



Boost Sales Results with Automated Dialing

Give Your Reps the Time to Have More Quality Conversations by Streamlining Sales Calls



CONNECT FROM VONAGE CONTACT CENTER FOR SALESFORCE

Easily Connect with More of Your Prospects

Connect from Vonage Contact Center for Salesforce automates the manual tasks that every sales call includes. It seems like it should take seconds to find the prospect's number, dial it and finally log the call in the CRM, but over the course of a week it really adds up! By reclaiming that time you can focus on developing a higher connect rate and more successful conversations.

Connect comes with a whole toolkit designed to deliver huge productivity gains for outbound sales teams. Automated dialing, auto-logging, and voicemail drop all save valuable seconds and minutes that lead to enormous time savings that can be used for extra calls and research.

With Connect you'll find prospect pick-up rates will soar. Personalized Number Presentation uses data such as the prospect's area code to intelligently decide what outbound number to present - making it more likely that they'll answer your call.

Key Features

- **Dial directly from Salesforce** - eliminate manual dialing, remove the chance of misdialing and reduce downtime between calls
- **Automated dialing (Preview and Automatic modes)**- Increased efficiency allowing your reps to make more calls, do more research and struggle less with tedious manual tasks
- **Dynamic dial lists** - Always call the hottest prospects with dial lists that automatically refresh when a new lead comes in, and prioritize certain lists so that they are always the ones called first
- **Personalized number presentation** - Increase pick-up rates and make connections with a greater number of prospects
- **Auto-call recording** - Easily comply with call recording legislation by making automatic decisions on whether a call should be recorded or not
- **Voicemail drop** - Save time at the end of a call when reps are leaving a standard voicemail - voicemail drop allows your reps to click a button when they hit the customer's mailbox, automatically leaving the voicemail and letting your rep get on with the next call





Key Benefits

- **Improve prospect pick-up rates** - Get through to more prospects by presenting a callback number local to them
- **Increase sales rep efficiency** - Automate manual tasks and eliminate wasted time, giving your team more opportunities to make a connection
- **Close business faster** - Use an intelligent dialler that integrates with Salesforce(R) to give your reps the insight they need to personalize every call
- **Always call the hottest leads first** - Speak to the right people at the right time with our dynamic dial lists and never miss a prospect interaction



Automate Everything - But Keep the Personal Touch

Connect is about automation and removing manual tasks. This goes for supervisors and managers as well. Creating dial lists is as simple as reporting in Salesforce, the most common use cases are easy to configure, and everything is logged in Salesforce for you to report on at your leisure.

If you have all the data that you need to report in-depth, then you can identify who your top performers are, and more importantly, why they are your top performers. You can apply this information when replicating that success - and you can use the call recordings and specific examples in your coaching.

Connect combines with our gamification solution, to encourage and reinforce the behaviors that you identify lead to success. By awarding points for following best practice and providing competition, you can keep your reps engaged and always pushing to be the best.

Meaningful Conversations Are Successful Conversations

The most valuable conversations are when the salesperson is able to make a personal connection with a prospect. When you take the time to have a genuine conversation with a prospect that's centered around their wants and needs, they are far more likely to engage with the salesperson and go on to become a valued customer.

Connect helps your reps to have more of these meaningful conversations. It ensures you're speaking to the right person at the right time by using the data you have in your CRM or Marketing Automation solution to create dynamic, intelligent dial lists and give your salespeople the context they need.

Talk at the Right Time

It's not just what you talk about, it's also when you talk about it. Best practice indicates that prospects are most likely to convert if you have a conversation with them immediately after they interact with your content. To make sure there's no delay, Connect's dynamic dial lists work alongside your Marketing Automation tools so your hottest leads are always called first.

Contact Us

Vonage Contact Center for Salesforce powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.

INT +44 207 206 8888 • **UK** 0800 280 2888 • **US** +1 (855) 534-2888 • **EMEA** +32 2 793 3835 • **APAC** +61 285 993 444
For more information visit vonage.com/contact-centers.