce the AI Agent. You can edit or remove it anytime.

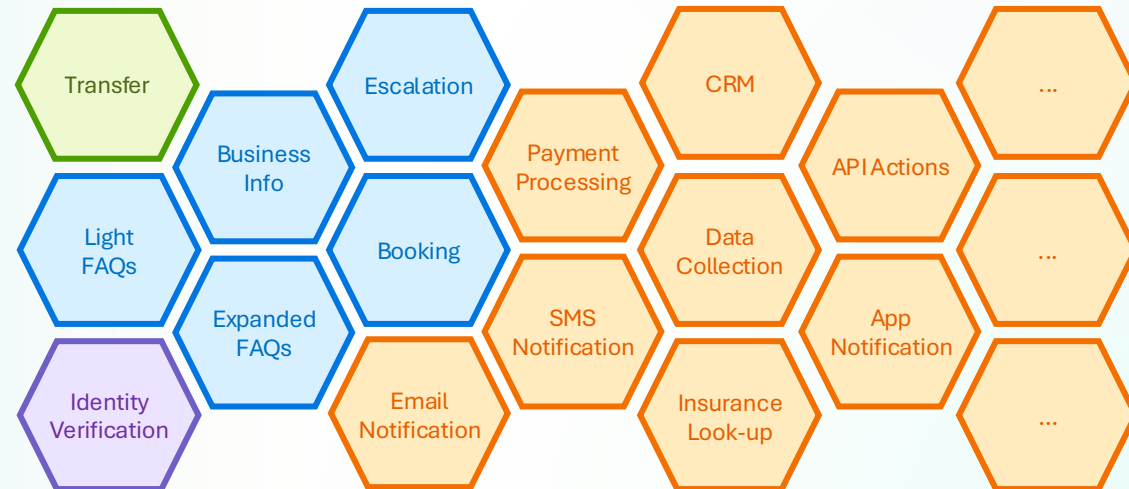
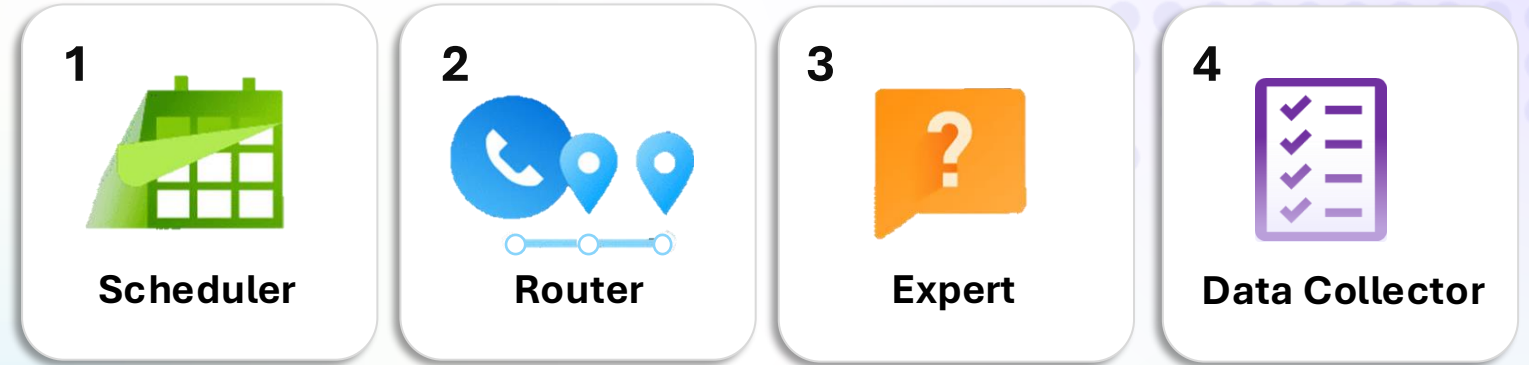
Back Set agent skills Cancel





# AI Agent | Receptionist — Built From 4 Smart Modules

- 1. Scheduler** books meetings, confirms, and follows up
- 2. Router** understands intent and directs the conversation
- 3. Expert** answers detailed questions from trusted knowledge
- 4. Data Collector** captures details for clean handoffs



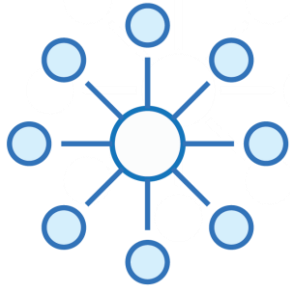
# Why Kelley Create Elevate?

✦ One, Platform. One Interface. Unified Data

## Integrated

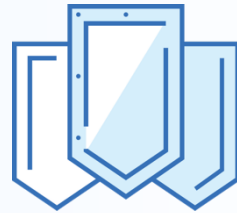


Full Stack  
Communications  
AI+ People



Single  
Data Store

## Trusted



Enterprise-  
grade Security



Data Privacy &  
Governance

## Proven



99.999%  
Uptime SLAs



World-class  
Service

Thank You

