



## We Support Sales and Service Cloud Users.

"With NewVoiceMedia [now Vonage Contact Center], we have found a technology partner that truly understands our company and the high standards our customers expect. Exceptional service is core to our business and we are constantly striving to deliver world-class experiences to customers, each and every time. NewVoiceMedia's [now Vonage Contact Center's] platform integrates seamlessly with Salesforce, and is helping us to deliver on this vision, as we can now offer a consistently personalized service while improving the satisfaction of our Lifestyle Managers".

### Paul Drummond

Commercial Director and Co-Founder, Quintessentially Lifestyle

# More Successful Conversations Happen When They're Personal

Use the power of the information you hold to connect all your customers' activity with the right person in your organization, regardless of channel, from the first touchpoint to resolution.

Vonage Contact Center for Salesforce enables a more efficient, personalized and rewarding experience for both your agents and customers, as well as giving you complete visibility over your contacts.

We've focused our efforts on how we can unlock the power of Salesforce to deliver a wide range of rich features from a seamless omnichannel contact center to streamlined agent interfaces that result in smoother call handling. We can even extend the contact center to cover field agents.

## Redefining Customer Experience

- **Omni-channel** - Remove the silos of email, voice, and social media and have a conversation with your customers in the channel that best suits them.
- **Post-call surveys** - Gain valuable awareness on how your customers are finding your services with customizable post-call surveys feeding information into the contact record in Salesforce, in real-time.
- **Screen-pop** - Give your agents all the information they need to have a more targeted and relevant call.
- **IVR** - Speed up routing, reduce call waiting times and reduce manpower needed by providing IVRs with a self-service capability.
- **Click-to-call back** - Automatically call your contacts when they request a callback online - speaking to them when they want to, without waiting on hold.
- **Voicemail** - Allow your customer to leave a voicemail message and send it to the best agent to listen to it.
- **Salesforce Omni-channel Presence Integration** - Enjoy the best of both worlds, together Vonage and Salesforce can route all contact channels in a single desktop.
- **Dynamic routing and messaging** - Personalize every service interaction by using the information you hold about your customers to make smart, dynamic routing decisions.

Make Customers Feel Great, Every Time.

Find out more: [vonage.com/contact-centers/service/](https://vonage.com/contact-centers/service/)

## Delivering Insight

- **Real-time dashboards & historical reporting** - Instant insight into your contact center and the level of service your agents are providing. Use this information to inform decision-making and improve the service you deliver.
- **Call recording** - Aid training to replicate the best customer service within your business.
- **CRM auto-sync** - All the information you need, in your CRM without lifting a finger. Improve adoption and release the potential of the CRM.
- **Global office reporting** - Know exactly what is happening in your business in real-time across the globe and identify your key performance trends.
- **Supervisor monitoring** - Reap the training benefits of a supervisor being able to join an agent's call or just listen in, and know who is available or on a call at any point.
- **Advanced salesforce reporting** - All the information that management craves within Salesforce for easy dashboards and reporting. A rich stream of contact center data is pushed directly and automatically into Salesforce, ready for in-depth reporting and analysis.
- **SLA Optimizer** - Automatically change routing decisions for all contact types based on how you're performing - so you'll have the best chance possible of making those targets.

## Flexibility, Scale, and Resilience

- **Overflow calls to outsourcers** - Not got enough agents in-house to handle the call volume? Route calls through to your outsourcers with full insight into activity and reporting.
- **Supervisor portal** - See who is available for a call, on a call or on break in a fully customizable environment that will provide you with the visibility you need to effectively manage your agents.
- **Flexible working** - Your agents don't need to be tied to their desks - if there is a situation where they need to work from home or another office, they easily can. All they need is a phone and internet connection to access the Vonage Contact Center for Salesforce platform
- **Configurable call recording** - Ensure you comply with privacy laws and maintain your customer's privacy by using configurable call recording. If something should not be recorded, then it won't be.
- **Emergency call routing** - Should a fire drill interrupt your day you can divert all your calls at the touch of a button.
- **Disaster recovery** - No-one can predict all outcomes - have peace of mind knowing that whatever happens, Vonage Contact Center for Salesforce will be able to have you up and running again in no time.

A range of licenses are available to provide you with access to the features you need, so get in touch with a Vonage Contact Center for Salesforce representative today to find out how we can help you to have...

**More Successful Conversations.**

### Additional modules are available:

**Gamification** - Engage and incentivize your sales team to use best practices in Salesforce and deliver sales results.

**PCI-DSS Compliance - Level 1** - Comply with Payment Card Industry standards while enabling agents to take payments with mid-call IVRs.

**Conversation Analyzer** - Speech analytics let you instantly identify insights and trends.

## Contact Us

Vonage Contact Center for Salesforce powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.