































**COMways**  
the contact center experts

# Empowering Contact Centers to Create **POSITIVE CHANGE** in Customers and Agents' Experience

With over a decade of expertise in contact center solutions,  
we have been selected by the following leading brands  
to be their trusted partner.

Finance	Industries	Service	Education	Associations	Public Sector
    	   	      		     	    

# The Best Combination for an Innovative Contact Center: comways, Vonage, and Salesforce

comways  
Professional  
Services

Vonage  
Contact Center

**COMways**

- Strategy Execution
- Change Management
- Delivery
- Project Governance
- Training
- Service Desk

**V VONAGE**

- Cloud Contact Center Solutions
- Full Integration to Salesforce
- Virtual Assistant
- Conversation Analyzer
- Video calls

**salesforce**

- Case Management
- Service Cloud Voice
- Omnichannel
- Workflow Management
- Einstein Artificial Intelligence
- Next Best Action
- Knowledge Management
- Analytics

Salesforce  
Service Cloud



# Salesforce Service Cloud Voice to Solve Phone Cases Faster and Smarter

## Case Management

Case Management gives your organization the tools to streamline contact center operations, keep track of customer interactions, and unify data or team silos into a single source of truth. Offers one integrated platform that provides your agents a single shared view of every customer.

## Service Cloud Voice

Service Cloud Voice makes it easier for agents to answer and make calls, track customer information, and resolve customer issues—all within the Service Console. Reduce call volume and speed up call resolution by uniting cloud telephony and Salesforce CRM. Agents have a 360-degree view of every customer and supervisors get enhanced visibility across all channels, driven by intelligence.

## Omnichannel

Digitizing customer contacts at any touchpoint facilitate and maximize integration to achieve a consistent customer journey via voice, video and digital conversations. Preserve context when switching channels.

## Workflow Management

Route customers to the best matching agents. Optimize agents' assignments to best match forecasted demands and to adjust in real-time to deliver your committed SLAs. Give managers a view of contact center activity and manage their teams' workload in real time.

## Einstein

Einstein adds intelligence to voice and digital channels. It is a set integrated technologies that brings the power of AI to all Salesforce products. This innovation provides a more personalized and predictive experience that will display your company as more professional and attractive to your customers.

## Next Best Action

Recommendations are created using business rules, predictive models, and other data sources. This process results in context-specific next best action recommendations you present to your users.


## Managing Knowledge to Improve Agent Performance

Proactively examines new cases as they come in. Identifies the language and keywords, phrases, and text field values within the case and suggests articles most likely to solve the problem.

## Analytics & Actionable Dashboards

Apply analytics to identify trends and risks. A 360° view of your operational performance and customer experience through consolidated reports and actionable dashboards.

# Vonage Cloud Contact Center to Accelerate connections and to Power your Customer and Agents' experience



## **Vonage Native Cloud Contact Center Software**

Get the flexibility, privacy, and reliability you want while using any telephony provider, with on-demand scalability.

## **Full Vonage to Salesforce Integration**

Seamlessly integrate Vonage with Salesforce for crucial customer data and insights, empowering your team to deliver personalized connections across every channel. Salesforce CTI integration is at the heart of Vonage's cloud-based contact center software.

## **Virtual Assistant**

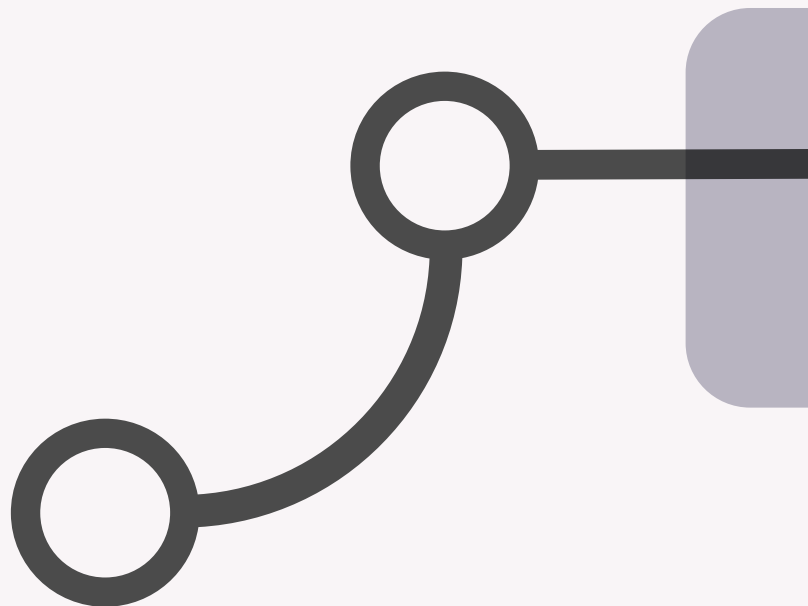
The Vonage Virtual Assistant deploys natural language and uses conversational AI for voice-enabled customer self-service. Adding intelligence to any conversation makes your customer experience a lasting competitive advantage.

## **Conversation Analyzer**

The Conversation Analyzer helps transcribe and tag customer calls. Control and monitor the conversation quality.

## **Video Calls**

Create richer customer experiences with Video. Bring your agents and customers together through interactive live video calls. Vonage Video calls make it easy to build a customized video experience within any mobile, web, or desktop application.





# comways Professional Services to Establish a Clear Success Plan

## Strategy Execution

We help you transform your contact center vision and strategy into an operational model to maximize your desired performance output. We are experts in tools & technology and mainly in the "contact center profession". Therefore, we advise you through the entire deployment cycle.

## Change Management

comways offers a customized approach during the entire journey ensuring that transformations are effectively implemented. Change Management services include business case development, project validation, requirements analysis, new solutions design, and vendor services evaluations (RFI/RFP).

## Delivery

We deliver customization, integration and implementation for your business needs while prioritizing timelines and budgets. We are highly experienced in integrating CTI and CRM solutions to help manage and activate your contact center's operational needs. In addition, we work closely with you to identify business information technology solutions and customize them to improve your customer experience.

## Project Governance

We help you determine how your project is managed and overseen: agile/waterfall, project

management tools, project documentation and project forums. In addition, we track milestones related to the following: Kick-off, design workshops, User Acceptance Testing (UAT), train-the-trainers, Go/No Go & meetings. We help you with recurrent meetings of steering & coordination forums. We guide you through the UAT with checkpoint calls. We guide you through the Production activation and we accompany you through with hyper-care phase.

## Training

At comways, we adapt our training services to the needs of your contact center. With comways training services your end-users get trained in the context of your day-to-day environment and based on the actual set-up and configuration of your solution. As most implementations require customization, comways tailors our training services to the specific need of your contact center. We use a train-the-trainer model for end-users, administrators, and supervisors.

## Service Desk

Built on Salesforce Service Cloud and Vonage Contact Center, the comways Service Desk is a communications center providing a single contact point for support-related activities. The Service Desk offers the following modules: Case Management; Customer Portal; Knowledge Base; Service-Level



# comways Boosts Performance through Innovation and Best Practices

## WE ACCOMPANY YOU IN ORDER TO

### improve your **CUSTOMER EXPERIENCE**

Boost service efficiency across any customer touchpoint.

### deploy innovative **VALUE-ADD SERVICES**

Supplemental services include self-service, post-call surveys, call analysis and coaching.

### reduce your contact center **OPERATIONS COST**

Eliminate silos and streamline your operations with integrated workflow automation.

### deliver your digital platform **ON TIME & BUDGET**

Apply changes in an agile model while keeping up with the rapid evolution of technology.

**CONTACT US**