Empower your Agents to Deliver Superior Service Experiences

Introduction

The dynamic technological innovations including the emergence of new communication channels, the inclusion of bots and shift in agent roles are transforming the contact center industry. Enterprises must now focus on delivering a total experience.

They must ensure that agents are armed with next-gen technological resources to assist them with improved availability, faster assistance and increased automation. Building a contact center on top of your service management tool allows weaving in your contact center workflow into an integrated backend CRM. This binds your service management workflows in one place.

At Fluid Contact Center (FluidCC), we're helping enterprises achieve this with our unique frameworks and industry partnerships.

Why **HCLTech?**

HCLTech is a global reseller and system integration partner for Vonage Contact Center and Vonage Business Communications solutions. FluidCC practice, that governs the partnership within HCLTech's Digital Foundation business, brings together Vonage's legacy of a reliable cloud communications provider and HCLTech's unique experience. This helps in serving the transformation, managed services and consulting needs of multi-location and multi-technology setups of large enterprises across the globe. Being one of the key offerings of HCLTech CloudSmart, Contact Center Transformation is a prime focus area for all organizations due to its impact on customer experience.

HCLTech-Vonage Offerings

FluidCC practice offers consulting, transformation and managed services for contact centers. HCLTech provides professional services for setting up a cloud contact center using Vonage's CCaaS offerings such as 'Conversational Analyzer' for speech analytics. Moreover, HCLTech also offers its Fluid CCI product that is developed using Vonage API and Amazon Lex capabilities. You can find more information on Fluid CCI here.

Vonage Contact Center for ServiceNow

Vonage Contact Center for ServiceNow integrates Vonage's contact center solution with ServiceNow's enterprise-level service management solutions supporting IT and customer service management.

The integrated cloud contact center solution enables organizations to drive external and internal customer satisfaction while providing agents with exactly what they need to stay productive. With Vonage Contact Center for ServiceNow, agents keep vital customer data at their fingertips without needing to open another app.

Key Features and **Benefits**

Support for ServiceNow classic and agent workspaces

Use either workspace and receive the same Vonage Contact Center for ServiceNow features.

Support for ServiceNow's Madrid, New York, Orlando and Paris versions

Whether your organization is using Madrid, New York, Orlando, or Paris Vonage Contact Center for ServiceNow, this enables your cloud-based contact center to focus on what is most important—your customers.

Embedded Vonage ContactPad UI

Single, easy-to-use, call management interface within the ServiceNow app.

Dynamic routing[1]

Personalize every service interaction by using the latest information you hold about your customers in ServiceNow to make smart, dynamic routing decisions.

Screen pop[1]

Agents can accept or reject workloads via screen pops all while maintaining key performance metrics within the contact center.

Webchat

Route webchat requests directly to the appropriately-skilled agent.

Click-to-dial

Agents can click to dial directly from the ServiceNow app further streamlining systems and boosting productivity.

New record creation[1]

Vonage Contact Center for ServiceNow checks to see if a record exists and if not, creates one.

Visual engagement

Two-way video and screen sharing fully integrated into the contact center.

Call summary reporting[2]

Integrated contact center call and work item data provide detail and insight into how your cloud contact center is performing directly from ServiceNow.

Event and comment logging

Match interactions with ServiceNow to contacts, cases and incidents, all while auto-logging the events.
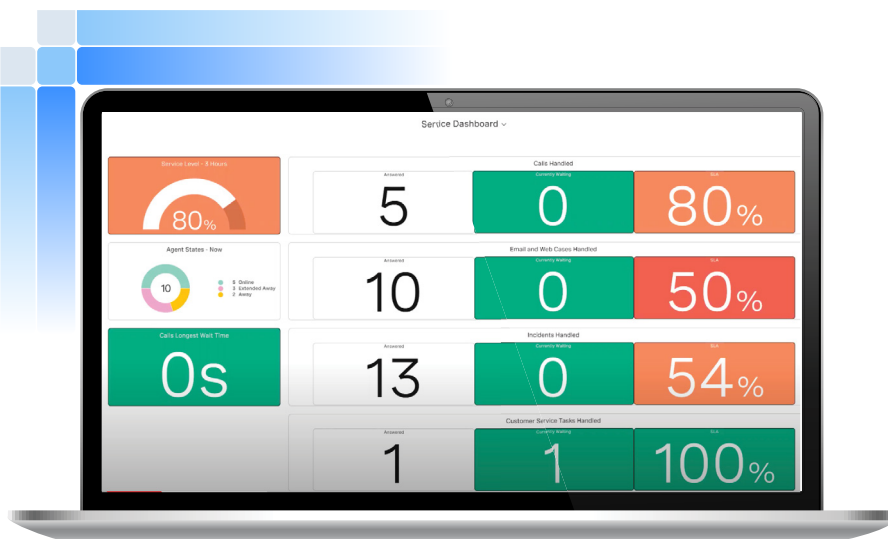
Call recording playback link

Access a call recording quickly from within the ServiceNow record without needing to log into a separate workforce optimization tool.

Additional **Features**

Take Vonage Contact Center for ServiceNow to new heights with these additional features.

→ **Virtual Assistant[1]:** (Requires Virtual Assistant subscription)
Vonage offers Virtual Assistant, an AI-voice bot that can be used to help automatically update records or assist agents with the automated creation of new incidents or cases.

→ **Conversation Analyzer[2]:** (Requires Conversation Analyzer subscription)
Vonage can transcribe and categorize call transcripts integrated with call recording playback providing valuable quality and voice analytics.

→ **Route work items (cases, tasks, incidents, emails, etc)[1]:** (Requires ServiceNow Integration Hub)
Allows for use cases such as inbound email to case then routing interactions to agents along with inbound voice calls. Can also be used to route cases, incidents, tasks, etc.

→ **Send trigger-based SMS notifications:** (Requires SMS subscription, Requires ServiceNow Integration Hub)
Provides automated SMS notifications to customers and employees such as alerting them when a case/incident has been created or when the state has changed.

→ **Support for post call surveys on inbound calls:**
Ability to provide post call surveys to gain valuable customer feedback.

[1] Available with Select and Premium VCC Packages
[2] Available with Select and Premium VCC Packages or the Insights API

Providing a Holistic View of your
Contact Center

A simple monthly license lets you access a scalable, multi-tenant cloud environment delivering exceptional reliability, disaster recovery, business flexibility and latest functionality. Expand your network and add agents easily on our public cloud-based, highly-available platform. All backed by proven 99.999 percent* reliability delivered on a carrier strength network.

Manage your CX from anywhere: Optimize skills management, schedule IVR, build call flows graphically—even change permissions for agents, supervisors, groups and more—all through your web browser

Automatic Call Distribution (ACD): Make personalized connections by routing callers to the best available agent. The ACD fully integrates with IVR for real-time CSM data dips and intelligent call routing

Interactive Voice Response (IVR): Manage call flows by switching to self-service when call volumes are high, agents aren't available, or the customer prefers to self-manage

Reporting: Make better business decisions with near real-time metrics and historical data

System Requirements

A variety of Vonage Contact Center packages are available to meet your business needs

ServiceNow ITSM/ CSM - Madrid, New York, Orlando and Paris versions	Vonage Contact Center for ServiceNow Connector	Supported Browsers: Chrome & Firefox	Required Plugins - Openframe and CTI Softphone

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HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of $11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.

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