



Lay a Foundation For Excellence

Ensure Better Quality of Service

The platform provides QoS with SmartWAN, our SD-WAN solution, so you can use bandwidth-intensive applications over public broadband connections without degrading real-time voice and video communications.

Enable Mobility and Productivity

A highly elastic platform designed for high availability and cross-region failover, Vonage Business Communications provides tools for advanced productivity while keeping you connected to your business across desk phone, desktop, laptop, smartphone, or tablet².

Lower Your Total Cost of Ownership

Running across your high-speed internet connection, the platform combines advanced voice and data tools in a single package—no maintenance contracts or expensive equipment required.

¹ The 99.999% claim is based on Vonage's average up-time and/or availability over a 6-month period (from June 2019 to November 2019)

² Data charges may apply.

VONAGE® BUSINESS COMMUNICATIONS OVERVIEW

Communication Is Driving Better Business Outcomes

An integrated, cloud-native platform, Vonage Business Communications offers 99.999% uptime reliability¹, drives productivity and revenue in the public cloud, integrates seamlessly with tools for rich messaging, increased mobility, network optimization, and video collaboration, and ensures future-proofed business communications.

Do Your Business Communications Empower Your Vision?

Get 24/7 Support, Right From the Start

From day one, we're ready to answer your questions, provide how-to assistance, and troubleshoot any technical issues. And since our support team manages our system virtually, 24/7, you'll never need to wait for a technician to become available.

Capture Business Intelligence With Cloud Integrations

Give your business applications access to your inbound and outbound call data. Let your salespeople call straight from their applications via any device, automatically log calls within customer profiles, and provide your marketers visibility into the customer's buying cycle.

Communicate and Collaborate, All in One Place

The Vonage Business Communications platform features next-generation mobile and desktop applications, plus an integrated collaboration solution—for phone, SMS, messaging and video collaboration— which we include in all Vonage Business Communications plans.

Launch Quickly

The platform's unified portal offers a streamlined UX so you can, in just 48 to 72 hours, set up your own phones—or phones preconfigured by Vonage—and maintain and manage account and web applications.

Cloud and Embedded Communications Redefine How Modern Businesses Gain and Retain More Customers

Reinvent How Business Gets Done

The Calling Features Your Business Demands—Built In

Vonage Business Communications offers 40+ calling features to enable your business to thrive, including:

- Admin portal
- Call hold
- Busy lamp field
- Call logs
- Call blocking
- Call park
- Call forwarding
- Call waiting
- Click-to-dial
- Do not disturb
- Music on hold
- Phone number porting
- Simultaneous ring
- Virtual receptionist
- Voicemail to email
- Web Launcher

Optional Advanced Features, Ready When You Need Them

As your business evolves, you can add advanced features at an additional cost, including:

- Call groups
- Call monitoring
- Call queue
- Call recording on demand
- Conference bridge
- Main company number
- Paging groups
- Paperless fax
- Virtual mailbox
- Voicemail transcription

Activate Conversations Anywhere

Vonage Business Communications offers instant collaboration with voice, messaging, SMS and video collaboration across all devices to create a true omnichannel experience.

- Call
- SMS
- Team Messaging
- Meetings

Work Faster. Work More Efficiently. Work Smarter.

Vonage Business Communications integrates with the enterprise software solutions leading businesses use every day, including:

- Salesforce®
- G Suite™
- Zoho® CRM
- Clio®
- Bullhorn®
- ConnectWise®
- Microsoft Office 365™
- JobDiva®
- Microsoft Dynamics®
- SugarCRM
- Slack
- HubSpot

