



Salesforce's  
highest rated  
communications  
partner on the  
AppExchange

700+ reviews

Integrate your  
communication  
channels with:

- Industry Clouds
- Field Service Lightning
- High Velocity Sales
- Bots and Self-Service



## VONAGE CONTACT CENTER FOR SALESFORCE

# Let Us Help You Make Every Conversation Great

Vonage Contact Center for Salesforce lets your people deliver a personalized experience every time, getting to the heart of every problem. Instant access to all your Salesforce data gives your teams everything they need to know for every customer conversation.

Unlock the power of data and AI and make every conversation great. All through one unified cloud-based platform, so you can scale and flex securely and reliably, with just one partner.

## The World's Most Flexible Cloud Communications Platform

Vonage has built the world's most flexible cloud communications platform that enables companies to create new, unique and distinctive meaning in their relationships with their people, partners and customers.

## Vonage Contact Center for Salesforce

### Service Cloud:

- Dynamic Routing
- Voice for Omni-Channel
- Contact Center Analytics
- Communications for FSL

### Sales Cloud:

- Dialer
- Call recording and transcription
- Global HVS integration

### Einstein:

- Call Transcription
- Contact Center Analytics

### Communications APIs:

- Voice, messaging, video integration to applications.
- Supports Sales, Service, Field Service Lightning, Marketing and Commerce Clouds.
- Voice and messages bots

### Unified Communications

- Voice, video conferencing and messaging
- Integrate with Sales Cloud for mobile task tracking

## Customers:



Visit us online at [vonage.com/newera](https://vonage.com/newera)

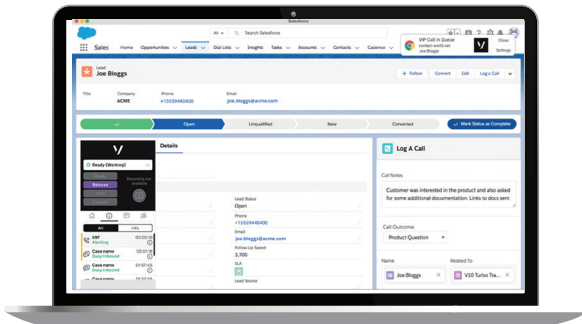


Vonage Contact Center for Salesforce Sales Cloud dials your hottest leads, with local calling numbers that increase pick-up rates. It sends each prospect's contact activity straight to their screens, with detailed reporting pulled straight from Salesforce.

### High Velocity Sales

Vonage Contact Center for Salesforce integrates with High Velocity Sales so your sales team can connect with customers globally and keep the cadence going. Tie in our call transcription solution, Conversation Analyzer, to Einstein for sales training, lead scoring, next best action and intelligent dashboards and reporting all within Salesforce.

- Automatic completion of call activities from the work queue
- Dial from the work queue or click-to-dial from the record directly
- Dialer included with both inbound and outbound advanced call functionality



- Real-time call transcription powered by Google Contact Center AI
- Live agent assist powered by knowledge base and CC AI
- Conversations run through Einstein to analyze for compliance and best-practice sharing



Unlock the power of Salesforce data to deliver a wide range of rich features from a seamless omni-channel contact center to streamlined agent interfaces that result in smoother call handling. We can even extend the contact center to cover field agents.

- Support and route customers to the best skilled agent and on their preferred channel
- Deliver better support to customers through self service using a bot or IVR and escalate to a live agent as needed
- Provide agents with relevant customer information on a pop-up display within Service Cloud

## Customer Success:



+25% productivity in the first 6 months & 95% first call resolution.



Digital engagement increased 250% over the last year.



125 seconds reduction in avg hold time & CSAT up from 8.8 to 9.2 in just 7 months.



- 30% more calls made
- £120,000 incremental revenue
- £40,000 savings in new country rollouts



- 47% increase in average pipeline
- 64% reduction in training to operations time
- 70% improvement to CSAT and NPS



- Sales increased by 100%
- Customer numbers more than doubled
- \$100K cost savings