

Your Configurable and Future-Proof Platform

Vonage Contact Center delivers superior customer and agent experiences while reducing IT complexity and lowering operating costs.

The packaged solution provides customers with an integrated offering – from carrier to application – that simplifies communications with one partner for service and support. And it's 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 are invaluable tools for staff development. Use them to identify training gaps and opportunities to reward standout agents.
- Advanced customizable reporting and wallboards make it easy to monitor key caller activities like abandon rate, time to answer, wait time, call duration, and more.

No More IT Headaches

- Your IT team can flexibly work with our web-based administration and integrations that don't require additional development or professional services resources.
- Vonage Contact Center streamlines processes and vendor management. Now your IT team can focus on strategic initiatives instead of administrative hassles. This is where innovation and efficiency go hand in hand.
- Thanks to quick installs – not to mention easy, line-of-business self-service options – your IT team doesn't have to drop everything whenever a change is required.
- The simplified service delivery and packaging from Vonage ensures higher user adoption, while providing a context-rich, reliable solution.

Ready to Move Fast, Scale Quickly, and Rest Assured?

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

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

*The 99.999% claim is based on Vonage's average up-time from July 2021 thru February 2022

Features Overview	Priority	Premium	Optional Add-Ons
Absolute Priority	✓	✓	Vonage
Agent Session Management	✓	✓	Speech Analytics
Announcement Place in Queue	✓	✓	AI Virtual Assistant
Call Control	✓	✓	Post-Call Surveys
Call Logging and Disposition Codes	✓	✓	Visual Engagement (video and screen sharing)
Call Overflow to Third Parties	✓	✓	Screen Recording
Configurable Call Recording, Retention (30 days), and Player ContactPad Presence	✓	✓	Web and Mobile Chat
Analytics (view only), Reporting, and Dashboards	✓	✓	Best of Breed Partners
Group Overflow	✓	✓	Workforce Management
Leave Voice Message	✓	✓	Secure Payments
Set Agent State on Screen Lock	✓	✓	SMS Engagement
Stop Recording on Transfer	✓	✓	Gamification
Supervisor Monitoring	✓	✓	UC Integration
Flexible Working	✓	✓	Integrated Experience Across Vonage UC + CC Solutions
Voicemail Drop	✓	✓	Microsoft Teams
Queue Notifications	✓	✓	CRM Integrations
Personal Voicemail and Accessibility	✓	✓	Salesforce Core
IVR	✓	✓	Salesforce Advanced
Extended Agent Presence	✓	✓	Service Cloud Voice Without Transcription
Disaster Recovery	✓	✓	Service Cloud Voice With Transcription
Dialer, Screen Pops, and Omnichannel**	✓	✓	Microsoft Dynamics
External Data Integration for Dashboards		✓	ServiceNow
Data Connector (web services)		✓	Zendesk
Web and Mobile Chat		✓	ContactPad Anywhere
Whisper Coaching		✓	Global Voice Assurance
Dynamic Voice Message Setting		✓	Optimization of Voice Quality and Cost
Post-Call Surveys		✓	Minute Zones, Types, and Bundles
Call Recording Retention (365 days)		✓	Professional Services
Analytics View and Create		✓	

**Capabilities supported by CRM. Different features available for different CRMs. Please contact us to discuss the best solution for you.

