



Key Integrations

The Vonage Integration Suite powers a smooth workflow with:

- Salesforce
- Microsoft Dynamics
- Microsoft Office 365
- Google Workspace
- Oracle NetSuite
- Zendesk
- HubSpot
- Bullhorn
- SugarCRM

VONAGE INTEGRATION SUITE (VGIS)

Simplified Communications With Pre-Built Integrations

Business applications and communications systems that don't connect create operational gaps. This means wasted time, resources, and more.

But thanks to Vonage, you can bring your teams, systems, and data together in one place. The Vonage Integration Suite (VGIS) allows you to smoothly integrate your CRMs and productivity tools with Vonage Business Communications (VBC). Now you can keep working within your favorite tool and browser.

Efficiencies and Insights

- **Screen Pops:** Get the details on both inbound and outbound calls by quickly viewing CRM account records
- **Click-to-Connect:** Make a call or send an SMS from your browser through the Vonage business phone system
- **Quick-add Contacts:** Create new contacts while on a call
- **Quick-add Next Action:** Add a next action directly from the screen pop
- **Call Note Taking:** Auto-capture notes for both inbound and outbound call activities

Seamless Administration

- **Call Time Reporting:** Use call time and duration stats to analyze data from individual customer calls or customer segments
- **Automatic Call Logging:** Save time by automatically logging calls as an Activity
- **Reporting:** Access call volume data, call history, and usage across the organization to make quick and accurate decisions



Benefits

You can become future ready and have it all. So no need to choose, as you can soak in the efficiencies, productivity, and speed:

- **Increase efficiencies** with click-to-connect for any number appearing on your interface
- **Improve the CX** with immediate access to caller details and CRM data
- **Increase productivity** with on-the-fly task, appointment, and call note entries
- **Resolve customer issues faster** with access to call histories, minus the toggling
- **Increase flexibility** with a choice of browser integrations

Choose Your Experience

- **VBC ContactPad:** For those who need to stay in-platform without moving between applications. This experience features CTI integrations built within specific CRMs.
- **VBC Desktop/Mobile:** For those who love their Vonage devices but still want data transferred to their favorite tools.
- **VGIS Browser Extension:** For those who enjoy calling and SMS functionality from Chrome, Edge, Firefox, or Opera.

Bring Your Teams, Systems, and Data Together

Learn more at:

vonage.com/integrate

