



Service Cloud Voice is Now More Intelligent and Globally Available with Vonage Contact Center

Bring even more automation, intelligence and global calling capability to Service Cloud Voice with Vonage Contact Center. As Salesforce's #1 partner in Contact Center, through partner telephony Salesforce customers can enjoy the best agent experience within Service Cloud powered by the world's most flexible and reliable communications platform.

Fully Featured and Efficient

A single platform, single screen wonder

The multi-click, multi-screen experience is not you. See how Salesforce Service Cloud Voice partner telephony with Vonage Contact Center can elevate your efficiency.

- Reduce inbound calls and wait times with Vonage's virtual assistant with voice activated self-service
- Omnichannel visibility across all customer conversation channels —including chat, email, messaging, SMS, and social
- A single pane of glass interface, with no need to toggle between screens
- Reduce data entry and call wrap-up times
- Automatic transcription capabilities
- Einstein AI-powered engine delivers knowledge-based agent recommendations
- State-of-the-art supervisor console for real-time monitoring
- Runs flawlessly on the Microsoft desktop

Integrate global telephony and blended call routing on a single platform.

Fully Telephony and Browser Agnostic, with a WebRTC App available.

High-quality audio and Quality of Service, with choice of hardphone, softphone, mobile, and WebRTC.

"Cradle to Grave" 24x7 professional global support, with holistic routing, Service Cloud Voice and knowledge deployed from a single vendor.



Vonage is Service Cloud Voice Partner Telephony Ready

Fully Integrated Communications Stack

It's always better to work together. So leverage the seamless integration of Vonage Contact Center with our Unified Communications and Communication API solutions.

Over 80+ Countries Supported

In addition to North America, EMEA, and APAC, Vonage can support Service Cloud Voice in China, India and the Middle East.

4.9/5 Star Rating on the Salesforce AppExchange

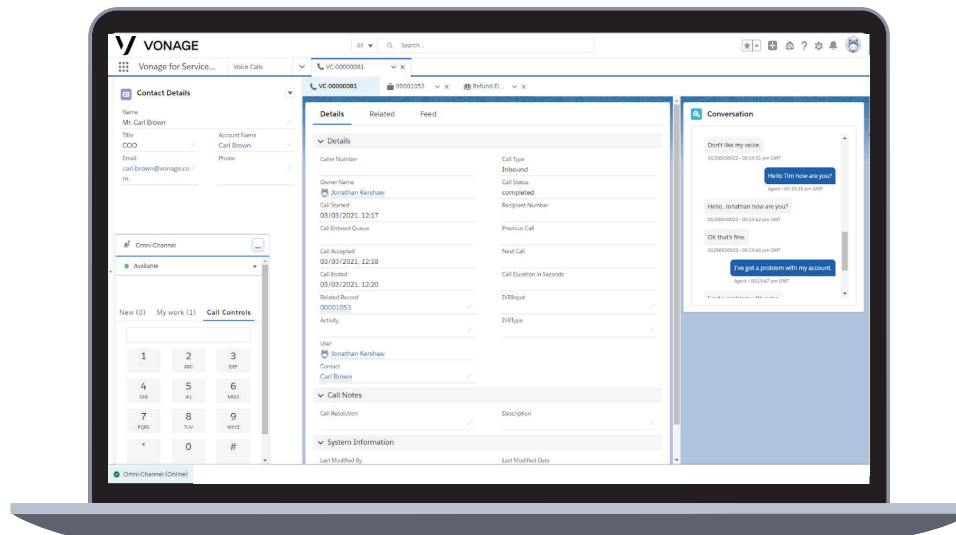
All About the Benefits

826+ Customers
Salesforce
Contact Centers
Supported

#1 in Salesforce
Contact Center
Implementations
and Support

At your service

- Enhanced Salesforce Service Cloud Voice reporting with powerful contact center insights
- Straightforward migration path for existing Vonage Contact Center customers
- Conveniently retain existing call plans, skills, and users
- Intelligent IVR helps anticipate customer needs and deliver memorable experiences, with data and Virtual Assistant conversations to influence agent behavior
- Full omni-channel capability provides customer choice
- Seamlessly route from Salesforce custom objects and connect callers with the best available agent based on personalized customer data
- Global voice assurance and call plans coming soon to Service Cloud Voice partner telephony
- Add Vonage Unified Communications and Communication APIs to Communications Strategy



Vonage is Salesforce Service Cloud Voice ready—*contact us now.*

Learn more at:
vonage.com/contact-centers/