

Boost Your Business with Intermedia Unite AI-Powered Communications



Intermedia delivers AI-powered Intelligent Communication services that provide seamless collaboration and effortless connections. We use AI to automate processes and routine tasks, streamlining communications so businesses can achieve more. Intermedia provides AI in the framework of “Digital Teammates” – AI Assistants and AI Agents.

Meet Your Digital Teammates



AI ASSISTANTS
Works **FOR** humans
(personal assistant)

AI Assistants work for people, much like a personal assistant. Their job is to help individuals do their jobs better, faster, and more efficiently, without replacing them.



AI AGENTS
Works **ALONGSIDE** humans
(digital co-worker)

AI Agents operate alongside humans like digital co-workers by performing tasks, automating workflows, and handling interactions end to end—so humans can focus on higher-value activities.



AI ASSISTANTS: Digital Personal Assistants

AI Assistants support by listening, summarizing, suggesting, and answering—so employees can improve their productivity and efficiency.

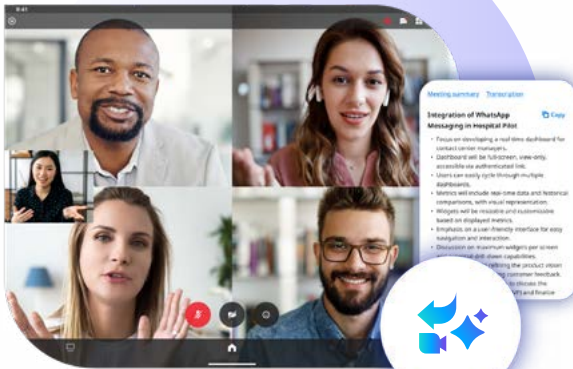
AI CALL RECAP

AI Call Recap generates post-call summaries with transcripts, sentiment analysis, and topic highlights. Saving employees time by handling call notes and wrapping up automatically, allowing them to stay focused during customer conversations. AI Call Recap ensures accurate follow-ups, supports dispute resolution, and reduces risk with documented, easily searchable call insights.



AI MEETING RECAP

AI Meeting Recap records and captures meeting insights and streamlines follow-ups by clearly highlighting decisions, next steps, and main discussion topics of each meeting, helping teams stay focused, aligned, and productive.



UNITE AI ASSISTANT

AI Assistant uses Generative AI to simplify information access and automate tasks. Work faster with an AI Assistant that creates content, summarizes emails, translates text, solves problems, writes code, and more—all within the Unite app.



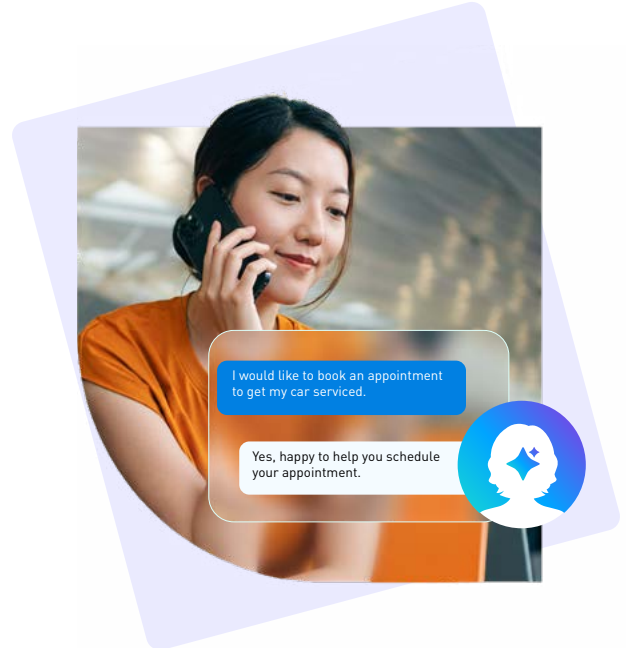


AI AGENT: Digital Co-Worker

AI Agents help handle defined, repeatable tasks - such as answering common questions or routing inquiries - working alongside teams to allow them to stay focused on the work that matters most.

◆ AI AGENT | RECEPTIONIST (COMING SOON)

AI Agent | Receptionist professionally and intelligently answers and manages incoming calls. This AI Agent enhances customer experience by providing 24/7 availability, reducing missed calls, and freeing up staff time, helping businesses deliver faster responses and improved service efficiency.



AI Agent | Receptionist is compatible with both Unite and Contact Center solutions.

Key functionalities include:



Answer calls and engages

Deliver a first-point of contact with natural, human-like interactions.



Handles routine inquiries

Respond to FAQs, without human intervention.



Intelligently routes complex calls

Warm transfer to the right person or group.



Schedules calendar appointments and follows up

Booking automation.

Please note: Usage of AI-related services are subject to the [AI Policy and Notifications](#).



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2025 Certified Assistance and Technical Support ProgramSM recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions for its technology service and support operations. For more information, visit www.jdpower.com

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