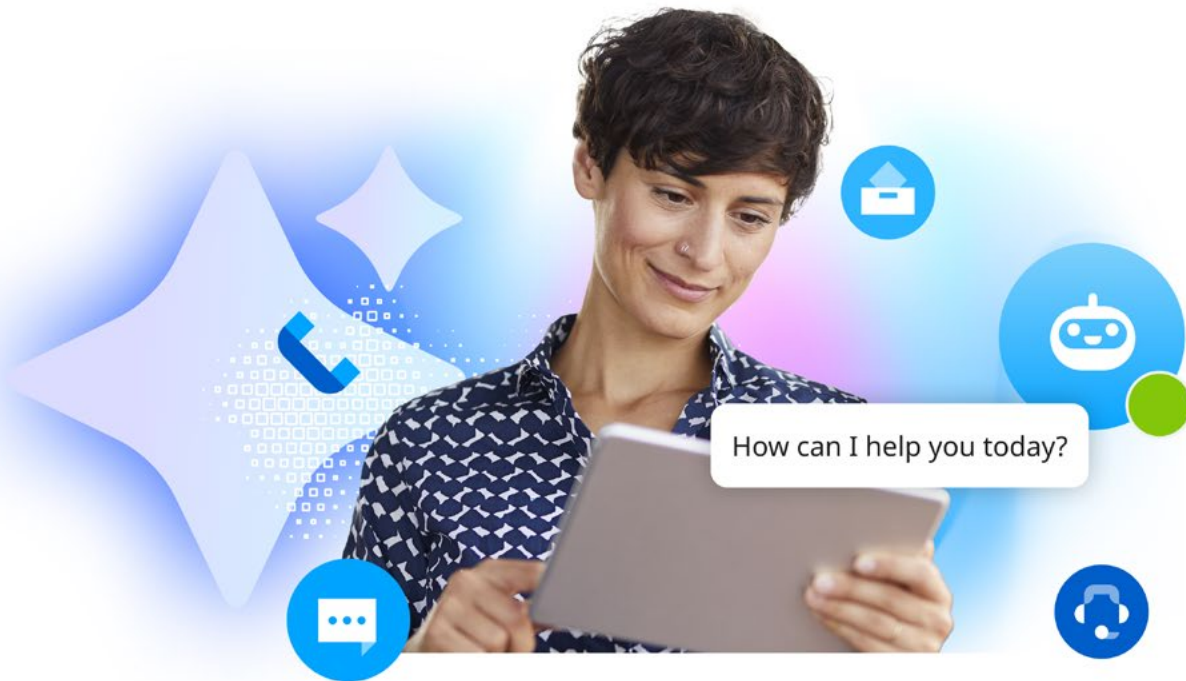# Boost Your Business with Intermedia Unite AI-Powered Communications


SMARTER COMMUNICATIONS. STRONGER BUSINESS OUTCOMES.

Boost your organization's potential with built-in AI to enhance productivity, increase focus, and improve overall business performance. Intermedia Unite, an intelligent business communications and collaboration platform, is enhanced with powerful, embedded AI capabilities designed to streamline communication workflows, reduce administrative tasks, and surface actionable customer insights—so your teams can stay focused on what matters most.

AI ASSISTANT —GET THE MOST OUT OF YOUR DAY

A built-in generative AI tool inside the Unite app, AI Assistant helps employees tackle routine and complex tasks without switching context or apps. Use AI Assistant to help write content, summarize emails, translate text, solve problems, generate code, and rephrase messages—all within the Unite desktop and mobile apps. It's secure, context-aware, and never uses your data to train AI models.
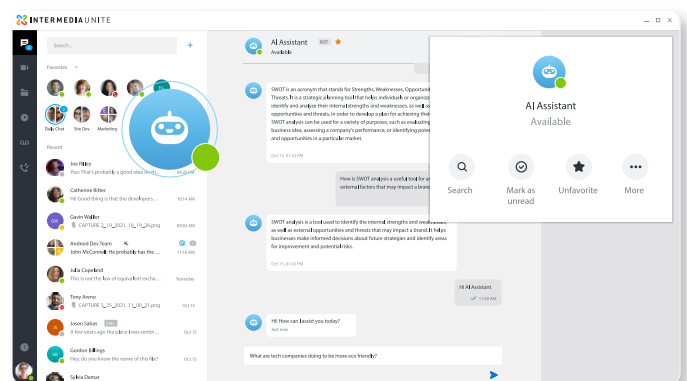
## AI MEETING RECAP — GET THE MOST OUT OF YOUR MEETINGS

Included within Unite's meeting capabilities, this feature uses AI to deliver powerful post-meeting summaries, action items, and transcripts.

AI Meeting Recap automatically transcribes your recorded meetings and delivers clear, AI-generated summaries, action items, and key topics—making it easy to share insights with participants. It eliminates manual note-taking, boosts engagement, drives accountability, and saves time for everyone involved.
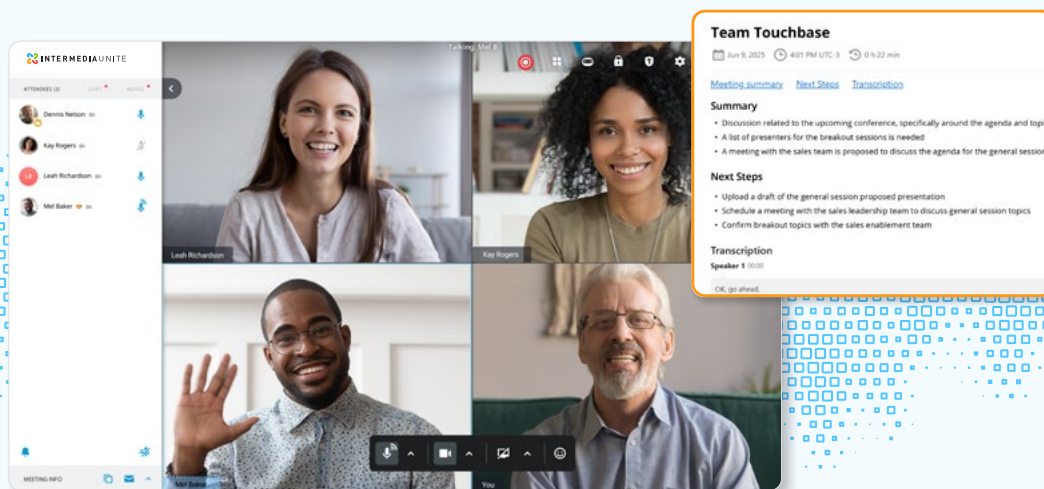
AI CALL INSIGHTS (COMING Q3 2025) — GET THE MOST OUT OF YOUR EMPLOYEES, PROVIDING CUSTOMERS THE BEST SERVICE POSSIBLE

AI Call Insights transforms post-call follow-up by delivering AI-generated call summaries, key topics and discussion points, the sentiment of the call and topics discussed, and a full transcription.
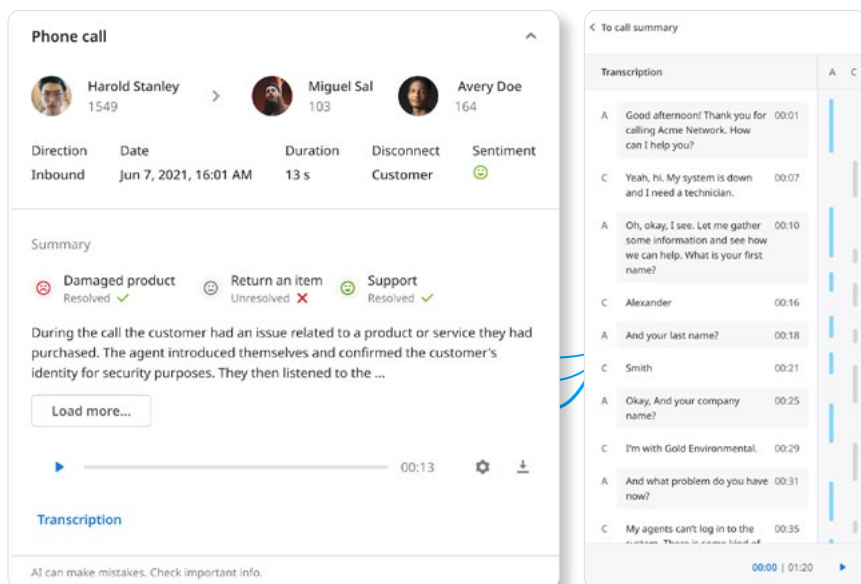
AI Call Insights automatically transcribes recorded calls and delivers powerful post-call analysis—including sentiment, key topics, and concise summaries. It empowers sales, support, and service teams to act on real conversations, supports compliance with transcription archiving, and enables managers to monitor call quality and performance at scale for smarter, data-driven decisions.

AI TOPICS & TRENDS (COMING SOON!) — INSIGHTS THAT SCALE WITH YOUR BUSINESS

This feature gives managers visibility into customer calls, conversational themes, and sentiment trends across teams and time periods so they can confidently coach employees and agents.

AI Topics and Trends surfaces common customer issues, sentiment shifts, and conversation patterns across calls to reveal what's really happening. It empowers supervisors and other business leaders to coach effectively, spot operational blind spots, and make smarter, data-driven decisions.
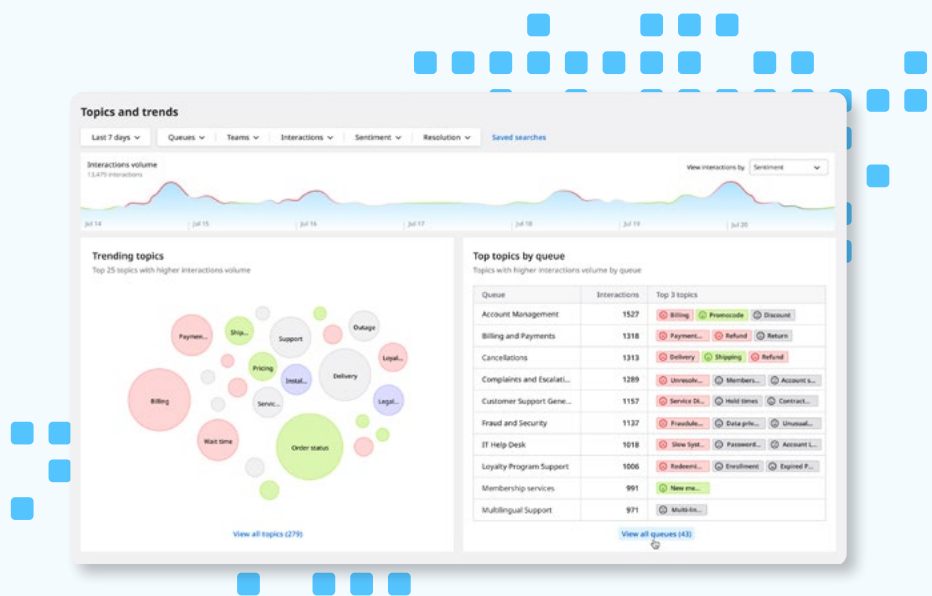
INTERMEDIA UNITE AI:

Get the Most from Every Call, Meeting, and Interaction—Empower Employees and Maximize Your Value Proposition to Customers.

With built-in, secure, and easy-to-use tools, you can:

- Boost employee productivity without disrupting workflows
- Drive better outcomes from meetings and calls
- Deliver intelligence across the customer experience lifecycle

Questions? Contact Us Today.