VONAGE
Partner

Business Benefits

- Exceptional customer and employee experience
- Optimized IT experience and efficiency
- Improved KPIs and contact center metrics
- Better analytics and visibility across the business
- Reduced cost and complexity

VONAGE CONTACT CENTER

A Flexible, Future-Proof Platform That Unifies Business Communications and Contact Centers

Vonage Contact Center is a CRM-integrated contact center solution designed specifically for mid-market businesses. It brings unified communications and contact center technology together to deliver a superior customer and agent experience while reducing IT complexity and lowering operating costs.

Vonage Contact Center provides customers with an integrated offering (from carrier to application) that simplifies communications with one partner for service and support. All backed by proven 99.999% reliability delivered on a carrier strength network.*

A Better Experience for Agents and Supervisors

Vonage Contact Center gives your supervisors the tools they need to improve service levels and operational efficiency--all while delivering a faster, more personalized customer experience. Call monitoring and recording help to identify training gaps and opportunities to reward standout agents. Advanced customizable reporting and wallboards show key caller activities like abandon rate, time to answer, wait time, call duration and more.

No More IT Headaches

Modern IT teams need the flexibility of web-based administration and integrations that don't require additional development or professional services resources. Vonage Contact Center streamlines processes and vendor management so that the IT team can focus on strategic initiatives instead of administrative hassles.

Innovation and efficiency go hand in hand. With quick installs and easy, line of business self-service options, the IT team doesn't have to drop everything every time a change is required. And Vonage's simplified service delivery and packaging ensures higher user adoption while providing a context-rich, reliable solution.

Move Fast. Scale Quickly. Rest Assured.

Expand your network and add agents easily on our public cloud-based, highly-available platform. By contrast, on-premises solutions require downtime for simple changes, such as updating time zones or installing new agent consoles. Our nimble cloud contact center solution lets you update business call flows and routing rules in real-time without interruption to your business.

*The 99.999% claim is based on Vonage's average up-time and/or availability over a 6-month period (from June 2019 to November 2019)

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Unified Communications Features

Vonage Business Communications

- Clear calling, with HD voice
- Easily scale as your business grows
- Professional call handling and routing features
- Work anywhere with mobile and desktop apps
- Improve productivity with integration to your business applications
- Smart numbers for workflows and social media integration
- Team messaging and video meetings
- Simple, fast set-up with 24/7 customer support

Powerful Integration Capabilities

Vonage Integration Platform

- Connect your CRM and business applications with your phone system in one platform
- Employees will be more efficient, more productive and can better serve your customers in real-time
- Advanced features for contact management and call handling, control, and real-time logging
- Easy accessibility from any device with the Chrome browser, virtually anywhere, anytime
- Integrated call metrics and reporting for call volume, history and usage data – plus, sync all call data into your business application's native reporting dashboards
- Seamless contact management and scheduling capabilities across business applications, within a single interface
- Customizable integration tools such as Web Launcher

Contact Center Features	Vonage Contact Center with VBC Express	Vonage Contact Center with VBC Elevate
Inbound/Outbound Dialing		
Auto-attendant (IVR) Routing	Yes	Yes
Skills-based ACD Routing	Yes	Yes
Call forwarding to third-party after hours	Yes	Yes
Outbound manual dialing	Yes	Yes
Supervisor/Administration		
Web-based Administration	Yes	Yes
View queues and agent states	Yes	Yes
Interaction architect to graphically build call flows	Yes	Yes
IVR Scheduling	Yes	Yes
Supervisor monitoring	Yes	Yes
Dashboards and reports	Yes	Yes
Call recordings/playback	Yes	Yes
.CSV file downloads	Yes	Yes
Agent Experience		
Agent interface with call controls	Yes	Yes
Hard phone or softphone options available	Yes	Yes
Configurable agent status	Yes	Yes
View calls in the queues agents are skilled for	Yes	Yes
Caller ID, screen pop, and note taking (with Vonage Integration Platform)	Yes	Yes
Customer Experience & Advanced Integrations		
Vonage Integration Platform CRM Integration Available	Yes	Yes
IVR with Data Dip	No	Yes
Queue Callback	No	Yes
SLA Optimization Routing	No	Yes
IVR Post Call Survey	No	Yes
Reporting API Available	No	Yes
CRM Data Routing	No	Yes