

Executive Overview

Vonage offers a diversified portfolio of unified communications, contact center solutions and communications APIs that help enterprises all over the world stay ahead. This means that we can be as flexible as our customers need us to be because we own our entire code stack. With over 20 years of experience in communication technologies and serving customers in global markets, Vonage provides the world's most flexible cloud communications platform.

Product & Service Offerings

- Unified Communication (UCaaS) (VBC)
- Contact Center (CCaaS) (VCC)
- API's (CPaaS)
- Virtual Assistant powered by Vonage AI
- Mobile Integration
- Software Integration with Salesforce.com, Oracle, Connectwise, MS Teams, ServiceNow, GSuite, O365, Sugar, Zoho, ZenDesk, MS Dynamics, Slack, Hubspot, Zapier CRM
- Integration
- Fax to Email
- Dynamic E911 Services
- International UC services including local DID's and Emergency services

Sales Engineer Take On Best Fit

Vonage delivers a broad spectrum of services including voice, messaging, video, and data capabilities through their UCaaS, CCaaS, and CPaaS offerings. With a platform that is incredibly flexible and scalable, Vonage supports over 100,000 businesses globally. They provide robust solutions for unified communications, contact centers, and communication APIs, with a strong commitment to innovation, evident in their partnerships and accolades. For instance, Vonage has been recognized as a leader in the Gartner Magic Quadrant for CPaaS, and their CCaaS Salesforce integration is often hailed as best in class. Their approach to the Health Care industry, particularly with the EPIC integration, demonstrates a streamlined interface for end users.

- Dave Watson, Avant Field Sales Engineer

Key Features & Differentiators

- Embedded user experience, reporting and monitoring within major CRMs like MS Dynamics 365, Salesforce, and ServiceNow
- Customized solutions - meeting your customer where they do business through a combination of UC, CC, and API solutions
- Own the entire technology stack
- Dynamic E911
- International Unified Communications and Contact Center Services on a single platform
- Omni-Channel capabilities including WFM, QM and Real-time Sentiment Analysis
- Direct Routing partner with Microsoft providing a seamless experience for users within Teams

Top Industries Served

- Manufacturing
- Financial Services
- Healthcare
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

- Businesses of all sizes: SMB to Enterprise, Single to Multi-location
- Companies that use 3rd party applications for CRM, Cloud Tools, or internal Collaboration
- Great success with the following industries: Healthcare, Retail, Finance, Insurance, Legal, Manufacturing, Professional Services, Real Estate, Transportation, Non-profit
- Businesses reliant on, or in the process of deploying, Salesforce, Microsoft Dynamics/Teams, ServiceNow, or Zendesk.
- Businesses looking to bring all aspects of their communications together, contact center, telephony, and application needs
- Companies transitioning from on-premises or inferior/early cloud solutions, and those seeking to increase their IT efficiencies.

Qualifying & Technical Questions

1. What initiatives or major challenges are driving the desire to evaluate alternatives to a current system?
2. How do you currently communicate with your customers and internal employees?
3. What CRMs and productivity tools do you have in place today? Are they tightly integrated with your communications tech stack?
4. Are your current communications tools aligned with your digital transformation/ CX initiatives?
5. How do you plan to incorporate a personalized AI-driven customer experience into your tech stack to set yourself apart from competitors?