

Integrate Voice for Increased Productivity

When your business applications and communications are not seamlessly connected, it creates gaps in your operations. Imagine the possibilities when your business phone system integrates with the applications your teams use every day - Salesforce®, Office 365™, HubSpot®, Zendesk, G Suite™ and more.

Communication Is Making Every Interaction Count

With the help of the Vonage Integration Suite, companies can now develop a truly unified communications process - improving each customer interaction, elevating productivity and saving valuable time. Cloud integrations help you gain visibility by syncing the information in your business applications with the detailed data for all your inbound and outbound calls. It's better customer engagement at your fingertips. Features are available for administrators that simplify management and report generation.

Give Everyone the Features They Need

Admins can enable features account-wide: auto call logging and customizable call noting options.

Get the Information You Need to Make Business Decisions

Integrated call metrics and reporting for call volume, history and usage data--plus, sync all call data into your business application's native reporting dashboards.

Time Saving Tools

Improve Call Accuracy with Click-To-Dial

Click-to-dial any number appearing in a supported browser. The app connects the call through your Vonage Business phone system, thus eliminating misdialed calls.

Improve Time Management and Follow Up

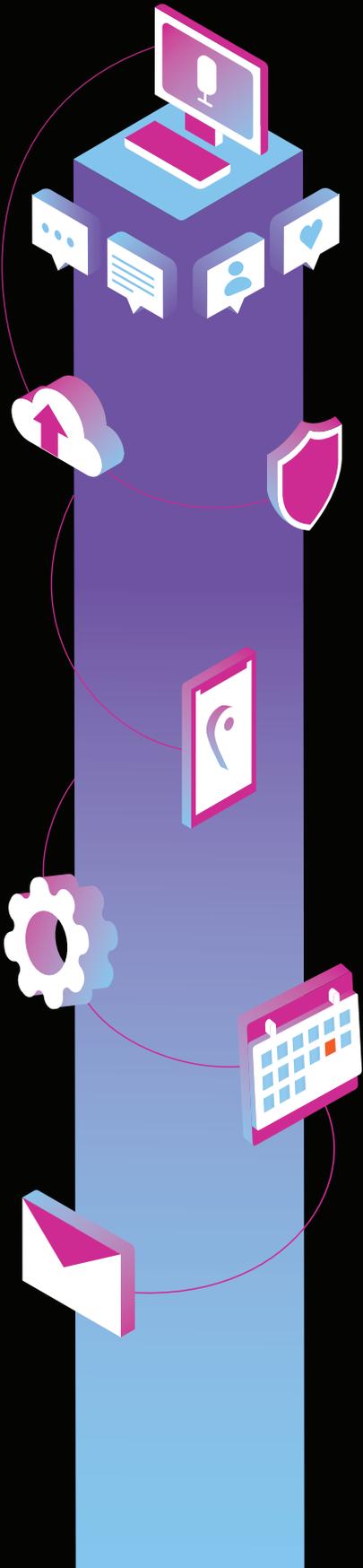
When calls come in, screen pops let you know who's calling and provide relevant details from your CRM. Followup tasks and appointments can also be created on the fly.

Resolve Issues Faster with Call Notes

Notes taken for all inbound/outbound calls are recorded in the lead or contact notes so anyone looking can see a history of communications.

Easily Access Customer Information

Seamless contact management and scheduling capabilities across business applications, within a single interface.



Elevate Your Customer Experience

Integrations Include:

Bullhorn - Quickly find caller details, add notes and make calls at the click of a button. Everything you need to do in Bullhorn pops up as soon as your phone rings.

Oracle NetSuite - Incoming and outgoing screen pop-ups enable your team to quickly add notes and create contacts to help support the NetSuite sales workflow.

ConnectWise - Automatically log inbound and outbound call data. Record calls and even capture user call notes from your desktop or mobile device.

SugarCRM - Save time with easy outbound dialing - from SugarCRM. Create and view accounts, contacts or history, sync contact information and call notes instantly.

Zoho - Do more while on a call without leaving Zoho CRM: click-to-call, add contacts, add notes, schedule follow-ups, track call duration, and more.

Microsoft Teams - Vonage for Microsoft Teams powered by Call2Teams™ is a cloud service that connects the Vonage Business Phone system with Microsoft Teams.

HubSpot - Make your sales teams more productive and drive adoption through intuitive call handling, control and management features integrated into Hubspot workflows.

Zendesk - Quickly review inbound and outbound call data. Search, review, update and quickly add cases to enhance customer experience.

Microsoft Dynamics - Seamlessly mesh your customer info with other Microsoft software. Easily create and save phone call activities for a higher level of accountability.

Salesforce - Automatically log incoming and outgoing calls, create contacts and cases. Capture call notes, and view real-time user activity reports.

Slack - Boost team productivity without impacting Slack workflows by integrating voice and conferencing tools from Vonage.

Clio - Logs data from any device—even mobile, making tracking simple, and insuring your firm never misses out on billables again.

G Suite - Get more out of G Suite for your business by integrating your business phone and conferencing tools with Gmail®, Google Contacts®, Google Calendar and Tasks.

JobDiva - Click-to-dial calls from your contacts and candidates. Shave seconds off customer interactions with client info screen pops for incoming calls.

Office365 - Integrate your business phone and capture call data in Outlook® to enhance workflows and gain efficiencies.

Workplace by Facebook - An online team collaboration tool that lets companies use Facebook features to make communications at work more efficient than ever before.

Prodoscore - This tool provides a simple way to measure, understand, and improve employee productivity across your entire organization. Artificial intelligence and machine learning help you reach the maximum potential of your software and sales teams.

Connect to Any Web Application

In addition to a full line of prebuilt business application integrations, Vonage can provide full web services application programming to integrate with third-party software applications.