VONAGE

Take Your Cloud Contact Center to New Heights

Drive sales and provide world class customer service with the combined power of Vonage Contact Center and Microsoft Dynamics 365. Leverage your investments in Microsoft Dynamics 365 to personalize the customer experience and provide a 360 degree view of the customer journey.

The integrated cloud contact center solution enables organizations to drive external and internal customer satisfaction while providing agents exactly what they need to be productive all without leaving the app. With Vonage Contact Center for Microsoft Dynamics 365, you can transform customer experiences into true customer loyalty.

Vonage Contact Center for Microsoft Dynamics 365 Key Features

Support for Sales/Service Hubs and Field Service - Whether your organization is using Sales/Service Hubs or Field Service, Vonage Contact Center for Microsoft Dynamics 365 enables your cloud-based contact center to focus on what is most important, driving new sales and servicing your customers.

Embedded Contact Pad - Interaction handing call management capabilities within the Microsoft Dynamics 365 app providing a single, easy to use interface.

Screen Pop* - Improves the agent experience by automatically opening the relevant information needed from inbound calls, saving time and effort by eliminating manual searching for an account, case, contact, opportunity, etc.

Click-to-Act - Provide agents the ability to Click-to-Act directly from the Microsoft Dynamics 365 app further streamlining systems and providing a boost in productivity.

Webchat - Route Webchat requests directly to the appropriately-skilled agent.

Visual Engagement - Two-way video and screen sharing fully integrated into the contact center.

Event & Comment Logging - Drive sales and create a better service experience by matching inbound and outbound voice interactions with Microsoft Dynamics 365 to contacts, cases, incidents all while auto-logging the events.

New Record Creation - Vonage Contact Center for Microsoft Dynamics 365 checks to see if a record exists and if not, it creates one eliminating manual data entry.

Get Started

US: 855.534.2888

Worldwide: +44.207.206.8888

vonage.com/contact-centers

Call Summary Reporting* - Build insights with your customer data and apply it to your overall BI strategy. Vonage call data is logged with every Contact Center call giving insights into how your cloud contact center is performing all from within Microsoft Dynamics 365.

Dynamic Routing* - Take the latest information you hold about your customers in Microsoft Dynamics 365 and utilize the information to personalize every service interaction making smart, dynamic routing decisions.

Call Recording Playback link - Need access to the call recording quickly? Use the Call Recording Playback link from within the Microsoft Dynamics 365 record all without ever needing to log into a separate workforce optimization tool.

Manage your CX from anywhere - Optimize skills management, schedule IVR, build call flows graphically—even change permissions for agents, supervisors, groups, and more—all through your web browser.

Automatic Call Distribution (ACD) - Make personalized connections by routing callers to the best available agent. The ACD fully integrates with IVR for real-time CRM data dips and intelligent call routing.

Interactive Voice Response (IVR) - Manage call flows by switching to self-service when call volumes are high, agents aren't available, or the customer prefers to self-manage.

Reporting - Make better business decisions with near real-time metrics and historical data.

Why Vonage?

Providing a holistic view of your contact center - A simple monthly license lets you access a scalable, multi-tenant cloud environment delivering exceptional reliability, disaster recovery, business flexibility and latest functionality. Expand your network and add agents easily on our public cloud-based, highly-available platform. All backed by proven 99.999% reliability delivered on a carrier strength network.**

System Requirements

- Vonage Contact Center Package(s): multiple packages to meet your needs
- Microsoft Dynamics 365: Cloud, Dynamics 365
- Vonage Contact Center for Microsoft Dynamics 365 Connector
- Supported Browsers: Microsoft Edge (recommended: Chromium-based Edge), Chrome, Safari, and Firefox
- Required Microsoft Plugins: Channel Integration Framework 2.0
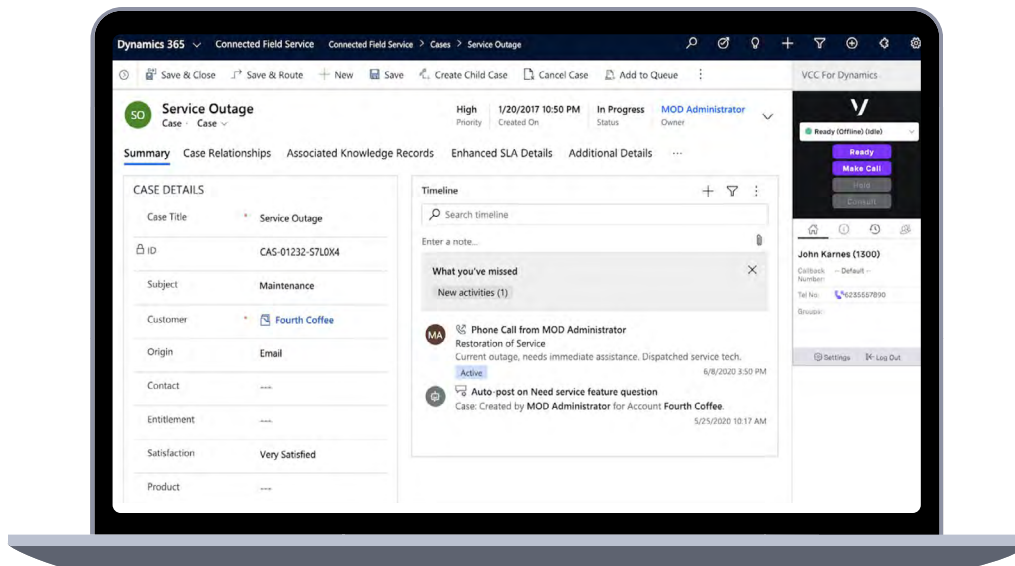
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Additional Vonage Services

Layer in additional Vonage services for even greater performance. Options include:

Conversation Analyzer[1]
Requires Conversation Analyzer subscription

Use Vonage's speech analytics solution to turn the human voice into your greatest source of business insight. This powerful tool provides instant access to the insights locked away in every conversation, taking the guess-work out of call monitoring to establish a foundation for success within your organization.
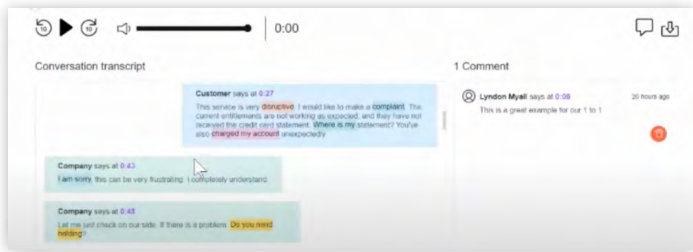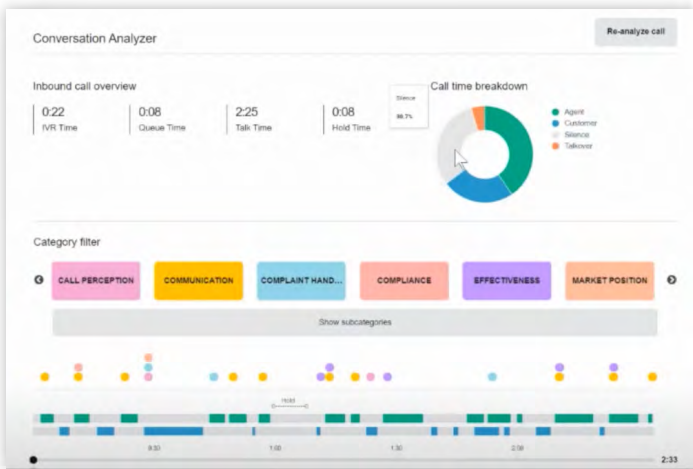
Virtual Assistant[2]
Requires Virtual Assistant subscription

Vonage AI engages callers in natural language, adds to contact center capacity, delivers enhanced self-service interactions and empowers virtual assistants to reduce hold times, lower average handling time (AHT), improve first contact resolution (FCR) rates and increase customer satisfaction.

Send trigger based SMS notifications
Requires SMS subscription

Can your contact center proactively reach out to customers via text messaging? Vonage can provide automated SMS notifications to customers/employees alerting them when a case/task has been created or when the state has changed.

Route Dynamics items[2]
Does your contact center support routing of Dynamics items? Vonage supports routing for Dynamics items like inbound email to case then routing interactions to agents along with inbound voice calls - can also route leads, opportunities, and tasks.

Post Call Surveys on Inbound calls
Need to know how your customers feel after calls? Vonage supports post call surveys to gain valuable customer feedback to constantly improve key metrics like Customer Satisfaction, First Call Resolution, and NPS scores.

Contact Us

Vonage Contact Center for Microsoft Dynamics 365 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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