

# Communicate your way to great experiences with an integrated communications platform

Vonage **CX Cloud Express** is a CRM-integrated contact center solution designed specifically for mid-market businesses. This single-platform solution for unified communications and contact centers delivers a great customer and agent experience, while reducing IT complexity.

CX Cloud Express provides customers with a single, integrated offering - from carrier to application - simplifying their communications needs with a single partner for service and support, with a 99.999% SLA guarantee:

- Improve Customer Experience
- Enhance Employee Experience
- Optimize IT Experience
- Reduce costs

## Benefits for agents and supervisors.

Answer, direct, and complete calls faster, while increasing productivity and improving customer satisfaction.

Managers get the tools they need to optimize service levels, while understanding training gaps and requirements by monitoring and recording agent calls. Advanced customizable reporting & wallboards shows caller activity, like abandonment rate, time to answer, wait time, call duration, etc.

## No more IT headaches.

Vonage's complete cloud contact center solution appeals to medium-sized businesses. The innovation is in our efficiency, so businesses can quickly install and change their operations as needed. Furthermore, Vonage's simplified service delivery and packaging ensures easy customer adoption, while providing a user-friendly and reliable solution.

## Get setup and scale quickly. Stay up no matter what.

Expand your network and add agents easily on our public cloud-based, highly available platform. By contrast, on-premises solutions require downtime for simple changes, such as updating time zones or

installing new agent consoles. Vonage's contact center solution lets you update business call flows and routing rules in real-time without interruption.

## Vonage CX Cloud Express

### Inbound/Outbound

- IVR
- Skills-based ACD routing
- Call forward to 3rd party after-hours
- Outbound dialing

### Agent Experience

- Softphone agent interface with Call Controls
- Hard phone for Vonage Business Cloud users
- Call recordings
- Peer presence with other CX Cloud Express users
- Configurable agent status
- Use Vonage Business Cloud for mobility when away from desk

### Supervisor/Administration

- Administration
- Supervisor monitoring
- Reporting
- Listen in
- 3-way consult
- Dashboards & Reports
- Real-time dashboards
- Queue and agent states
- Visual alerts
- Template and customizable historical reports
- CSV file downloading
- Playback call recordings for admins

## Vonage Business Cloud

- Clear calling, with HD voice
- Easily scales as your business grows
- Professional call handling and routing features
- Work anywhere – mobile and desktop apps seamlessly enable remote working
- True collaboration with Amazon Chime
- Improve productivity with integration to your business applications
- Simple, fast set-up with 24/7 customer support

## Vonage Integration Suite

- Connect your CRM and business applications with your phone system in one platform
- Employees will be more efficient, more productive and better serve your customers in real time
- Advanced features for contact management and call handling, control and real-time logging
- Easy accessibility from any device with the Chrome Browser, virtually anywhere, anytime
- Integrated call metrics and reporting for call volume, history and usage data--plus, sync all call data into your business application's native reporting dashboards
- Seamless contact management and scheduling capabilities across business applications, within a single interface
- Customizable integration tools such as Web Launcher

**Start building your cloud communications today**

# Packet Fusion

**Ellen Pensky**

*ellen@bumblebeemarketing.net*

**PACKETFUSION**



Connecting the Dots to the Cloud