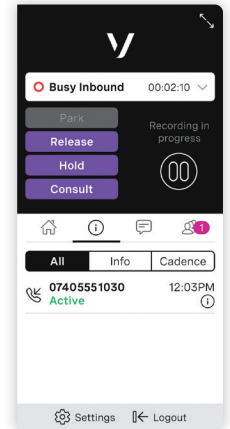


Perfectly Integrated Unified Communications and Contact Center

Bring unified communications and the contact center together on the world's most flexible cloud communications platform

Call Controls Through the Embedded ContactPad

- Unified communications users and contact center agents use a common call control ContactPad
- Vonage Business Communications and Vonage Contact Center calls conducted from the same ContactPad
- All contact center controls housed within the integrated experience



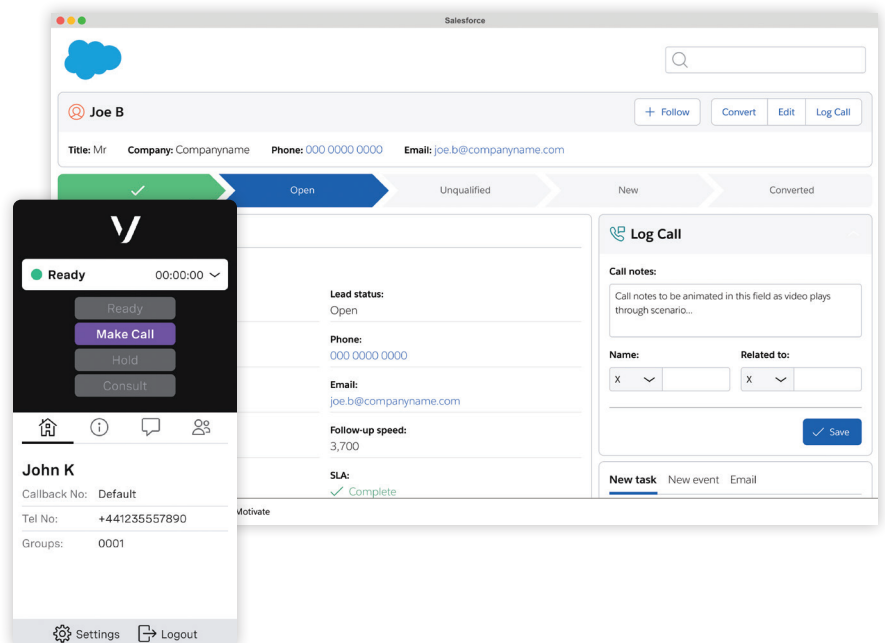
Single Sign-On (SSO)

- Simply log in to ContactPad with a click and enjoy further integration opportunities with the Vonage Integration Platform

Presence and availability between users and agents

- True availability provided through the deep integration of Vonage Business Communications and Vonage Contact Center

Transcend the boundaries of unified communications and the contact center with experiences that customers love



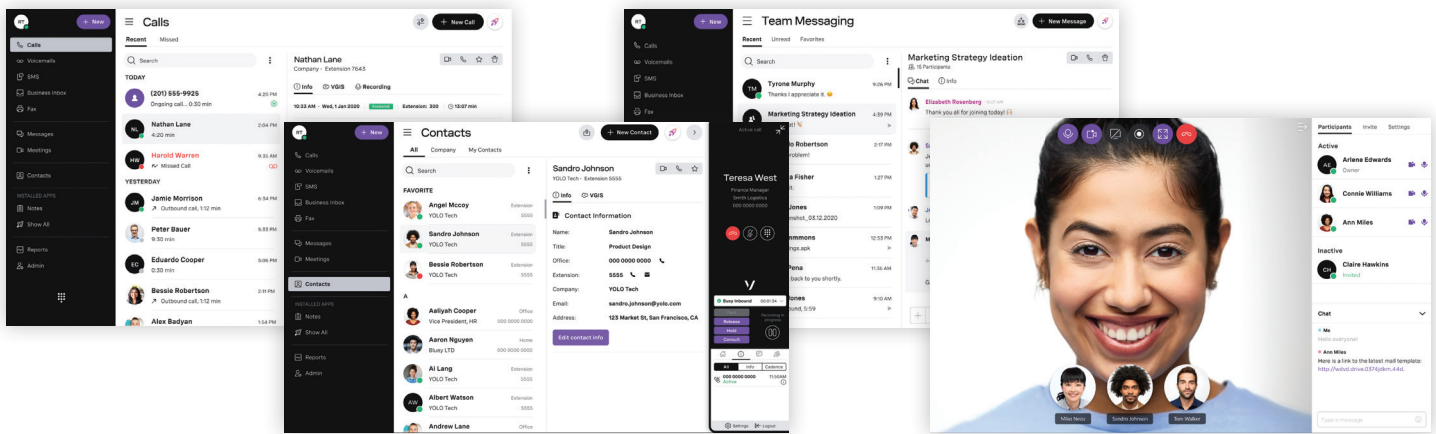


Vonage Business Communications Directory

- Fully-integrated Vonage Business Communications and Vonage Contact Center directory

A Single Intuitive Interface

- An integrated solution across Vonage Business Communications, Vonage Contact Center, and the Vonage Integration Platform
- Robust messaging and video meetings
- Instant team collaboration




Key Benefits

Consistent, effortless experience

Conveniently answer Vonage Business Communications, Vonage Integration Platform, and Vonage Contact Center calls within the same user interface

Optimized desktop view

Newly-introduced slide experience allows users to hide the ContactPad and minimize the entire desktop

Full flexibility

Easily embed ContactPad into another business application or use Vonage Business Communications as the preferred agent desktop

Availability and the customer experience

Agents can see if a back office user is available for a consultation and check the availability of other agents

Collaboration

Thanks to a single directory across unified communications and the contact center, it's never been easier to work together

Multiple communication channels

Agents can reach back office users on their communication channel of choice

All-in-one

Everything needed for communication—all in one place

To learn more, please visit vonage.com