

# Integrate Voice for Increased Productivity



When your business applications and communications are not seamlessly connected, it creates gaps in your operations. Imagine the possibilities when your business phone system integrates with SugarCRM – the critical business application your teams use every day.

## Communication Is Knowing the Account When You Answer the Call

With the help of the Vonage Integration Suite, companies can now develop a truly unified communications process – improving each customer interaction, elevating productivity and saving valuable time. Cloud integrations help you gain visibility by syncing the information in your business applications with the detailed data for all your inbound and outbound calls. It's better customer engagement at your fingertips.

Features are available for administrators that simplify management and report generation.

### Give Everyone the Features They Need

Admins can enable features account-wide: auto open call log window, minimum character limits in call notes and customizable call noting subject structure.

### Get the Information You Need to Make Business Decisions

Integrated call metrics and reporting for call volume, history and usage data--plus, sync all call data into your business application's native reporting dashboards

Learn more at [vonage.com](http://vonage.com)



## Time Saving Tools



### Improve Call Accuracy with Click-To-Dial

Click-to-dial any number appearing in a Google Chrome browser. The app connects the call through your Vonage Business phone system, thus eliminating misdialed calls.



### Improve Time Management and Follow Up

Incoming screen pops with answer or decline prompts and send to voicemail options let you know who's calling. Missed call screen pops let you follow up immediately.



### Resolve Issues Faster with Call Notes

Notes taken for all inbound/outbound calls are recorded in the lead or contact notes so anyone looking can see a history of communications.



### Easily Access Customer Information

Seamless contact management and scheduling capabilities across business applications, within a single interface.

