



NEWS RELEASE

Vonage Launches Salesforce Shield Security for Vonage Contact Center

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Solution Adds Additional Compliance and Security features for Businesses, Optimizing Customer Engagement from a Single Platform

HOLMDEL, N.J., Dec. 8, 2022 /PRNewswire/ -- **Vonage**, a global leader in cloud communications helping businesses accelerate their digital transformation, today announced the availability of Salesforce Shield for Vonage Contact Center (VCC) and Vonage for Service Cloud Voice (SCV). This provides additional compliance with corporate and industry requirements and added security features for agents using Vonage Contact Center integrated with Salesforce that enhances customer engagement while protecting customer privacy.

Salesforce Shield enables businesses to protect their most sensitive customer data with tools that enhance trust, transparency, and governance for agents while making it easy for them to access the right information to create positive customer experiences. Both the **Vonage Contact Center for Salesforce** and **Vonage for Service Cloud Voice** solutions, which integrate all communications channels and plug into an organization's Salesforce instance, support Salesforce Shield encryption. This allows users to benefit from the security Salesforce Shield provides, alongside Vonage's cloud contact center solution to help businesses perform better, connect easier and enhance engagement with their employees and customers. For example, a healthcare company can manage personally identifiable information (PII) and protected health information (PHI) for its patients, without compromising the ability of customer service agents to search or run workflows and other key functions using that data in order to ensure patients continue to receive the best medical care.

"With the addition of Salesforce Shield, Vonage is ensuring that organizations worldwide can better serve their customers while meeting compliance or governance requirements – all from a single, secure platform," Sanjay

Macwan, CIO & Chief Information Security Officer at Vonage, commented.

"With a long history of success in the contact center space and a well-established relationship with Salesforce, it is not surprising that Vonage is one of the first providers to deliver Salesforce Shield to its customers, addressing the increasingly urgent need for additional privacy measures in the modern workplace," said Sheila McGee-Smith of McGee-Smith Analytics. "As more organizations embrace a work-from-anywhere business model, today's contact center has become more decentralized. Vonage Contact Center with Salesforce Shield enables a cloud-based contact center that empowers agents to work remotely, with access to everything they need to meet customers' needs while maintaining the integrity of their data."

Added Macwan, "Offering our customers the benefits of Salesforce Shield is a testament to our longstanding collaboration with Salesforce and commitment to enabling our customers' success. We expect this innovation to drive significant growth over the coming years, particularly with businesses in regulated industries."

Salesforce Shield uses full AES 256-bit encryption to protect the most sensitive data across all Salesforce apps. This is supplemented by the ability to bring existing encryption keys and manage key lifecycles, protect sensitive data from all Salesforce users including admins, and meet regulatory compliance mandates.

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Find out more about [Vonage Contact Center for Salesforce.](#)

About Vonage

[Vonage](#), a global cloud communications leader, helps businesses accelerate their digital transformation. Vonage's Communications Platform is fully programmable and allows for the integration of Video, Voice, Chat, Messaging, AI and Verification into existing products, workflows and systems. The Vonage conversational commerce application enables businesses to create AI-powered omnichannel experiences that boost sales and increase customer satisfaction. Vonage's fully programmable unified communications, contact center and conversational commerce applications are built from the Vonage platform and enable companies to transform how they communicate and operate from the office or remotely - providing the flexibility required to create meaningful engagements.

Vonage is headquartered in New Jersey, with offices throughout the United States, Europe, Israel and Asia and is a wholly-owned subsidiary of Ericsson. To follow Vonage on Twitter, please visit www.twitter.com/vonage. To become a fan on Facebook, go to facebook.com/vonage. To subscribe on YouTube, visit youtube.com/vonage.

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