

Reliable,
High-quality
Communications
for Your
Customers
Wherever
They Are.

VONAGE CONTACT CENTER FOR SALESFORCE

Global Voice Assurance: World-Class, Consistent Call Quality

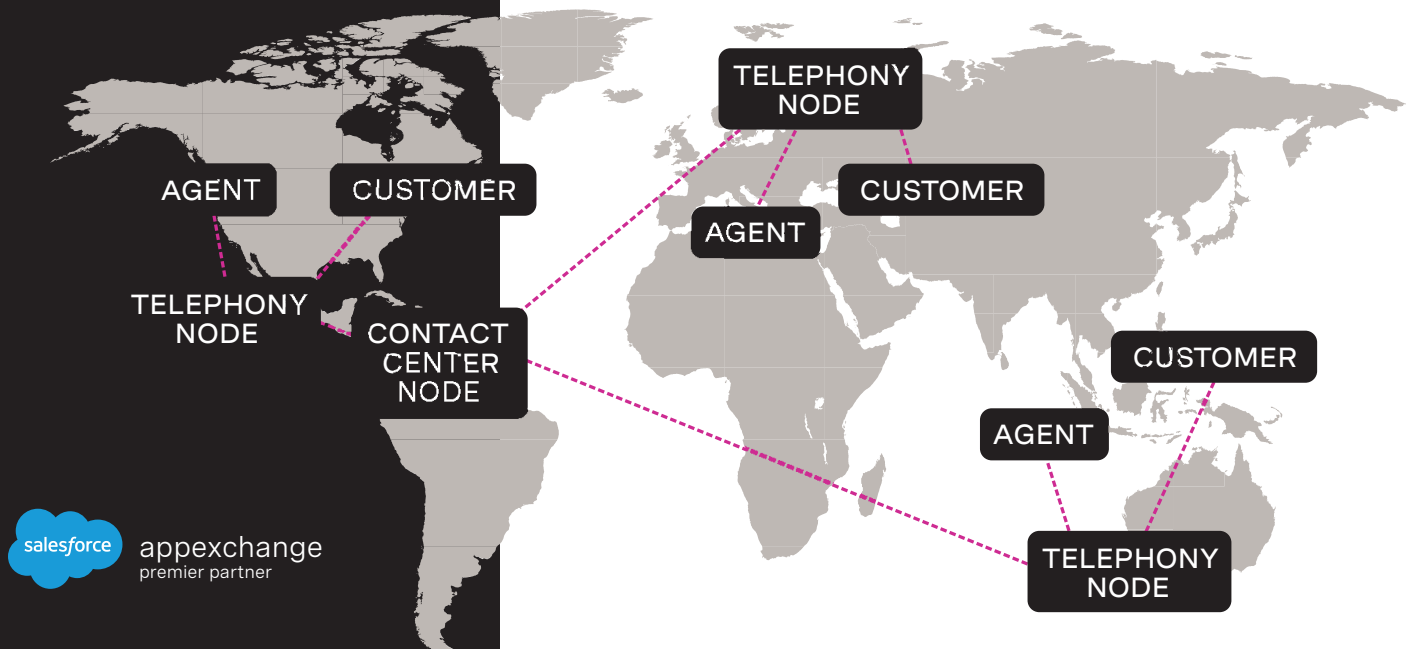
The Vonage Communications Platform is built on a state-of-the-art, robust, global telephony network designed to deliver your customers with crystal clear voice quality whenever they talk to you.

With sophisticated global call plans, we offer you a simpler way to operate a complex environment and deliver the best customer experience. Use a single global call plan to distribute your calls globally. This immediately consolidates your administration and reporting, saving time and delivering insight into how your operation is performing. All this while maintaining the crystal-clear quality that you need to provide the experience your customers expect.

Instantly manage regional peaks in traffic by simply overflowing calls to quieter service centers, no matter where they are. Connect any customer with any agent, regardless of location, reduces wait times, ensures you hit SLA and most importantly, boosts customer satisfaction.

Eliminate issues of high latency and low quality associated with region-specific call plans that require routing calls back and forth between home and local locations. At Vonage we take a more sophisticated approach and ensure we keep voice traffic local to preserve crystal clear connection. For example, a US company can use the Vonage platform in the US while still keeping all voice traffic for European agents and customers local.

Avoid single points of failure from relying on a single telephony carrier to deliver all your calls. To make sure our customers are not affected by the downtime of a single carrier, Vonage has established relationships with multiple Tier One carriers, in all regions, so we have the flexibility to switch providers at a moment's notice.



Key Features

- **Global call plans** - Unified reporting, management, and overview of agent availability and call distribution
- **Intelligent call overflow** - Move calls between regions seamlessly with Global Call Plans so you can balance peaks and troughs in demand
- **In-built carrier redundancy** - Multiple telephony carrier, MPLS and IP partners in each region
- **Local voice** - Always use a local node for local calls even if agents and customers are on different continents

Key Benefits

- **Boost customer satisfaction** - Global Call Plans reduce waiting times as they deliver calls to the next available agent, regardless of location
- **Reduce telephony costs** - Keeping your voice traffic local to the agent not only provides the best possible call quality but also minimizes your call charges
- **Scale as needed** - Vonage Contact Center for Salesforce allows you to grow your business on a platform that's available and supported wherever you are
- **Eliminate downtime** - With multiple carrier partners globally, Vonage Contact Center for Salesforce can instantly switch between providers to keep you up and running



Contact Us

Vonage Contact Center for Salesforce powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.