



## Vonage Accelerates Launch of AI Virtual Assistant for Contact Centers to Help Businesses Operate Effectively During Global Health Crisis

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HOLMDEL, N.J., April 23, 2020 /PRNewswire/ -- [Vonage](#) (Nasdaq: VG), a global business cloud communications leader, today announced the launch of its Contact Center AI Virtual Assistant to help organizations respond to peaks in call volumes as the COVID-19 health crisis continues.



Seamlessly integrated with [Vonage Contact Center](#), Vonage's AI Virtual Assistant adds intelligence to any conversation in a customer's journey, making the customer experience a true competitive advantage by using AI to deliver enhanced self-service interactions that engage every caller in natural language. Deployed through the voice and messaging channels, an AI representative has the ability to answer every customer immediately, facilitate a conversation to understand their needs and take the appropriate action.

"Contact centers play a key role in supporting customers as they are often the first line of defense. And in uncertain times, it's vital for businesses to stay connected with customers without disruption," said Jay Patel, Chief Product Officer for Vonage. "Vonage's AI Virtual Assistant enables organizations to easily manage high call volumes while delivering the best possible customer experience."

Vonage's AI Virtual Assistant makes it easier and more effortless than ever for organizations to maximize the efficiency of their service teams while delivering an exceptional customer experience. The new capability enables businesses to expand their contact center offering without increasing headcount and provide 24-hour service with minimal human involvement.

Vonage's AI Virtual Assistant ensures phone operation business continuity for organizations with high call volumes. While the contact center queue is peaking, simple tasks can be offset by the AI-driven conversations and voice-enabled self-service capabilities of Vonage's Virtual Assistant. This enables agents to focus on high-value, loyalty-building interactions, while improving Average Handle Time and First Call Resolution. Business insights are also increased and costs lowered through operational efficiencies. For the customer, wait times are reduced, straightforward queries are immediately resolved and customer satisfaction is increased.

"The pandemic has accelerated the long-anticipated move to cloud-based contact center resources," explained Dan Miller, Lead Analyst at Opus Research. "Vonage's full-stack approach to CPaaS, CCaaS and microservices simplifies implementation of AI-infused virtual assistants to tackle the challenges of heightened call volumes to remote agents."

[Download the datasheet](#) to learn more about how Vonage Contact Center AI Virtual Assistant can help your business better respond to peaks in call volumes.

To find out more about Vonage's AI-driven contact center technology, visit [www.vonage.com](http://www.vonage.com).

### About Vonage

[Vonage](#) (Nasdaq: VG) is redefining business communications once again. We're making communications more flexible, intelligent, and personal, to help enterprises the world over, stay ahead. We provide unified communications, contact centers and programmable communications APIs, built on the world's most flexible cloud communications platform. True to our roots as a technology disruptor, our flexible approach helps us to better serve the growing collaboration, communications, and customer experience needs of companies, across all communications channels.

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