



TP VISION

Based in the Netherlands, **TP Vision** is a consumer electronics leader in audio visual digital entertainment focusing on developing, manufacturing and marketing Philips branded TV sets in Europe, Russia, Middle East, South America, India and selected countries in Asia-Pacific, and Philips audio products all around the globe. The company combines the design expertise and innovative heritage of Philips, with operational excellence, speed and flexibility.

Increased agent
efficiency and
experience

Enhanced customer
engagement

Seamless integration
with Salesforce CRM

vonage.com



TPVISION

TP Vision Transformed the Customer Experience and Agent Performance with Vonage Contact Center

A few years ago, TP Vision made the switch to the Salesforce CRM and wanted to find a compatible contact center solution that would allow its team to deliver a state-of-the-art customer experience globally, while strengthening performance and operational efficiencies. **Vonage Contact Center (VCC)** rose to the top of the list due to its seamless **Salesforce integration**, routing and reporting capabilities.

"The incredible combination of Vonage and Salesforce was absolutely the best fit for TP Vision," explains an Online Business Management, Customer Service & Customer Relationship Management Change Request Manager at TP Vision. "Implementing a single, scalable cloud contact center solution across our business enables us to improve every interaction we have with customers."

"What makes the Vonage Contact Center stand out is that, because it's cloud-based, it is flexible and fully customizable for us - there's so much potential in the Vonage platform. Since we began working with Vonage, we have continuously made enhancements and shifted our workflows based on business needs and evolving goals. In short, our team is happy and the Vonage solution simply works."

- Online Business Management,
Customer Service & Customer
Relationship Management Change
Request Manager at TP Vision

Seamless Integration, Unbeatable Flexibility

VCC is built from a true cloud environment and integrates all of TP Vision's communications channels without expensive, disruptive hardware changes. Most importantly, VCC together with Salesforce enables businesses like TP Vision to create next-generation customer engagements and ultimately serve their customers better.

"Our agents are 90% remote, located in different countries around the world, and with Vonage and Salesforce they can do their jobs effectively wherever they are," notes the TP Vision manager. "Everything they need is right there at their fingertips - including customer data and insights - so the team can focus on what matters most - providing exceptional, personalized customer experiences, rather than having to worry about whether or not the tech is working."

World-Class Support

Vonage isn't just a solution provider but a partner of TP Vision, and the Vonage team understands their important role in helping the company deliver on its commitment to providing excellent customer service, while benefiting from complete flexibility and scalability.

"I have nothing but praise for the Vonage team that supports us day to day," the TP Vision manager raves. "They have such incredible technical and product knowledge, so any time we have a question or request they get things done and implemented quickly. Our Vonage team is kind, professional, communicative, and will go to any length for us, the customer - which makes my team feel confident and primed for success."

TP Vision enhanced its customer satisfaction with Vonage's solution and deep Salesforce integration, empowering its advisors to have great conversations through every interaction.



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.