



Dynamic Routing¹

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 customer service management solutions.

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, and Orlando Versions

Whether your organization is using Madrid, New York or Orlando, 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 pop¹

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

Event and comment logging

Match inbound and outbound voice interactions with ServiceNow to contacts, cases, and incidents, all while auto-logging the events

New record creation¹

Vonage Contact Center for ServiceNow checks to see if a record exists, and if not, creates one

Call summary reporting²

Integrated contact center call 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

¹ Available with Select and Premium VCC Packages

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

VONAGE® CONTACT CENTER FOR SERVICENOW

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.

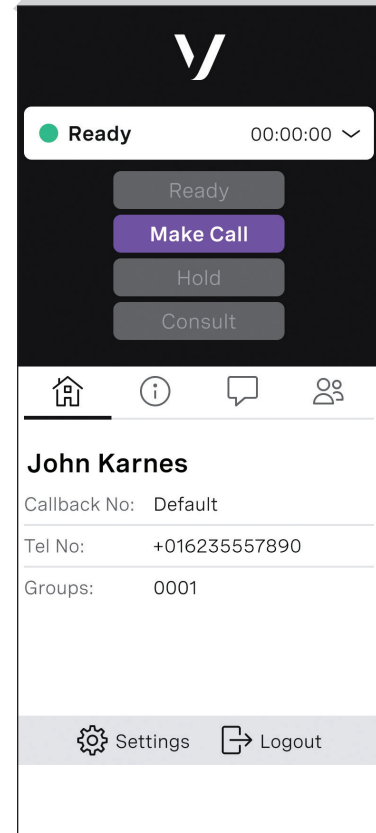
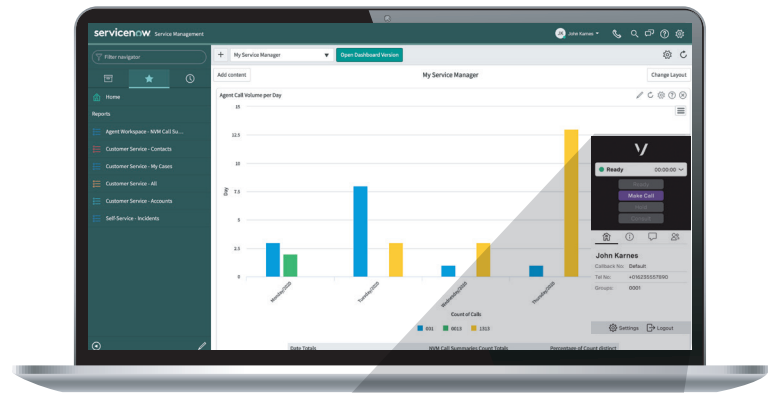
System Requirements

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

ServiceNow CSM - Madrid, New York, and Orlando versions
ServiceNow Customer Service Plugin Required

Vonage Contact Center for ServiceNow Connector

Supported Browsers: Chrome & Firefox



The 99.999% claim is based on Vonage's average uptime and/or availability over a 6-month period (from Aug 2019 - Feb 2020)

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.