



"Participants in our Relay For Life event raised 225% more with the engagement journey powered by [Vonage] and Salesforce."

**Catherine Moore,**  
Senior Director of Strategic Engagement & Platform Development, Canadian Cancer Society in Saskatchewan

## VONAGE CONTACT CENTER FOR SALESFORCE

# Remove all barriers to a great sales conversation

Connecting sales activity to marketing success means you are able to do more of the right things, connect with more of the right leads, and ensure sales growth through more predictable pipeline.

Running and managing a sales team is not an easy job. We understand that. So what if we told you we could help you increase your sales and dramatically improve productivity through delivering efficiencies in your sales team, all while ensuring you have complete visibility?

Vonage Contact Center for Salesforce enables a more efficient, targeted and personalized sales approach with complete contact visibility, outbound dialing, and click-to-call back functions.

We've focused our efforts on how we can unlock the power of Salesforce to deliver a wide range of rich features from a dynamic dialler with voicemail drop to streamlined user interfaces that result in smoother sales calls.

We support Sales and Service Cloud users.

## Redefining customer experience

- **Dynamic Dialler** - A dialler that intelligently prioritizes and automatically refreshes so that salespeople work the hottest leads first.
- **Flexible CLID** - The ability to display a meaningful outbound CLID, especially a number local to the prospect, is proven to increase answer rate. 65% of respondents said they would answer a call from an unknown number with a local area code.\*
- **Request a call back** - Enable prospects to request a call back at the click of a button, straight from your website. Providing you with a rich source of prospects.
- **Screen-pop** - Give your reps all the information they need to have a more targeted and relevant call.
- **Voicemail drop** - Free up your salespeople to make as many calls as they can. Automated voicemail drop means your reps can leave a personal message for those prospects who don't pick up, while moving on to make the next call.
- **Account owner routing** - Make sure those precious inbound sales inquiries are routed to the right salesperson with dynamic account owner routing.
- **Scheduled callbacks** - Never miss a pre-arranged call with reminders that pop-up within your agent's Salesforce screen.

\*[Sales Best Practice Guide](#), NewVoiceMedia, 2015

A range of licenses are available to provide you with access to the features you need, so get in touch with a Vonage Contact Center for Salesforce representative today to find out how we can help you to have...

## More successful conversations.

Additional modules are available on the Vonage Communications Platform:

**Gamification** - Engage and incentivize your sales team to use best practices in Salesforce and deliver sales results.

**PCI-DSS Compliance - Level 1** - Comply with Payment Card Industry standards while enabling agents to take payments with mid-call IVRs.

**Conversation Analyzer** - Speech analytics let you instantly identify insights and trends.

## Learn How to Build an Army of Bestsellers.

Find out more:

[vonage.com/contact-centers](https://vonage.com/contact-centers)

## Delivering insight

- Real-time dashboards & historical reporting - Instant insight into your sales organization and the performance of your reps. Use this information to inform decision-making and improve conversion rates.
- **Call recording** - Aid training to replicate the best sales practice within your business, and improve sales success.
- **CRM auto-sync** - All the information you need in your CRM without lifting a finger. Improve adoption and release the potential of the CRM.
- **Global reporting** - Know exactly what is happening in your business in real-time across the globe and identify your key performance trends.
- **Supervisor monitoring** - Reap the training benefits of a supervisor being able to join a rep's call or just listen in, and know who is on a call at any point.
- **Advanced Salesforce reporting** - All the information that management craves with all the visibility that comes along with it - a rich mine of data that is pushed directly and automatically into Salesforce, ready for reporting and analysis.

## Flexibility, scale and resilience

- **Flexible working** - Your sales team doesn't need to be tied to their desks - if there is a situation where they need to work from home or visit a prospect, they can. All they need is a phone and internet connection to access the Vonage Communications platform.
- **Configurable call recording** - Ensure you comply with privacy laws and maintain your customer's privacy by using configurable call recordings. If something should not be recorded, then it won't be.
- **Emergency call routing** - Should a fire drill interrupt your day you can divert all your calls at the touch of a button.
- **Disaster recovery** - No-one can predict all outcomes - have peace of mind knowing that whatever happens, Vonage Contact Center for Salesforce will be able to have you up and running again in no time.
- **Supervisor portal** - See who is available for a call, on a call or on break in a fully customizable environment that will provide you with the visibility you need to effectively manage your sales teams.
- **Overflow calls to outsourcers** - Route calls through to your outsourcers with full insight into activity and reporting.

## 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.

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For more information visit [vonage.com/contact-centers](https://vonage.com/contact-centers).