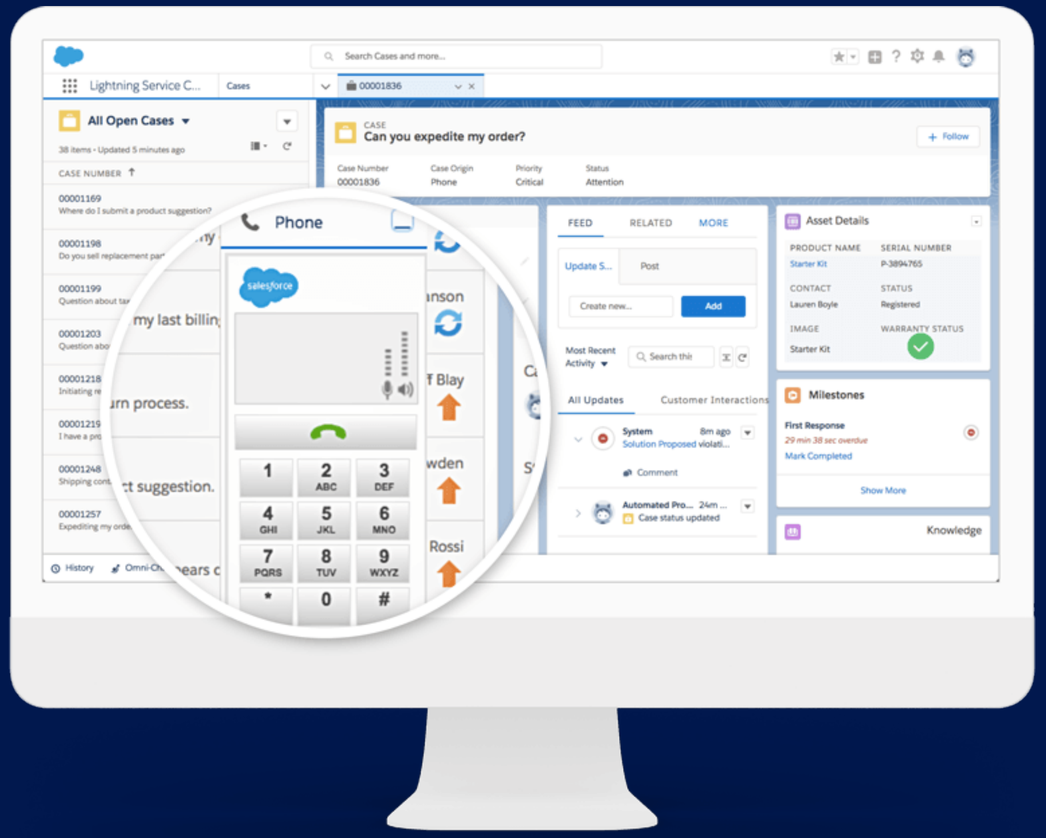
VANEIGENS

Cloud Telephony Integration

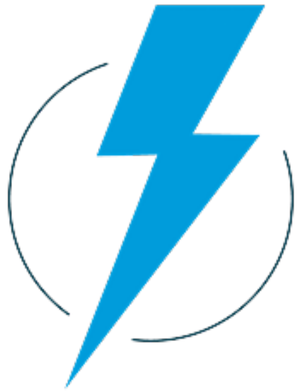


salesforce
PARTNER
SINCE 2017

www.vaneigens.com
info@vaneigens.com

© Copyright VANEIGENS 2021, all rights reserved

STRIKING CHALLENGES



Some questions for you...

- Is your service agent not aware who is calling?
- Do your agents need too much clicks and time spend on contacting a single person?
- Is your service department spending too much time on registering and reporting on calls and discussed topics?
- Is your telephony setup not connected to the customer data?
- Is tracking of phone call efficiency, productivity and content a challenge?

CTI
Telephony integrating for increased productivity

Lower your agent's average handle times and improve customer satisfaction by turning clicks into calls with the computer-telephony integration. With extended services of CTI and a seamless CRM integration across every channel, you enable your sales and service agents with just what they need to make every conversation great. It's easy to see how the flexible, private, and reliable CTI creates all-around better sales and service experiences.

High productivity, minimal setup

A single, cloud-native solution

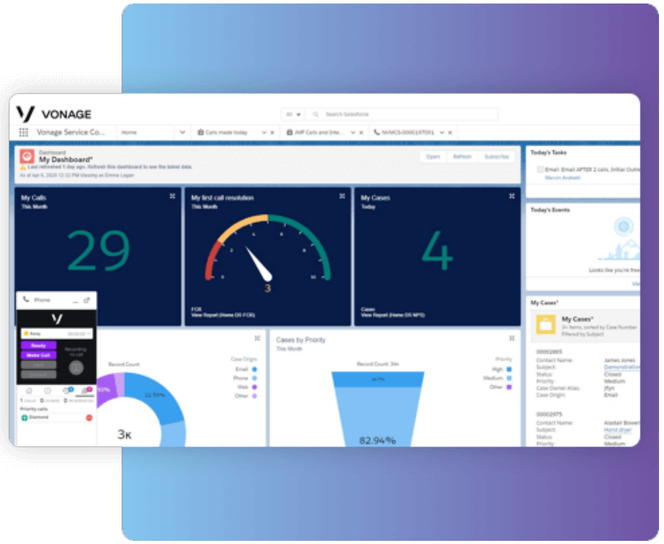
Easy to manage

Salesforce Integrated

Improve customer satisfaction and agent experience with

COMPUTER TELEPHONY INTEGRATION

Explore the full suite of scalable cloud contact centre features. The rich solution set helps with performance management, integrates CRM channels, routes your customers intelligently, and optimizes your team. Together, these comprehensive, integrated cloud contact centre features boost your sales and service through conversations and experiences.



Serving and selling is better when you

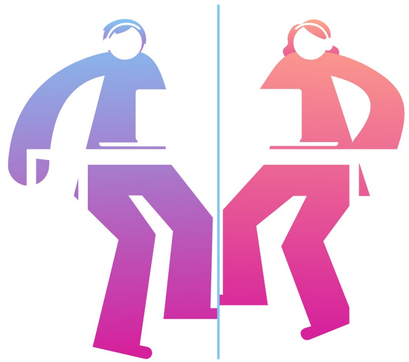
KNOW WHO'S CALLING

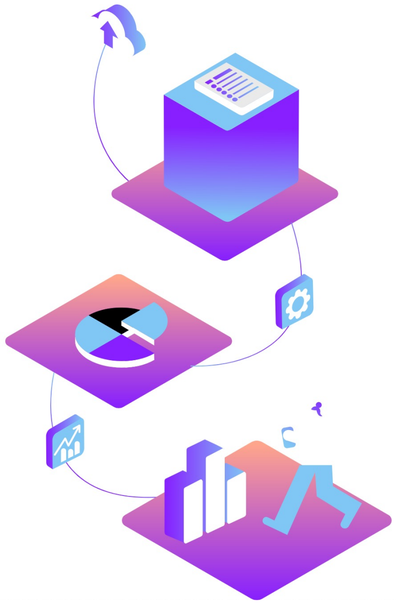
With a seamless CTI, you connect your CRM data to your phone services. By connecting the incoming call automatically to an account and/or case in your Salesforce CRM, you know immediately who's calling, what the history of that person is with your company and how you can best serve this individual.

Give your customers the attention they deserve with automatic

ROUTING & PRIORITIZATION

Due to the implementation of automatic, skills-based routing of incoming calls, your relevant agents can best serve your customers. The routing of incoming calls enables a relevant, faster and integrated phone service. Also, you can prioritize your calls based on status of customers, so loyal customers can have additional perks for their loyal behavior.





Discover everything about your business

WITH EXTENDED FEATURES

With reporting features, analytics and QA tools, KPI monitors, and more, your deepest business insight is now in sight. Easily configure, optimize, and hit it right on the no's: No code, no downloads, no add-ons.

Complete your CTI with the cloud contact center of

VONAGE

Change is an essential part of the Vonage DNA. The original business brought VoIP to families and small businesses. And now they're making communications more flexible, intelligent, and personal to help enterprises the world over stay ahead. They've brought leaders in unified communications, contact centers, and communications APIs all under one roof.

Or integrate with the cloud contact center of

AMAZON CONNECT

Amazon Connect is an easy to use omnichannel cloud contact center that helps you provide superior customer service at a lower cost. Designed from the ground up to be omnichannel, Amazon Connect provides a seamless experience across voice and chat for your customers and agents.

FEATURES

CRM - Telephone integration

Cloud based Contact centre

Omnichannel conversations

Improved Customer Experience

Fully integrated

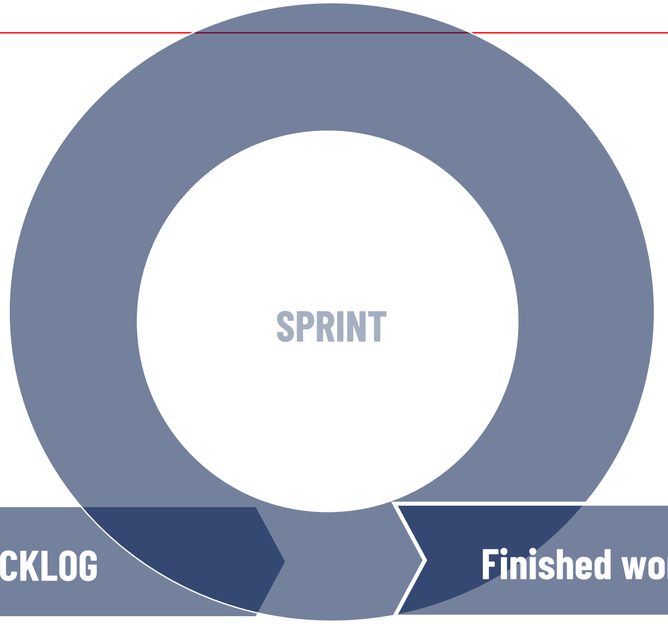
Reports, analytics & QA

Efficiency tracking

Easy manageable

Secure & agile

APPROACH & INVESTMENT



PRODUCT BACKLOG → PLANNING → SPRINT BACKLOG → Finished work

ANALYSIS → DESIGN → BUILD → TEST → MIGRATE → RUN

Approx. 2 – 3 months

IMPLEMENTATION

50K – 100K*

PROJECT MANAGEMENT

15%-20% of Implementation per year

INNOVATION & SUPPORT

Depending on client's needs

*Investment is subject to project scoping, excluding Vonage, Amazon Connect and Salesforce pricing.

OUR CTI EXPERIENCE

An experienced team of professionals:

- 6 Salesforce Certified CTI pro's
- 10+ years of CTI experience
- 10+ CTI projects successfully executed

Service Cloud

Sales Cloud

VANEIGENS is Official **Service Cloud – Navigator Specialist II** and **Sales Cloud – Navigator Specialist II**

TRUSTED BY

OUR SERVICES

Consulting

Digital transformation and development, IT and solution design, business requirements.

Implementation

Configuration, development, journeys, training, testing, data migration and integrations.

SAAS

Innovation and development of product add-ons, recurring license, support and maintenance.

15+

Years of experience

65+

Successful projects

55+

Certifications

VANEIGENS

Headquarter
SugarCity Ring
Suikersilo-West 23
1165 MP Halfweg
The Netherlands

www.vaneigens.com
info@vaneigens.com

salesforce PARTNER SINCE 2017

available on AppExchange salesforce

salesforce sales cloud
salesforce service cloud
salesforce marketing cloud
salesforce community
salesforce heroku
salesforce platform
salesforce pardot