

Boost the Agent and Customer Experience

Vonage Contact Center ContactPad Anywhere is a browser extension that powers interactions with web-based CRMs or in-house databases. This combines computer telephony integration with the cloud-based Vonage Contact Center for enterprises.

ContactPad Anywhere brings the convenience and customer data that busy contact center agents need to serve customers. This boosts both the agent and customer experience.

Features & Benefits

Click-to-Dial

- Agents can click-to-dial directly from the webpage. This reduces the cost to serve, eliminates errors, and improves the overall agent experience.

Screenpop

- IVR data can be used to augment the customer experience and self-service, including PCI DSS secure payments.
- The full context is retained using screenpops of the customer data, which is particularly helpful for escalations to live agents.

Click-to-dial +
screenpop from
most CRMs or
databases

Customer experience

CRM data helps personalize the customer journey

Reduced costs to serve

Self-service options free agents to focus on more complex interactions

Agent experience

IVR data is presented in a screenpop to give agents full context

Vonage Contact Center Solutions

Ready to improve your customer and agent experience?

Learn more at:
vonage.com/contact-centers



Improve the customer experience and quality of every interaction

CRMs Love Good APIs - Integration points within the IVR are must-haves for intelligent routing.

More Than 80% of Contact Centers Use Voice - Now you can take advantage of the Vonage suite of global telephony services.

Context Is King - Agents instantly access customer data to deliver personal service and improve the CX.

Recently tested CRMs:

