

# Virtual Working and Business Continuity

Vonage Contact Center's Virtual Working and Business Continuity cloud solution works alongside your existing technology and provides you with a backup system, so your contact center can continue to run smoothly in all eventualities.

There are many instances where virtual working and business continuity may need to be invoked:

- **Agents can't make it into work due to weather, transport, or other issues**
- **There is an outage, planned or unplanned**
- **You have a spike in calls and require extra capacity**

With Vonage Contact Center, we work closely with you to replicate your call plan and configure agents so that within minutes of initiation, we can start distributing your calls to your agents wherever they are located - in the office, at home or in a temporary building.

This seamless failover means your customers experience no disruption in service.

## How does it work?

**We make it simple.**

We pre-configure the carrier network so traffic that would normally be handled by your contact center solution is diverted to the Vonage platform in the event of a problem.

Your service number (an 800 number for example) will be pointed to the Vonage platform, allowing us to control the end-to-end disaster recovery process for you. We provide you with a termination (landing) number that is held in a cold standby configuration.

To activate the number, simply contact the Vonage service desk and the switchover will be initiated in minutes. You will then be able to take full advantage of the Vonage cloud capabilities, or opt for a simple standby call plan.





## Key Benefits

We have over 20 years experience providing cloud contact center solutions to clients and understand what's needed to help you provide an excellent customer experience even in the face of a disruption to your business. Vonage Contact Center is a web-based system meaning it's highly flexible and quick and easy to modify. This means you can:

- **Change the messages and menu options customers hear** within minutes to give the very latest status updates
- **Route calls based on priority** ensuring the most vulnerable or valuable callers are dealt with first
- **Make all the changes remotely and instantly**, so you can quickly react to any situation wherever you are

## Vonage Contact Center provides you with:

**Standby contact center technology** - Always there for you whenever your on-premise contact center technology lets you down

**A cost effective solution** - Only pay for what you use plus a low, annual retainer that works out significantly lower than traditional disaster recovery solutions

**High availability software architecture** - The Vonage platform, with 99.999% uptime availability, is "always-on" providing a market leading service availability SLA\*

**A secure and resilient service** - hosted in the Vonage secure data centers

**Access to immediate switchover** - once configured the standby solution can be initiated within minutes

**Rapid provisioning and configuration** - Vonage call plans and agent set-up can be implemented in days

**International number provisioning** - Vonage has relationships with several telephony carriers and can provide service numbers in most countries

**Ease of use** - Vonage Contact Center is delivered as a cloud solution, so it can be configured from any web enabled device, anywhere

**Ability to ramp up extra capacity** - provides support for your contact center at peak loads

\*Claim based on dual cloud platform availability for Q4 2019.



## Contact Us

Vonage Contact Center 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.

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