

The Combined Power of Vonage Contact Center and Salesforce

Revolutionizing the Way Companies Engage with Their Customers, Across Service and Sales

By investing in Salesforce® you demonstrate a clear interest in your customers and their success. Vonage Contact Center (formerly NewVoiceMedia) will take that investment to the next level by integrating your communications platform with your customer data in Salesforce® to provide personalized, exceptional service and a superior sales experience.

Salesforce, the Customer Success Platform

Salesforce® is the world's leading cloud-based CRM. Many companies are switching to Salesforce® to help them achieve their growth aspirations, raise service levels and become more agile in the digital and cloud age.

With its own community of partners and technology providers on the AppExchange®, Salesforce® offers its customers a complete 'Customer Success Platform'. Organizations can 'plug-and-play' a massive range of technology to help them revolutionize their operations—from sales and service to finance and marketing, and everything in between.



Vonage Contact Center

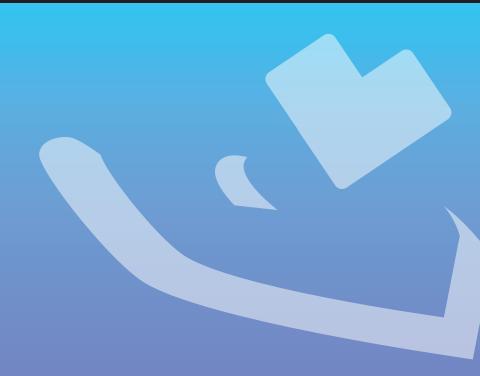
Vonage Contact Center is a powerful Salesforce® application, integrating seamlessly and natively right down to the custom objects in your individual instance. Available from the AppExchange® today, it's revolutionizing the way businesses engage their customers.

Vonage Contact Center Comes in Two Distinct Packages

Service - Help you serve existing customers better by offering personalized service.

Sales - Help you find new customers more efficiently and improve your sales operation.

This quick guide illustrates how the combined power of Vonage Contact Center and Salesforce® is enabling organizations to deliver exceptional service and win more business. Our combined customers are outpacing the market in their growth stats by as much as eight times the industry average.

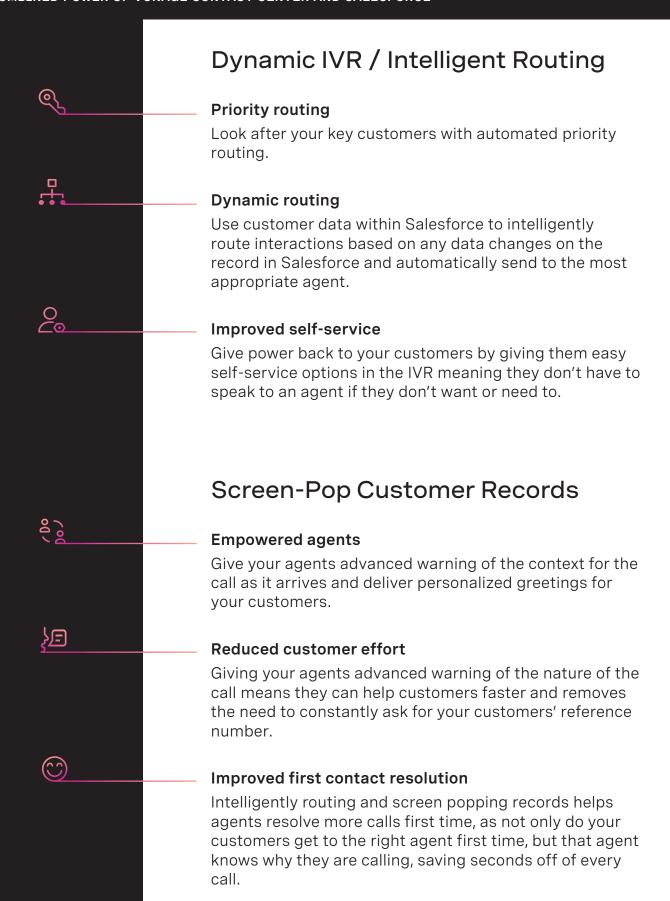


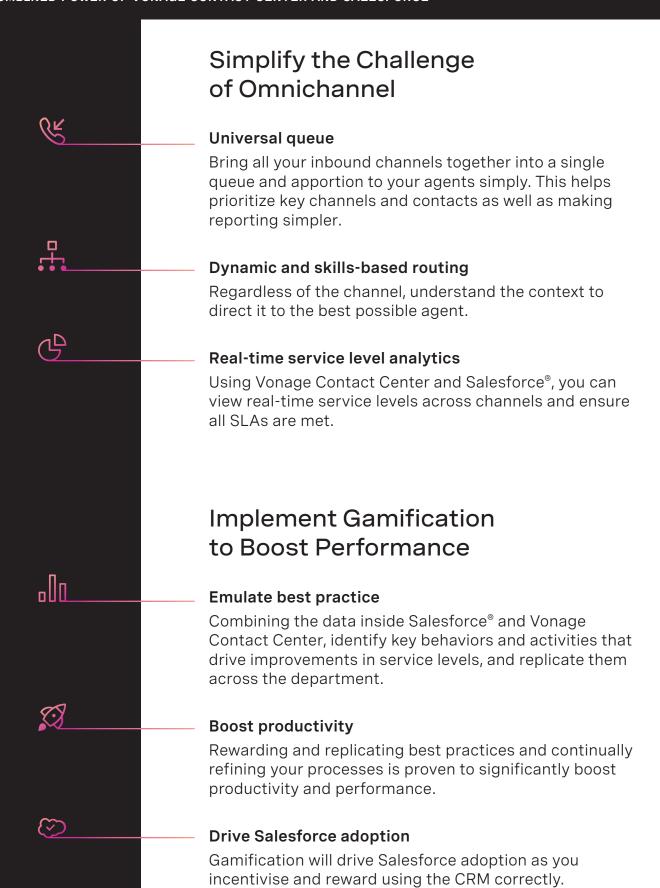


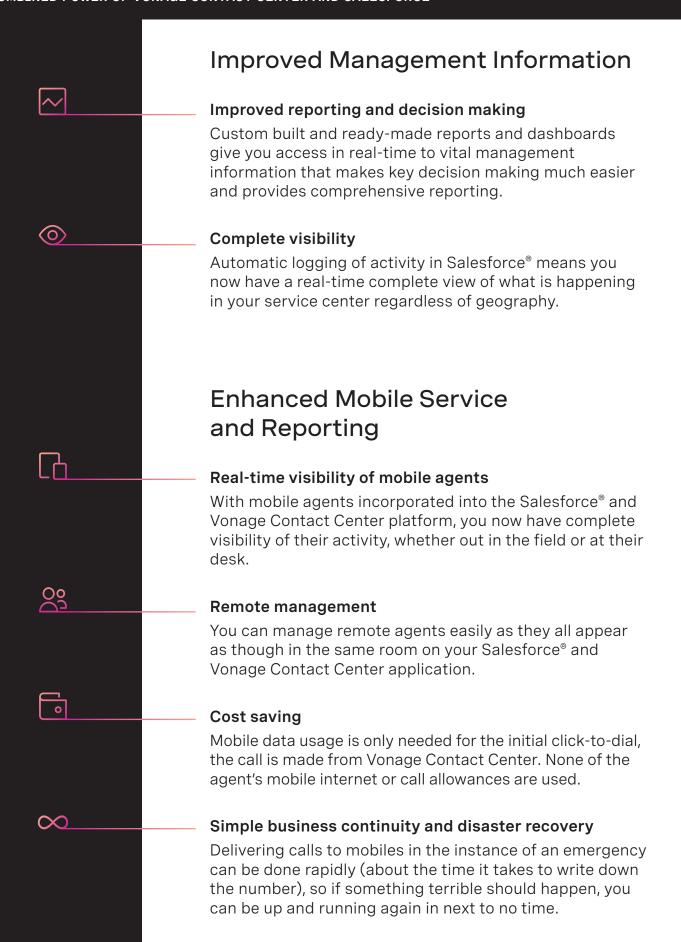
Vonage Contact Center for Service

The first global, true-cloud contact center solution that delivers a personalized service to every inquiry, providing more satisfaction, better engagement and a faster resolution for your customers.

Integrating your communications platform with your Salesforce® data provides significant benefits across your service department. Syncing customer data and communications makes it easy to offer personalized and differentiated service. It reduces customer effort and improves their experience, driving customer loyalty and dramatically improving NPS and CSAT scores.









FOR FURTHER INFORMATION ON

Vonage Contact Center for Service

CHECK OUT OUR PRODUCT PAGE

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DOWNLOAD THE DATASHEET



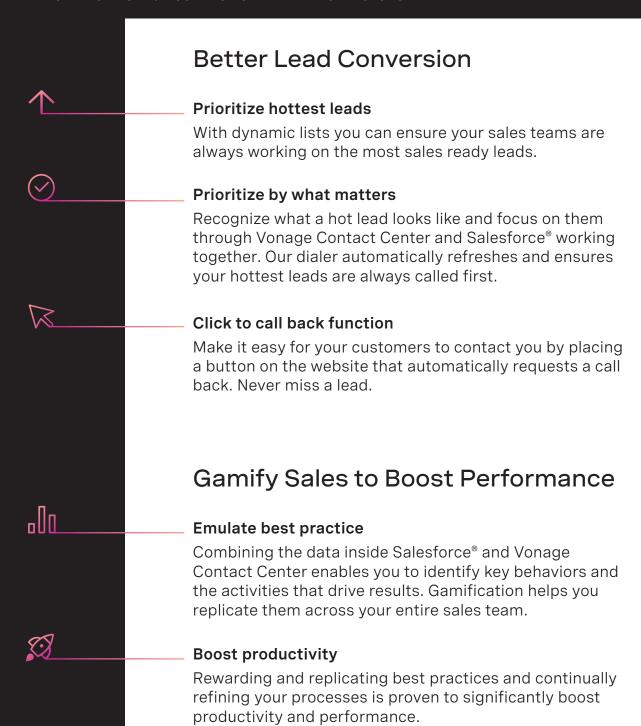


Vonage Contact Center for Sales

Increase the efficiency of your inside sales teams giving them more time, better leads, and a faster close so your reps can focus on what they do best: selling.

Vonage Contact Center for Sales sits natively inside your Sales Cloud® org and becomes the single view of the truth your sales teams need to do their job more effectively. Customer and prospect data is immediately viewable, alongside a history of interactions and activities, call recordings and other valuable notes ensuring your calls are on-point.

	Give Your Sales Teams More Time
	Automatic / preview dialer
	Whether static or dynamic lists, prioritize key prospects and ensure your agents are focusing their time effectively.
	Click-to-dial
	Saves on average around 20 seconds per call, per agent, eradicating mistakes from dialing wrong numbers.
	Flexible outbound caller ID
	Improve pick up rates by as much as 40% by displaying a local number to your prospects when you call.
00	Voicemail drop
	Drop a personalized voicemail at the click of a button and quickly move to the next call.
600	Automatic call recording for simple coaching and compliance
	Recordings are automatically logged against the activity in Salesforce® and are available immediately. They can be simply listened to and annotated to make coaching simple.
0	Single customer view
	Using Vonage Contact Center inside Salesforce® means all your customer data is readily available on the record, including activity history and previous interactions.
<u> </u>	Automatic call logging
	All activity is automatically logged in Salesforce® saving valuable time, whilst significantly improving reporting.
	Salesforce® as a single User Interface (UI)
	Vonage Contact Center is native inside Salesforce® so your teams never have to leave the application. It drives adoption and dramatically reduces time wasted by using multiple applications.



Improved Management Information

Real-time dashboards and historical reporting

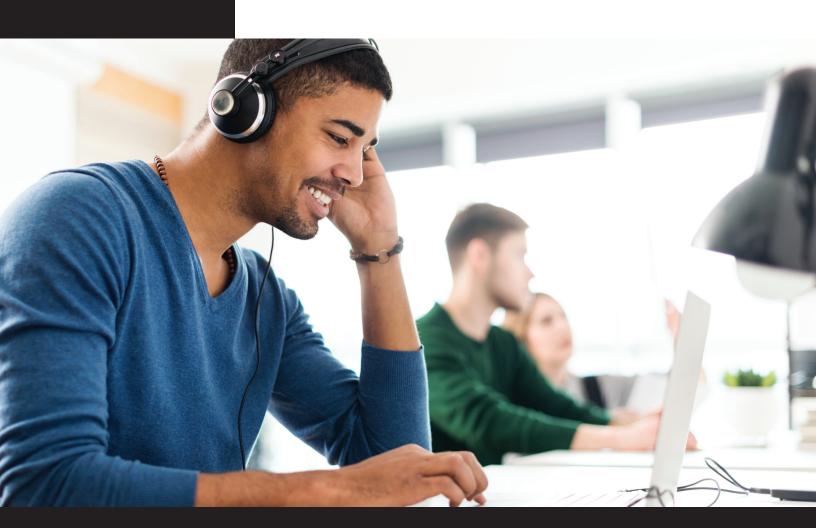
Total insight into your sales organization giving you better information for decision-making to improve conversion rates.

Individual, team and global performance stats

All viewable inside your Salesforce® reporting and Vonage Contact Center dashboards. As Vonage Contact Center has true-cloud infrastructure, you can view your global performance easily.

Massive time savings

No more spreadsheets and calculators as easy real-time reporting and excellent management information leads to better business decisions and far more targeted training programs to boost productivity more quickly.





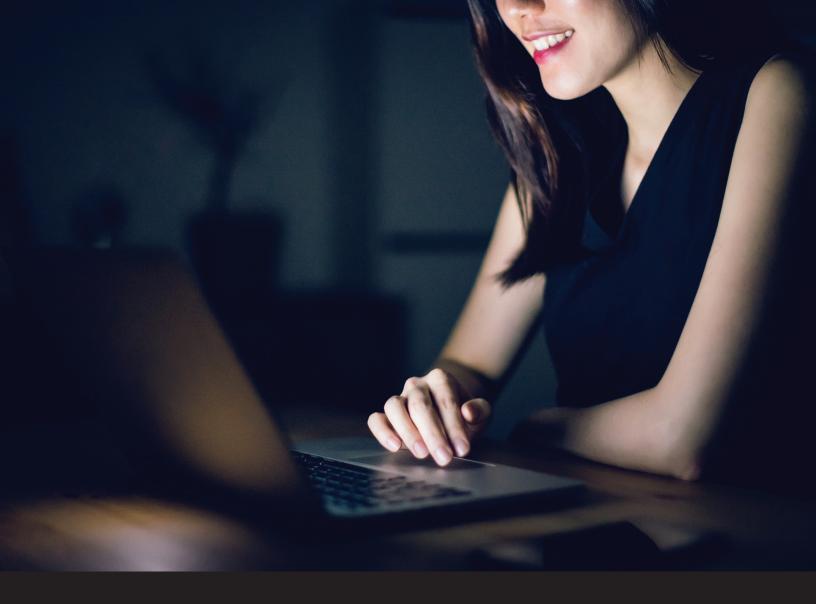
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About Vonage

Vonage is redefining business communications once again. We're making communications more flexible, intelligent, and personal, to help enterprises the world over, stay ahead. We provide unified communications, contact centers, and programmable communications APIs, built on the world's most flexible cloud communications platform. True to our roots as a technology disruptor, our flexible approach helps us to better serve the growing collaboration, communications, and customer experience needs of companies, across all communications channels.

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