Your options:

IP PBX

A hosted IP PBX solution can provide advanced call features to anywhere there is a phone and an internet connection. Additionally, IP PBX eliminates the effort of operating and maintaining PBXs and allows you to allocate your time and resources elsewhere.

WebRTC

WebRTC provides the benefit of hosted telephony without even the need for a phone! All calls are made and taken within the browser over the internet. No downloads are necessary, and users can log in and start calling anywhere that they have access to a computer and the internet.

salesforce appexchange premier partner

Hassle-free telephony in the cloud

Gone are the days when contact centers required acres of server racks, switches, routers, and computers – it's critical in today's environment for business users to be able to easily communicate with customers and prospects wherever they are. Hosting your telephony solution in the cloud provides advanced call features to anywhere there is an internet connection. Now you can focus on effortlessly making the connections your business needs.
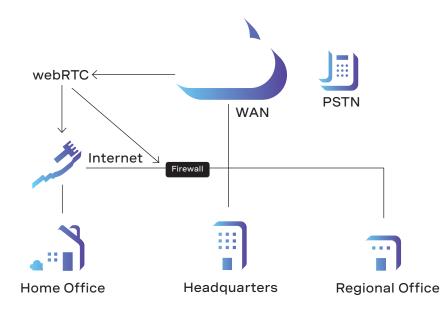
Global call plans

If you are a global organization, you have the difficult task of ensuring that your telephony solution is both global and local-global in scope and local in approach.

With Vonage Contact Center for Salesforce's Global Call Plans, you can reap the benefits of a truly global solution that utilizes local nodes, such as:

- Follow-the-sun routing to make sure your customers speak to a local agent
- Permissible call times to ensure your customers or prospects are only called at suitable times for their region
- A single call plan across all nodes so you can manage all your resources as a single entity
- A global or local view of performance statistics
- Reduced administration overheads
- High quality calls no matter the location

Vonage Contact Center for Salesforce & Hosted PBX Platform

webRTC · WAN · PSTN · Internet · Firewall · Home Office · Headquarters · Regional Office

Hassle-free telephony in the cloud

Key Features

Essential call features – make and receive calls, call forward, hold, transfer and voicemail.

Hunt group – incoming calls delivered to specified destinations according to a specified policy.

Hot desking – provides the same user experience at different desk phones, enabling flexible seating without affecting productivity.

Call parking – allows a call to be suspended by one user and then picked up by another user.

Do not disturb – user appears busy to incoming calls.

Anonymous call rejection – rejects calls from anonymous parties who have restricted their caller ID.

Three-way calling – allows a call to be set up between 3 users speed dial: single-digit dialing for favorite or difficult to remember numbers.

Call reporting – call information, visual wallboards, dashboards, and reports.

Key Benefits

Zero CAP-EX
Cloud computing offers a pay-as-you-go "software-as-a-service" commercial model, which means you do not need capital expenditure to invest in your infrastructure. Instead, you pay a monthly license to access a multi-tenant cloud environment delivering 99.999% availability, disaster recovery and fully up-to-date functionality to all customers.

Flexibility
The cloud delivers a far more flexible solution to organizations than on-premise equipment. Instead of making an investment to cover your maximum levels of activity, you can simply pay for the number of licenses you require and upscale or reduce these inline with your business requirements.

End-of-life
As soon as you invest in on-premise technology, you have to think about what you will do when it goes "end-of-life." With cloud solutions, you are always up-to-date with the latest version of the product you are using, meaning your organization is always benefitting from improvements and new features, without having to make any updates yourself.

Time to deploy
Installing and integrating traditional on-premise equipment in a contact center or business can take months, even years, and require a substantial amount of time to train users. Vonage Contact Center for Salesforce can be ready in weeks, sometimes days or even hours, which means you are delivering added value to your organization as soon as possible.

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.

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