Your Onboarding Journey

Partners in Your Business Transformation



VONAGE

Professional Services Team



Senior Project Coordinator

Point of contact for account setup and porting/number transfer



Voice Provisioner

Technical resource for complex call flow designs/build and phone testing

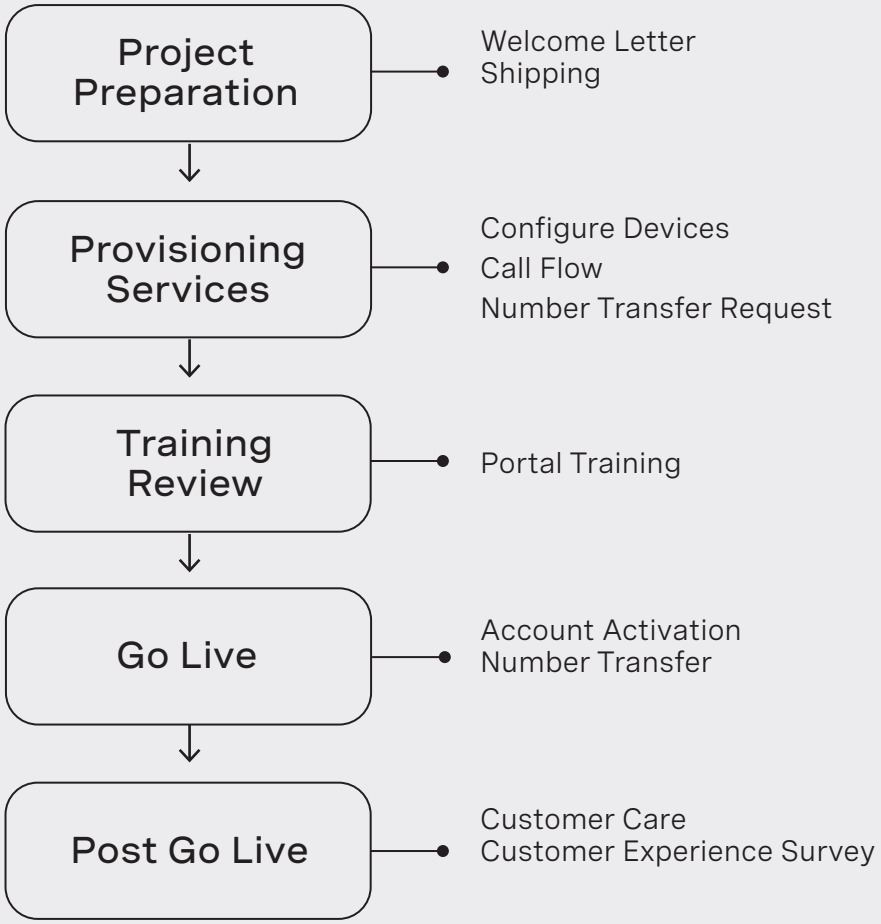
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Key Stakeholder Implementation Best Practices

- Shipping equipment to be received by key stakeholder
- Ensure all network equipment is ready for go live date
- Gather all user lists, call flow data, and porting telephone numbers
- Request most recent bill copy from your current provider

Implementation Review

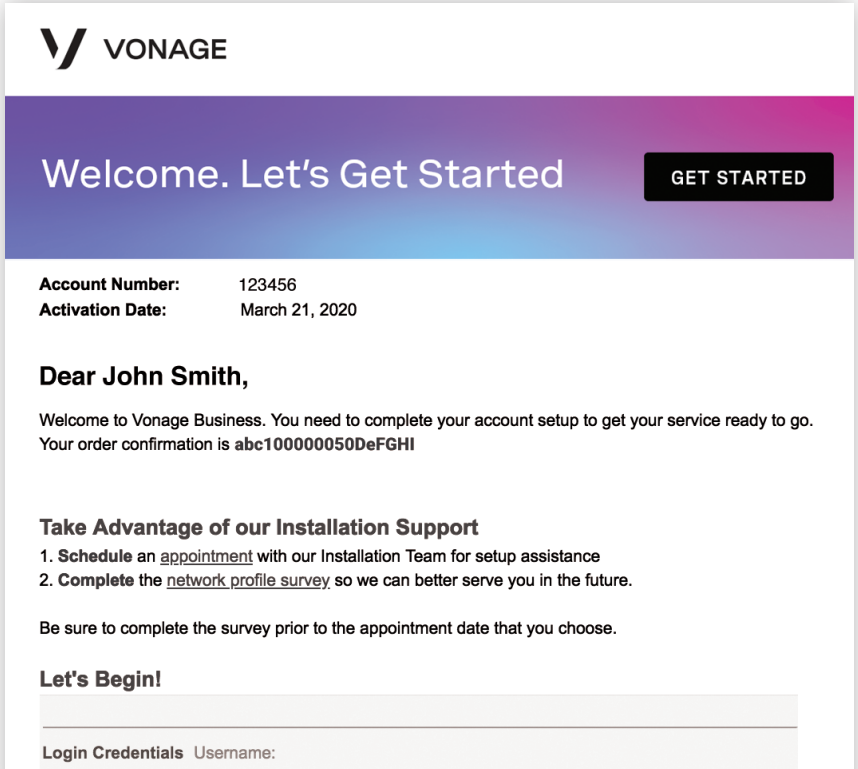


Welcome Letter

Upon quote acceptance, please expect to receive our Welcome Email from donotreply-vb@vonage.com to begin the process to install your services.

It will advise you that these three (3) tasks must be completed:

1	2	3
Login Credentials	"Keep Your Phone Number" Instructions	Review the Quick Start User Guides



VONAGE

Welcome. Let's Get Started

GET STARTED

Account Number: 123456
Activation Date: March 21, 2020

Dear John Smith,

Welcome to Vonage Business. You need to complete your account setup to get your service ready to go.
Your order confirmation is **abc100000050DeFGHI**

Take Advantage of our Installation Support

1. **Schedule** an appointment with our Installation Team for setup assistance
2. **Complete** the network profile survey so we can better serve you in the future.

Be sure to complete the survey prior to the appointment date that you choose.

Let's Begin!

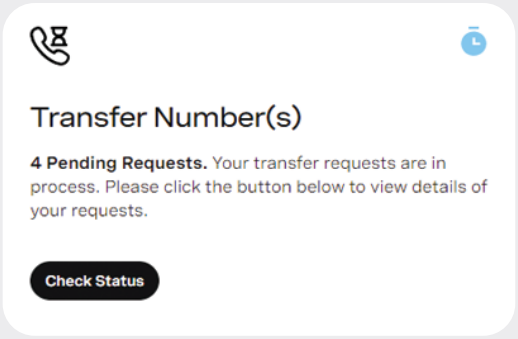
Login Credentials Username:

Number Transfer

Our team will guide you to the administrative portal and the "Transfer Number(s)" tile.

You will click the tile to complete the number transfer request for your existing telephone numbers.

Vonage will communicate all updates to you via email.

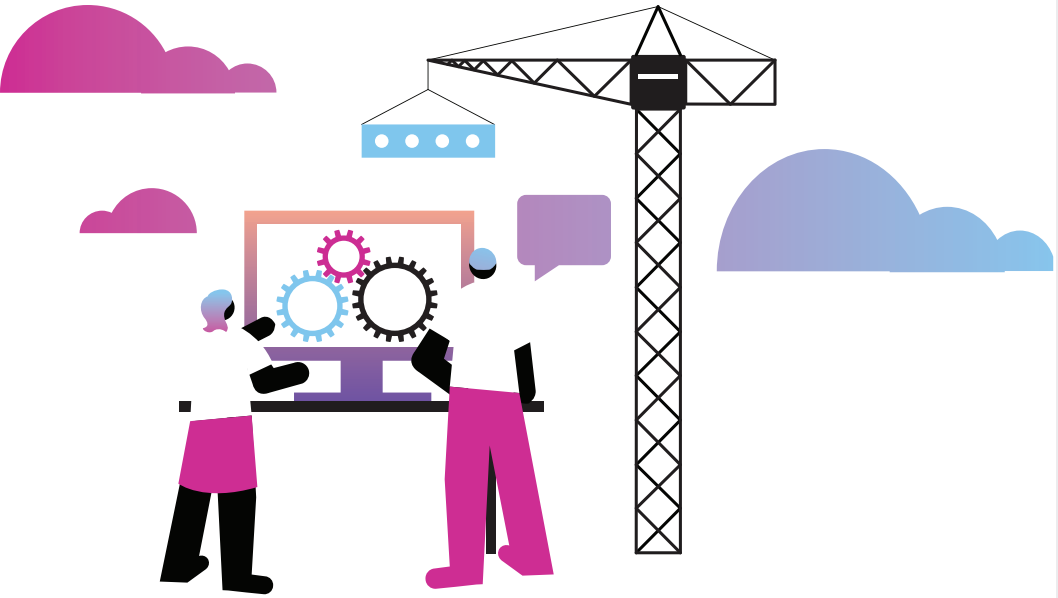


PHONE NUMBER TRANSFER

Number Transfer could be delayed due to the following:

- All Account Mismatch / Name Mismatch / Address Mismatch
- Number(s) is Inactive
- Unauthorized Signature on LOA
- Wrong Wireless Account Pin
- Incorrect / Missing Account Number
- Invalid Billing Telephone Number or BTN

A best practice is to provide the Customer Service Record (CSR) with copies of the most recent Phone Bill and Letter of Agency (LOA) at time of submission, which contains all the information for a successful number transfer.



Provisioning

Our Provisioning team will configure your services. They will work closely with your **project coordinator** to ensure your services are built to your specific needs.

If you are purchasing our hardware, it will be provisioned to support VBC configurations prior to delivery.

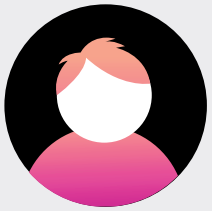
If you have your own devices, a Voice Provisioner will assist you with reprovisioning the devices.

PHONE SETUP

Design, Configuration & Network Review

During this stage, our team will conduct a technical review with your IT staff.

Who is needed on the design call?



Telephone Operations Manager

Configuration Call (required)



IT Resource(s)

Configuration Call (optional)

Vonage Business communications features aim to enhance the workflow and productivity of your organization. Get started with your new business phone system with guides and online trainings.

ONBOARDING GUIDE

Customer Training

If you have purchased a Service Level Package for custom webinars or onsite training, a call will be set up with our training department to schedule and coordinate.

During this call, Vonage will tailor your training based on your business needs. We will discuss topics like billing, caller ID, individual extension settings and more.

Who is needed on the training/onboarding call?



Key decision makers

- Service Features
- User Information
- Virtual Receptionist



Account administrators

- Call Flow
- Account Activation
- Timeline and Installation Strategy

Type of Training

(Click name below for more information)

Complimentary

Complimentary Live Training Sessions ▸

VBC Training Portal ▸

Admin Portal ▸

Phone Setup ▸

Optional

Custom Webinar
$350/webinar

Onsite Training
$2000/day/location

Onsite Support
$3500/day/location

Help Is Here

You will be notified when Vonage receives a confirmed number transfer/port date. Once your implementation is complete and your phone numbers have been transfered, there are many options for ongoing support ranging from Online Ticket Submission to Live Chat to 24x7 Toll-Free Access.

Here are the support options to assist you.

- **Vonage Support Pages**
- **"Ask the Community" Platform**
- **Open a trouble ticket**
- **Customer Care**
- **Chat Bot**

Professional Services Escalation Path

Professional Services
install-vb@vonage.com

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Professional Service Management Team
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