



VAILLANT IS ALWAYS IN HOT WATER (THANKS TO VONAGE)

The Vaillant Group has provided efficient, innovative, and environmentally friendly heating and hot water systems for over 140 years. They pride themselves on “thinking ahead”—which includes expertise in the latest renewable technologies. The same thinking applies to their customer service. That’s why they wanted to upgrade their infrastructure to the latest technology to provide super-efficient call handling and deliver great customer care. This is where Vonage came in.

Implementation
in just five days

Outbound dialer
delivers 200 percent
efficiency boost

Savings through self-
management and updates

vonage.com



Built for Speed and Scalability

Listed on the Superbrands Top 100, Vaillant sells over 400,000 boilers a year in the U.K. Premium customer service is core to the Vaillant offering and—with over 600,000 inbound calls annually dealing with technical and customer service queries—the call handling system needs to be second to none. Unfortunately, the Vaillant service team experienced a number of problems with the previous, premises-based equipment used in its 122-seat contact center. These included limited inbound trunk capacity, poor integration with Salesforce, limited call recording storage, and manual outbound calling. The research into a new solution brought them to Vonage Contact Center for Salesforce. The speed of implementation, efficiencies, and results have far surpassed Vaillant’s expectations.

Up and Running in Just Five Weeks

Andrew Naylor, commercial manager for Vaillant, said, “The implementation went really smoothly, there was no expensive integration, and our advisors adopted it easily.” From that moment on, Vaillant was in awe of Vonage’s capabilities and resulting workflow efficiencies.

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– Andrew Naylor
Commercial Manager
Vaillant

Full Salesforce CRM Integration

The solution now links inbound and outbound calls directly to the CRM database. This provides agents with all relevant information—addresses, product details, call history, and more—which greatly improves the customer experience. With unlimited call recording capacity, the solution links each call to the customer record for compliance, training, and dispute resolution.

Call Whispers to Better Serve Customers

Vaillant agents love the call whispers, which alert them to the purpose of the call before the customer comes on the line. The link to the customer record in Salesforce forewarns agents of repeat callers and long wait times.

Flexibility With IVR Menus, Call Overflow, and Disaster Recovery

The new contact center solution is incredibly easy to operate. And Vaillant doesn't have to rely on expensive consultants or vendors to make system changes. In fact, the Vaillant service team has already made changes to the IVR themselves to improve efficiency and customer experiences. When call volumes rise, an overflow call center receives just the right proportion of calls from Vaillant—a huge improvement over their prior system, which didn't have the ability to calibrate the flow.

Outbound Dialer Delivers a 200 Percent Efficiency Boost

Previously, Vaillant relied on spreadsheets to proactively—and manually—place 250,000 customer calls to confirm appointments. Today, Vonage's outbound dialer makes the calls automatically straight from the Salesforce database. This means reaching the right people at the right time with the right number.

Salesforce Reporting

The new platform provides great insights into caller segments and their call behaviours. For example, which customers and engineers call the most and what internal calls the system unnecessarily redirects through the call center. The reporting feature provides a sustainable improvement in efficiency. In addition, reporting uses CLID to help prioritize calls from areas where engineers can provide immediate appointments.



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.