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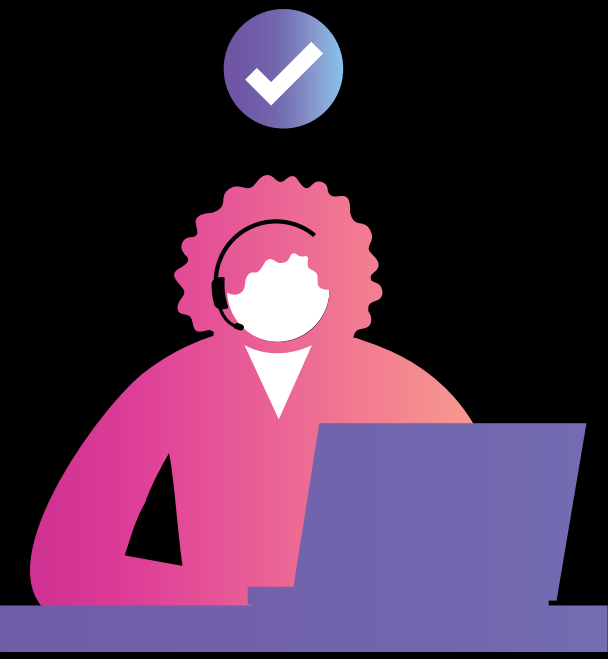

Dynamic Routing[1]

Personalize every service interaction by using the latest information you hold about your customers in ServiceNow to make smart, dynamic-routing decisions

VONAGE® CONTACT CENTER FOR SERVICENOW

Empower Your Agents to Deliver Superior Service Experiences

Vonage Contact Center for ServiceNow integrates Vonage's contact center solution with ServiceNow's enterprise-level service management solutions supporting IT and Customer Service Management.

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. With Vonage Contact Center for ServiceNow, agents keep vital customer data at their fingertips without needing to open another app.

Key Features and Benefits

Support for ServiceNow Classic and Agent Workspaces
Use either workspace and receive the same Vonage Contact Center for ServiceNow features

Support for ServiceNow's Madrid, New York, Orlando and Paris Versions
Whether your organization is using Madrid, New York, Orlando, or Paris Vonage Contact Center for ServiceNow enables your cloud-based contact center to focus on what is most important, your customers

Embedded Vonage ContactPad UI
Single, easy-to-use call management interface within the ServiceNow app

Screen pop[1]
Agents can accept or reject workloads via screen pops all while maintaining key performance metrics within the contact center

Click-to-dial
Agents can click to dial directly from the ServiceNow app further streamlining systems and boosting 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 and comment logging
Match interactions with ServiceNow to contacts, cases, and incidents, all while auto-logging the events

New record creation[1]
Vonage Contact Center for ServiceNow checks to see if a record exists, and if not, creates one

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Call summary reporting[2]
Integrated contact center call and work item data provide detail and insight into how your cloud contact center is performing directly from ServiceNow

Call recording playback link
Access a call recording quickly from within the ServiceNow record without needing to log into a separate workforce optimization tool

Additional Features

Take Vonage Contact Center for ServiceNow to new heights with these additional features:

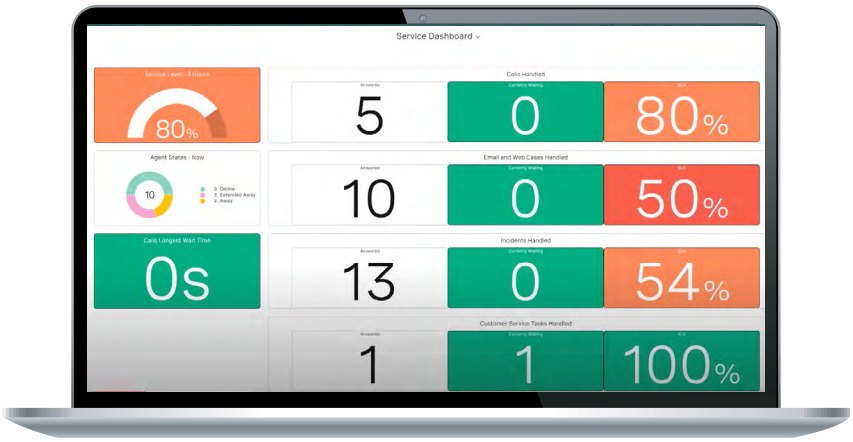
Virtual Assistant[1]
Requires Virtual Assistant subscription
Vonage offers Virtual Assistant, an AI Voice bot that can be used to help automatically update records or assist agents with the automated creation of new incidents or cases

Conversation Analyzer[2]
Requires Conversation Analyzer subscription
Vonage can transcribe and categorize call transcripts integrated with call recording playback providing valuable quality and voice analytics

Route work items (cases, tasks, incidents, emails, etc)[1]
Requires ServiceNow Integration Hub
Allows for use cases such as inbound email to case then routing interactions to agents along with inbound voice calls - Can also be used to route cases, incidents, tasks, etc.

Send trigger based SMS notifications
Requires SMS subscription
Requires ServiceNow Integration Hub
Provides automated SMS notifications to customers/ employees such as alerting them when a case/incident has been created or when the state has changed

Support for Post Call Surveys on Inbound calls
Ability to provide post call surveys to gain valuable customer feedback



Media Type	Offered	Answered	Abandoned	Currently Waiting	Longest Wait Time	Avg Time to Answer	Avg Time to Abandon
CS Task	2	2	0	1	8.7s	2m 41s	N/A
Case	10	10	0	0	0s	28m 23s	N/A
Incident	13	13	0	0	0s	25m 5s	N/A
Phone	5	5	0	0	0s	17s	N/A
	30	30	0	1	8.7s	20m 33s	N/A

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[1] Available with Select and Premium VCC Packages [2] Available with Select and Premium VCC Packages or the Insights API

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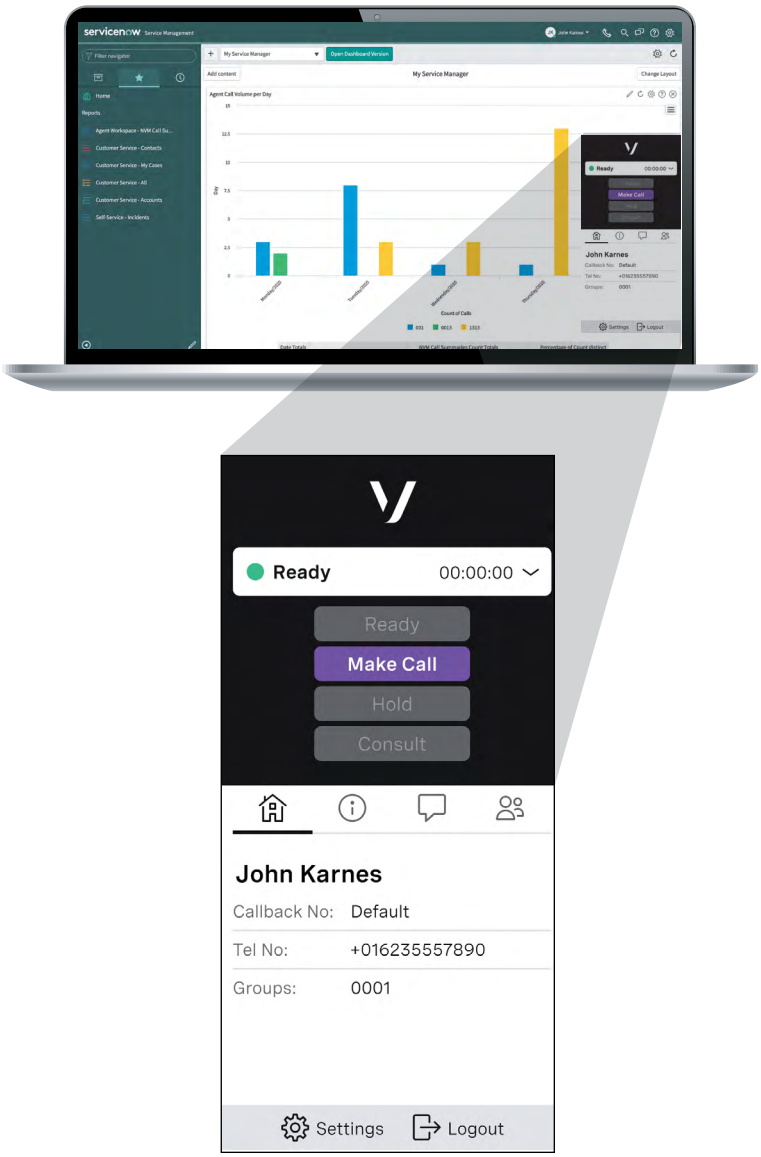
Providing a holistic view of your contact center



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.

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 CSM 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.

System Requirements

A variety of Vonage Contact Center packages are available to meet your business needs

- ServiceNow ITSM/CSM - Madrid, New York, Orlando, and Paris versions
- Vonage Contact Center for ServiceNow Connector
- Supported Browsers: Chrome & Firefox
- Required Plugins - Openframe & CTI Softphone

Contact Us

Vonage Contact Center for ServiceNow 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.

*The 99.999% claim is based on Vonage's average uptime and/or availability over a 6-month period (from Aug 2019 - Feb 2020) - DS-P-CC-SERVICENOW_0421 | ©2021 VONAGE.