



## **Vonage Enhances Partnership with inContact to Provide Enterprise-Grade Cloud Contact Center for Businesses**

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Partnership delivers best-of-breed communications and customer interaction solutions to help enterprises foster an exceptional customer experience

HOLMDEL, N.J., June 27, 2017 /PRNewswire/ -- Vonage (NYSE: VG), a leading provider of cloud communications for business, has announced an enhanced partnership with inContact. The combination of Vonage's UCaaS cloud solutions, Quality of Service (QoS) via its nationwide MPLS network and SD-WAN solution, SmartWAN, and inContact's industry-leading contact center technology, delivers an unparalleled customer engagement platform for businesses.

Vonage's Advanced Contact Center, powered by inContact, utilizes Vonage's robust cloud communications platform and inContact Customer Interaction Cloud to provide seamless integration for a unified customer experience. The combined capabilities create inherent cost saving opportunities, as well as a one-stop shop for enterprises with a centralized or dispersed contact center team.

"We've had a long-standing relationship with inContact, partnering to help provide our customers with a quality contact center solution that meets the full spectrum of business needs," said Omar Javaid, Chief Product Officer for Vonage. "Vonage delivers a robust unified communications solution integrated with inContact's enterprise-grade contact center for a seamless communications solution, and we are excited about our enhanced partnership.

"As the Contact Center workspace increasingly moves to highly distributed and even residential type environments, the use of our SmartWAN to deliver high quality over broadband adds to this rich customer experience."

inContact offers a complete cloud contact center solution and is recognized as a leader by five major analyst firms. inContact Customer Interaction Cloud helps organizations around the world improve customer experience with a unified suite of omni-channel routing, workforce optimization, and analytics – delivered on an enterprise-grade open cloud platform.

Vonage Advanced Contact Center enables a direct line of communication between the agent and customer for an easier and faster connection via voice, live chat or email. inContact Omnichannel Routing, part of Customer Interaction Cloud, intelligently routes all customer interactions and empowers contact center agents to provide personalized and proactive customer experiences. Agents have immediate, complete access to the customer's account through the contact center agent interface which works seamlessly with popular customer relationship management (CRM) tools like salesforce.com, and productivity suites, like G Suite.

Mobile Medical Examination Service, Inc. (MedXM), a national leader in preventive care technology and health risk assessment, recently signed with Vonage to provide its 5000-person medical staff with a full range of UCaaS and Communications Platform as-a-Service (CPaaS) solutions to help lower costs and create better health outcomes for its members. As a part of this full suite of cloud communications tools, MedXM will employ Vonage's Advanced Contact Center to enable its full-service, in-house customer service team to enhance and build upon its impressive customer management and support processes, as well as seamless integration into G Suite powered by Google Cloud.

"When we made the decision to move our communications system to the cloud, the most important consideration was partnering with a company that would help us to provide our members - patients, healthcare plans and physicians - with the same robust network of resources and unparalleled customer service that they expect from MedXM," said Sy Zahedi, CEO, MedXM. "Vonage's Advanced Contact Center solution powered by inContact provides us with the agility we require to connect with our members wherever they are to meet their healthcare needs better and faster. This augmented customer engagement, along with the increased collaboration, mobility and productivity that Vonage's UCaaS solution and G Suite integration provides, is helping us to drive better outcomes for our members."

With exceptional customer contact handling and guaranteed high quality voice interactions, inContact is continuously enhancing contact center productivity for a better customer experience. inContact also improves its customers' contact center cost structure through proactive, agentless outbound email campaigns, reduced staffing costs and improved workforce management tools. The private connectivity between Vonage and inContact enhances the experience while also reducing costs. Businesses benefit from inContact's integration with the Vonage network, eliminating the typical per minute costs associated with delivering an inbound phone call from a call center queue to the agent.

"We are pleased to be working with Vonage to deliver a combined unified communications and contact center solution for mid-size and enterprise organizations," said Brett Theisen, Senior Vice President, inContact. "More and more companies are recognizing the benefits of cloud technology to modernize their customer service operations and streamline the customer experience."

### **About Vonage**

Vonage (NYSE: VG) is a leading provider of cloud communications services for business. Vonage transforms the way people work and businesses operate through a portfolio of cloud-based communications solutions that enable internal collaboration among employees, while also keeping companies closely connected with their customers, across any mode of communication, on any device.

Vonage's Nexmo API Platform provides tools for voice, messaging and phone verification services, allowing developers to embed contextual, programmable communications into mobile apps, websites and business systems. Nexmo enables enterprises to easily communicate relevant information to their customers in real time, anywhere in the world, through text messaging, chat, social media and voice.

The Company also provides a robust suite of feature-rich residential communication solutions. In 2015 and 2016, Vonage was named a Visionary in the Gartner Magic Quadrant for Unified Communications as-a-Service, Worldwide. Vonage has also earned Frost & Sullivan's 2015 Growth

Excellence Leadership Award for Hosted IP and Unified Communications and Collaboration (UCC) Services and the 2016 North American Cloud Communications Product Line Strategy Leadership Award. For more information, visit [Vonage Business](#).

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#### **About NICE inContact**

inContact is the cloud contact center software leader, with the most complete, easiest and most reliable solution to help organizations achieve their customer experience goals. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum and DMG, inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes the customer interaction cloud, an expert service model and the broadest partner ecosystem. inContact is a part of NICE (Nasdaq:NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions, helping organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions. For more about NICE, visit [www.nice.com](http://www.nice.com). To learn more about inContact, visit [www.incontact.com](http://www.incontact.com).

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