

# Integrate Voice for Increased Productivity

Business applications and communications that don't seamlessly connect create operational gaps. Imagine the possibilities when the applications your teams use every day embed directly within your business phone system.

## Good Communication Means Making Every Interaction Count

With the help of Vonage Integration Suite, companies can design a truly unified communications strategy to improve customer interactions, elevate productivity, and save valuable time. Cloud integrations sync the information in your business applications with detailed data for all your inbound and outbound calls. This means better visibility and better customer engagement at your fingertips.

### **Give Everyone the Features They Need**

Provide administrators with simplified user management and report generation features. Give them the power to enable features account-wide, including auto-call logging and customizable call noting options..

### **Get the Information You Need to Make Business Decisions**

Access integrated call metrics and reporting for call volume, history, and usage data. Even sync all call data into your business application's native reporting dashboards.

## Time Saving Tools

### **Improve Conversation Accuracy with Click-To-Connect**

Click-to-connect via voice or SMS with any number appearing in an embedded Vonage Integration Suite application. The app connects the call through your Vonage Business phone system to eliminate misdials.

### **Improve Time Management and Follow Up**

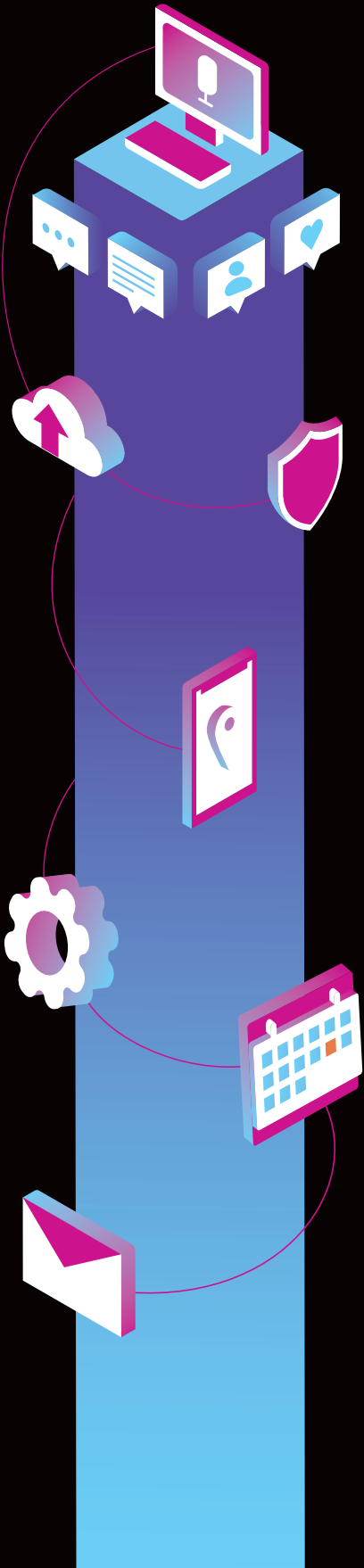
Get the details right away from your CRM. Screen pops inform you of who's calling and provide relevant details—all within the Vonage Business Communications web or desktop application. Follow-up tasks and appointments can easily be created on the fly.

### **Resolve Issues Faster with Call Notes**

Record all notes taken for inbound and outbound calls in the lead or contact notes. Now your team can view call histories without switching between applications.

### **Access Customer Information Fast**

Manage contacts and scheduling functionality across business applications, quickly and easily within a single interface.



# Elevate Your Customer Experience

## Integrations Include:

**Bullhorn** - Quickly find caller details, add notes and make calls at the click of a button. Everything you need to do in Bullhorn pops up as soon as your phone rings.

**Oracle NetSuite** - Incoming and outgoing screen pop-ups enable your team to quickly add notes and create contacts to help support the NetSuite sales workflow.

**ConnectWise** - Automatically log inbound and outbound call data. Record calls and even capture user call notes from your desktop or mobile device.

**SugarCRM** - Save time with easy outbound dialing - from SugarCRM. Create and view accounts, contacts or history, sync contact information and call notes instantly.

**Zoho** - Do more while on a call without leaving Zoho CRM: click-to-call, add contacts, add notes, schedule follow-ups, track call duration, and more.

**Microsoft Teams** - Vonage for Microsoft Teams powered by Call2Teams™ is a cloud service that connects the Vonage Business Phone system with Microsoft Teams.

**HubSpot** - Make your sales teams more productive and drive adoption through intuitive call handling, control and management features integrated into Hubspot workflows.

**Zendesk** - Quickly review inbound and outbound call data. Search, review, update and quickly add cases to enhance customer experience.

**Microsoft Dynamics** - Access a full suite of features inside a single interface. View and capture customer information, click-to-dial, log SMS messages, call details, notes, and more.

**Salesforce** - Automatically log incoming and outgoing calls, create contacts and cases. Capture call notes, and view real-time user activity reports.

**Slack** - Boost team productivity without impacting Slack workflows by integrating voice and conferencing tools from Vonage.

**Clio** - Logs data from any device—even mobile, making tracking simple, and insuring your firm never misses out on billables again.

**G Suite** - Get more out of G Suite for your business by integrating your business phone and conferencing tools with Gmail®, Google Contacts®, Google Calendar and Tasks.

**JobDiva** - Click-to-dial calls from your contacts and candidates. Shave seconds off customer interactions with client info screen pops for incoming calls.

**Office365** - Integrate your business phone and capture call data in Outlook® to enhance workflows and gain efficiencies.

**Workplace by Facebook** - An online team collaboration tool that lets companies use Facebook features to make communications at work more efficient than ever before.

**Prodoscore** - This tool provides a simple way to measure, understand, and improve employee productivity across your entire organization. Artificial intelligence and machine learning help you reach the maximum potential of your software and sales teams.

## Connect to Any Web Application

In addition to a full line of prebuilt business application integrations, Vonage can provide full web services application programming to integrate with third-party software applications.

To learn more, please visit [vonage.com](https://vonage.com)