

# The world's largest contact centre project using Vonage, Salesforce and AI for a German global player



# Speakers



**Paul Turner**

VP Enterprise Accounts  
Vonage



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Senior Solutions Engineer  
Vonage



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Principal Specialist  
Solutions Engineer  
Salesforce



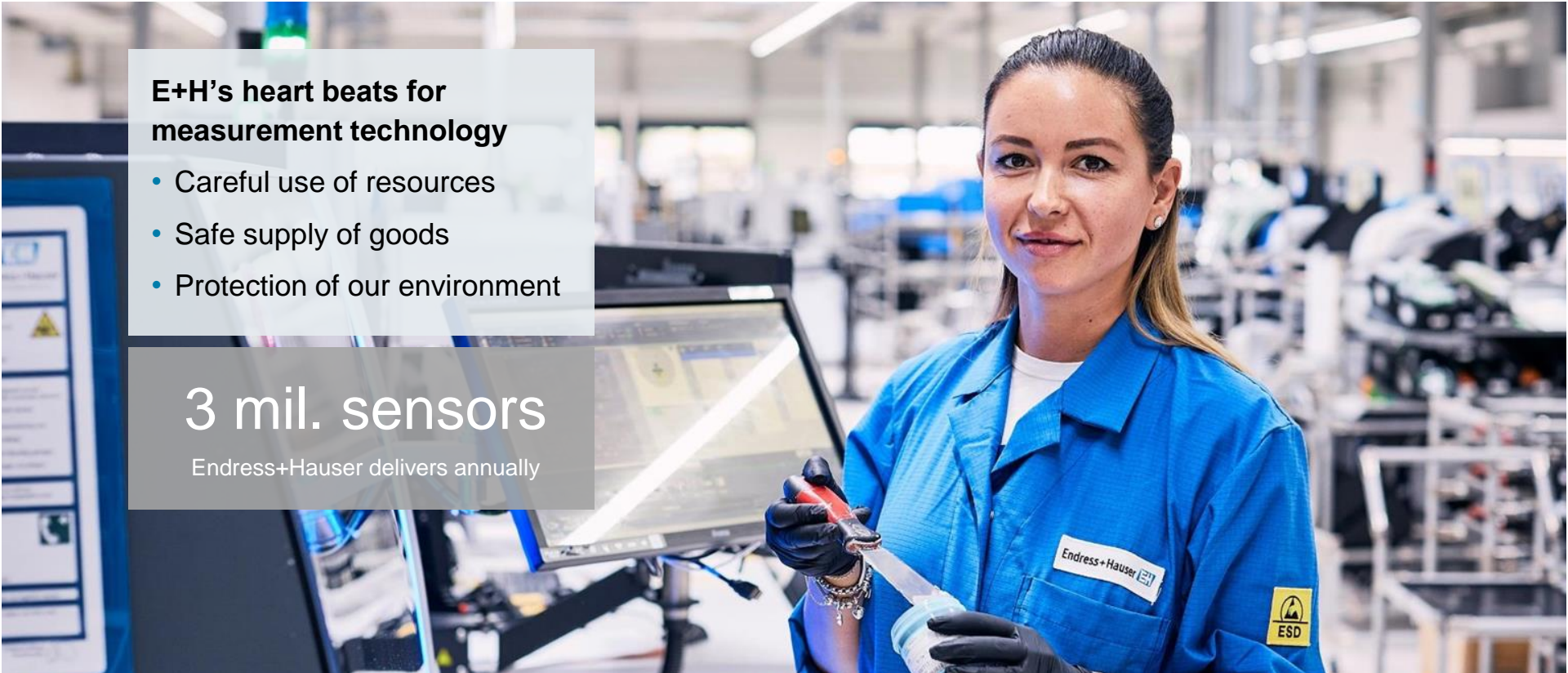
# Endress+Hauser

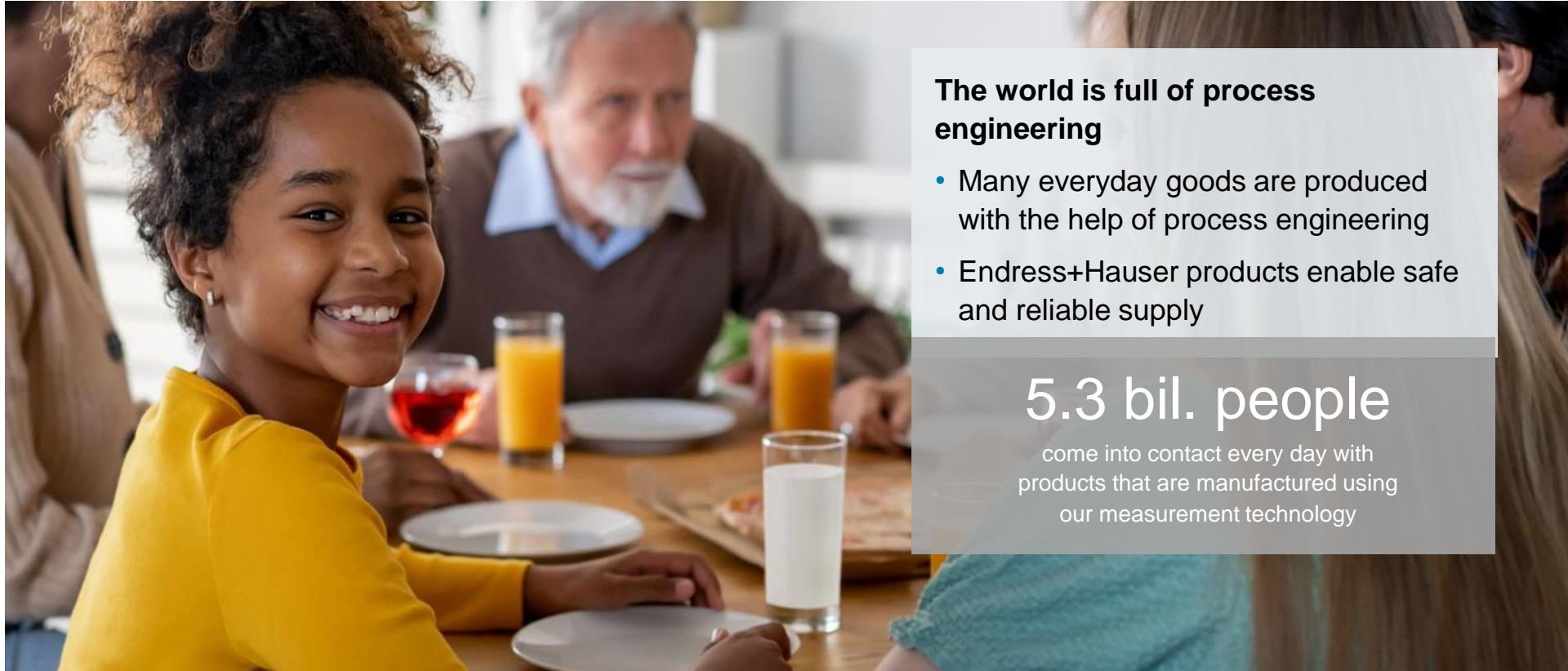
## E+H's heart beats for measurement technology

- Careful use of resources
- Safe supply of goods
- Protection of our environment

3 mil. sensors

Endress+Hauser delivers annually





## The world is full of process engineering

- Many everyday goods are produced with the help of process engineering
- Endress+Hauser products enable safe and reliable supply

5.3 bil. people

come into contact every day with products that are manufactured using our measurement technology

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Boosting your business growth with omnichannel communications while creating happy customers

“voice is still over preferred route for queries. As such, organizations making phone calls as seamless best digital offering” (Forbes 2023)

Home — Unified Communications

## Omnichannel Communications: Why Enterprise Must Give Customers Every Opportunity to Engage

Leading digital enabler Syniverse on how personalization is key in the hospitality and tourism sector

Published: March 21, 2023

CPaaS UNIFIED COMMUNICATIONS NEWS ANALYSIS

FORBES > INNOVATION

## The Future Of CX: Why Companies Are Merging Cloud Communication Platforms

Forbes Councils Member  
Alok Kulkarni Forbes Technology Council COUNCIL POST | Membership (Fee-Based)

Aug 22, 2023, 06:15am EDT

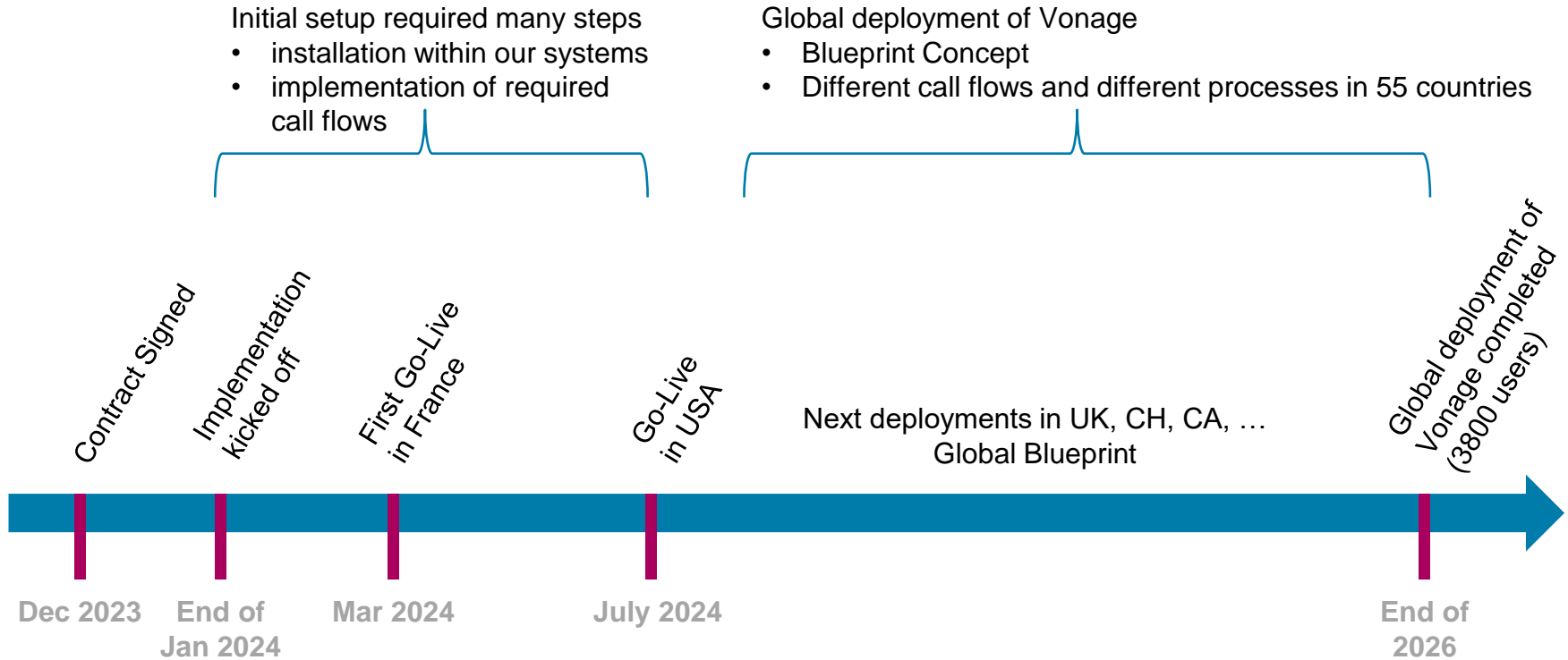
“[C]ompanies are [...] looking to cloud-based solutions that merge contact center as a service (CCaaS) and unified communications as a service (UCaaS) platforms.” (Forbes 2023)



# The E+H journey starts with Telephony



# Status & Implementation

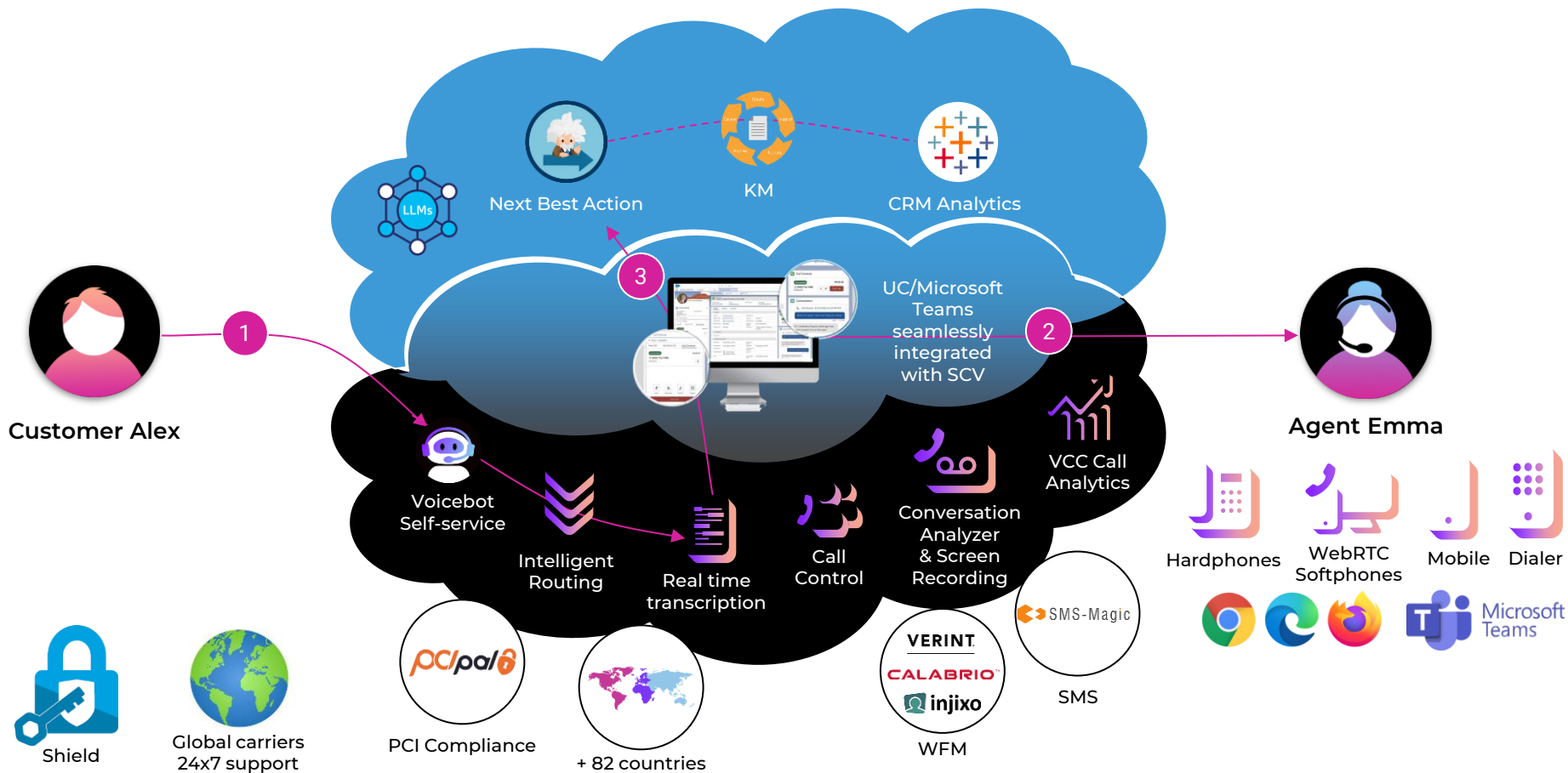




# **Service Cloud Voice with Vonage**

## **Demo**

# Salesforce Voice - Powered by Vonage Partner Telephony



# Demo - Customer Call - Billing Inquiry

+4932221092492



Kai calls Best Company to request some help with his recent billing issue



VCC recognises the caller by the caller ID and asks if he is calling for his recent case. Kai confirms and VCC routes the call to the case owner



Call is presented to the agent, together with Kai's details and a case already created based on the IVR selection



Call is transcribed in German in Real Time. When Kai says "...meinen Vertrag kündigen...zu teuer...", an Einstein NBA recommendation is displayed.



Agent explains details and call is summarised after hangup.



***Thank you!***

***Any questions?***