

Connect Your Customers, Agents, and Back-Office

Want to ensure that your small business delivers great customer experience? Bring your customers, agents, and subject matter experts together to resolve issues quickly with combined unified communications and contact center solutions. With Vonage Fusion, employee and customer communications operate in perfect harmony. By combining complementary unified communications and contact center solutions, Vonage Fusion helps small businesses deliver strong experiences to retain customers and stay profitable.

Integrated UC + CC Experience

- **Single app:** Use Vonage Business Communications (VBC) desktop or mobile app for convenient contact center call answering and management.
- **Less toggling between applications or systems:** Stay within one app to collaborate with peers and support customers.
- **Access to the greater team:** Transfer customer calls to the appropriate department, rather than having customers hang up or call another number.

Leverage Company Expertise

Presence and Availability

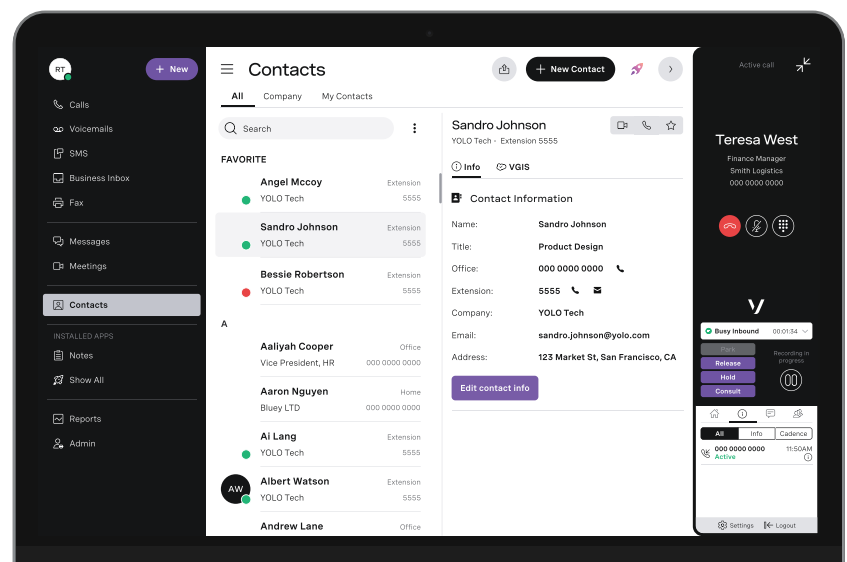
- **Synchronized directory:** Use the full skill and expertise of your small business.
- **Quickly monitor availability:** Check for back-office user or agent availability in real-time.

Single Authentication Credentials

- **Convenience:** Reference one set of credentials for all communications solutions.
- **Confirmation-click required when turning on ContactPad:** Be sure that agents are ready to resume contact center duties.

Single Provider

- Industry-acclaimed UCaaS and CCaaS, leveraging the world's most flexible cloud communications platform
- Consistent compliance, redundancy, and security across tech stack



"At Headsets.com, customer love drives every decision we make as a company. We have an amazing team that truly wants to help and support our customers however they can and give them the best experience possible, every time. To make this possible, we need to provide our team members with communications technology that is reliable, fast, simple, and integrated - and Vonage does that."

- Rick Mills
Chief Financial Officer
Headsets.com

[Read the customer story](#)

"Leveraging Vonage for both unified communications and contact center allows us to provide the personal and dependable level of service that our customers expect, while also giving our employees the tools for a seamlessly integrated, contextual workflow — no matter where they are located."

- Mike Day
System Engineer/Telecom
Specialist, Interstate Batteries

[Read the customer story](#)



Discover the Major Benefits of UC + CC

Industry-acclaimed UC and CC solutions, integrated offerings, plus the chance to lower costs — all while helping your teams and customers? Vonage Fusion does that and a lot more:

- **Improve first-call resolution** with integrated collaboration and communications tools.
- **Increase customer satisfaction** with shorter call times and real-time access to subject matter experts across the organization.
- **Enhance CX** with quick call transfers to colleagues better-suited to solve customer issues.
- **Build lasting customer experiences** with insights from Vonage CRM integrations.
- **Accelerate speed of execution** with automated call logging.
- **Increase employee productivity** with less work between screens and apps, not to mention enabled presence synchronization to connect the back- and front-office.
- **Boost business agility and lower operational costs** with a single communications technologies provider that offers a full UCaaS and CCaaS tech stack.
- **Remove expensive installs and maintenance** with a UC + CC bundle from a single cloud-hosted vendor.
- **Reduce IT complexities and lower operational costs** with well-integrated solutions leveraging a common platform.
- **Experience an elevated quality of service** with our 99.999%* uptime reliability.

A Vonage authorized partner



Mid Atlantic Business
Management Inc
Andy Gawai(469-949-6226)
andy.gawai@midatlantic-bps.com

