



LEGALPLACE

When entrepreneurs have a great idea, but need help making their business a reality, they contact **LegalPlace**. Based in France and founded in 2016 by a team of engineers and lawyers with the aim of democratizing access to law, LegalPlace now provides legal services and guidance to more than 150,000 clients - and this number continues to grow!

Cut time to first
contact by 50%

Increased efficiency
for sales team

Improved
customer and
agent experience

vonage.com



LegalPlace.

LegalPlace Provides Customer Support to Entrepreneurs Powered by Vonage

"When we started LegalPlace five years ago, our goal was to help entrepreneurs become independent, do what they love and stop wasting time or money on legal matters," said Samuel Goldstein, CMO & Co-founder, LegalPlace. "We have seen exponential growth very quickly and with our customer success and sales teams expanding we needed a contact center solution that could scale and grow with us. Not only that, we needed something flexible to meet the shifting needs of our customers, and our team."

Vonage Contact Center (VCC), integrated into Salesforce, provides LegalPlace with a scalable, flexible solution that boosts employee experience and productivity and ultimately delivers better customer engagement. For businesses that leverage **Salesforce**, VCC is the right choice to power great customer conversations. VCC provides key customer data and insights, as well as communications tools that empower personalized connections across every channel.

"Vonage integrates so smoothly with Salesforce, and tracks everything for our team. We have a single, beautiful dashboard that shows sales and customer success agents everything they need to know to provide a seamless, personal experience at a glance."

- Samuel Goldstein
CMO & Co-founder
LegalPlace

Exceeding Customer Expectations

"When we began working with Salesforce, we searched for a contact center solution that not only added value to that investment, but was also highly customizable in terms of customer success and sales," notes Goldstein. "The Vonage solution met all of our needs and we have been very impressed with what VCC has allowed us to do - basically everything we had in mind, VCC could do."

Thanks to the rich, customizable features of Vonage Contact Center, LegalPlace is exceeding customer and agent expectations through:

- **Enhanced Productivity** - The LegalPlace sales team can field over 200 - 300 calls a day and struggled to keep up with the volume. VCC refreshes lead lists in real time and redirects leads to the right contact - cutting time to first contact by over 50% and allowing the sales team to focus on what is important - connecting with prospects.
- **Conversation Analyzer** - After working with Vonage for a few months, LegalPlace realized additional value by implementing the Conversation Analyzer tool. Conversation Analyzer gives employees the power to filter conversations based

on keywords and organize interactions by category to help with quality management, best practice, compliance, coaching, and more—all designed to boost the customer experience.

- **Dynamic Call Routing** - Before using VCC, clients and prospects would call the single LegalPlace number and the team would need to manually transfer calls to the right person. Now, the VCC solution automatically routes calls to the right team and the right person which enhances customer success. The solution also streamlines follow-up, allowing the LegalPlace team to schedule additional calls or meetings with one click.

Finding the Right Partner for Future Growth

With Vonage, LegalPlace has chosen not just a contact center provider, but a partner in growth. Businesses that have the right tools—not to mention an eye to the future—are ready for tomorrow, now. As LegalPlace's business and customer needs continue to shift and change, the breadth of the Vonage platform offers additional features - including self-serve customer service and AI-powered tools - that can be easily and quickly integrated into the existing solution.



Vonage, a global cloud communications leader, helps businesses accelerate digital transformation. Vonage's Communications Platform enables integration of APIs into existing products, workflows and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and empower companies to transform how they communicate and operate.