



NEWS RELEASE

Vonage Named Platinum Winner for Best CCaaS Solution at Telco Innovation Awards 2024

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Vonage Contact Center recognized by Juniper Research for standout features including powerful CRM integrations and its ability to augment AI capabilities

HOLMDEL, N.J., March 13, 2024 /PRNewswire/ -- **Vonage**, a global leader in cloud communications helping businesses accelerate their digital transformation, and a part of Ericsson (NASDAQ: ERIC), has been named Platinum Winner for Best Contact Center as a Service (CCaaS) Solution at the Telco Innovation Awards.

Vonage was named a winner for **Vonage Contact Center** (VCC), a multi-tenant cloud-based solution built from the Vonage Communications Platform (VCP), a unique combination of contact center, unified communications, composable communications APIs and conversational commerce solutions - that can all be integrated within a single pane of glass. VCC enables companies to transform how they communicate and operate from the office or remotely, providing next-generation communications between customers, agents, employees and business partners that are more flexible, intelligent and personal.

VCC was recognized by Juniper Research for its standout features, including its powerful integrations with CRM platforms such as Salesforce, Microsoft Teams, Microsoft Dynamics, ServiceNow, Zendesk, and any web-based CRM or business application via **ContactPad Anywhere**. Additionally, VCC was lauded for its ability to augment AI capabilities using Vonage **AI Studio**, a low code/no code tool to design, create and deploy customer engagement solutions that operate in natural language using artificial intelligence across channels such as voice, SMS, and messaging apps like WhatsApp. Vonage's native AI Virtual Assistant is increasingly used by contact center customers, freeing up agents for more complex tasks, smoothing peaks in demand and extending operating hours.

"We are thrilled to have been recognized as Platinum winner for Best CCaaS Solution at the Telco Innovation Awards," said Savinay Berry, EVP of Product and Engineering for Vonage. "Backed by the Vonage Communications Platform, VCC powers more intelligent, flexible, personalized communications and engagements and helps businesses meet the complex needs of modern consumers. This award is testament to the relentless focus we apply to both our product and services every day in order to guarantee our customers' success."

The Telco Innovation Awards, presented by Juniper Research as part of the Future Digital Awards, has showcased new cutting-edge products and services in the telecommunications space since 2020. The Future Digital Awards recognize the very best tech vendors at the forefront of their respective fields, with awards given for areas including fintech, retail and telemedia.

To find out more about Vonage, visit www.vonage.com

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 (NASDAQ: ERIC), and a business area within the Ericsson group called Business Area Global Communications Platform. To follow Vonage on X (formerly known as Twitter), please visit twitter.com/vonage. To follow on LinkedIn, visit linkedin.com/company/Vonage/. To become a fan on Facebook, go to facebook.com/vonage. To subscribe on YouTube, visit youtube.com/vonage.

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