



## VonageFlow, an All-in-One Workstream Collaboration Solution, Now Available with Vonage Business Cloud

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HOLMDEL, N.J., July 23, 2018 /PRNewswire/ -- [Vonage](#) (NYSE: VG), a business cloud communications leader, has expanded Vonage Business Cloud (VBC) platform capabilities with [VonageFlow](#), its proprietary workstream collaboration solution. Now, VBC users can leverage team messaging, file sharing, SMS and voice, available across any device, and can integrate directly with the capabilities of Business Inbox, including social messaging via Facebook, available in beta.

Unlike most workstream collaboration solutions, VonageFlow is a fully-integrated solution enabled by the cloud-based architecture of the Vonage Business Cloud platform. Users can leverage voice, messaging, and SMS within one single interface, enabling streamlined communications and greater productivity. With VonageFlow, users enjoy seamless interoperability across [VBC's mobile app](#), new desktop app and [upgraded web app](#).

By incorporating VonageFlow team messaging, social, and collaboration capabilities directly into the VBC platform, Vonage continues to demonstrate the value of VBC's open architecture built from its microservice-based platform.

"With the launch of VonageFlow, Vonage is providing customers with a better omnichannel customer experience, and bringing a richer collaborative set of capabilities to our VBC customers," said Ron Maayan, VP Product at Vonage.

According to Gartner, by 2022, 70% of teams will rely on workstream collaboration as the primary means of communicating, coordinating and sharing information between team members, displacing email<sup>1</sup>. As enterprise communications shift from email to include SMS, chat, file sharing, video, and social media, it will become critical for businesses to provide a reliable, omnichannel collaboration platform to support today's team-based work environments.

"VonageFlow allows SMS and social messages to be routed directly into a team messaging environment. For instance, when customers contact a company with an issue via SMS or Social Messaging, all team members associated with that extension or business inbox would receive the message in real-time, no matter their location. This allows for more immediate recognition of customer issues and more efficient resolution," said Brian Gilman, VP Product Marketing at Vonage.

Mr. Gilman continued, "The team then has the ability to quickly collaborate to resolve the issue by sharing digital content; looping in additional colleagues as needed; and replying back to the customer, all within one simple platform."

Watch a demo of VonageFlow [here](#).

<sup>1</sup>[Gartner, Embrace Workstream Collaboration to Transform Team Coordination and Performance](#), May 12, 2017

### About Vonage

[Vonage](#) (NYSE:VG) is redefining business communications. True to our roots as a technology disruptor, we've embraced technology to transform how companies communicate to create better business outcomes. Our unique cloud communications platform brings together a robust unified communications solution with the agility of embedded, contextual communications APIs. This powerful combination enables businesses to collaborate more productively and engage their customers more effectively across messaging, chat, social media, video and voice.

The Company also provides a robust suite of feature-rich residential communication solutions.

Vonage Holdings Corp. is headquartered in Holmdel, New Jersey, with offices throughout the United States, Europe, Asia and Israel. Vonage® is a registered trademark of Vonage Marketing LLC, owned by Vonage America Inc.

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