

# Disaster Recovery

We're here to help



## Cloud Communications To Keep Your Contact Center Up And Running - Anytime, Anywhere

Vonage understands the importance of enabling entire organizations to communicate, collaborate, and remain productive in a way that limits the impact of the latest health events. **Vonage Contact Center helps organizations achieve seamless transition towards a remote workforce.**

### Business Continuity in Uncertain Times

The innovative Vonage products power remote work and flexibility for teams around the world. In the face of this global health issue, businesses must follow the recommendations of global health officials and limit exposure in heavily populated areas such as the workplace. Your organization can count on Vonage Contact Center to foster collaboration and reliable productivity.

## Standby Contact Center Immediately Available For Any Crisis

[LEARN MORE](#)

For enterprises wanting help supporting remote teams, without the need of replacing their legacy system, we will provide, for a small monthly 'reservation fee', **a standby cloud contact center available for any crisis**. This will enable your entire contact center team to work remotely over the internet, minimizing disruption to your business. This offering will afford your remote workers with access to Vonage Contact Center, featuring:

- A fully web-based system that is highly flexible and quick and easy to modify
- Ability to change the messages and menu options customers hear within minutes to give the very latest status updates
- Optionally, can be configured to fully meet all the needs of your customer contact solution including automatic call-logging, screenpops, click-to-dial, PCI compliance, omni-channel, intelligent routing, dashboards, advanced reporting and analytics.
- Route calls based on priority ensuring the most vulnerable or valuable callers are dealt with first
- Make any changes remotely and instantly, so you can quickly react to any situation wherever you are



## Enable remote work today