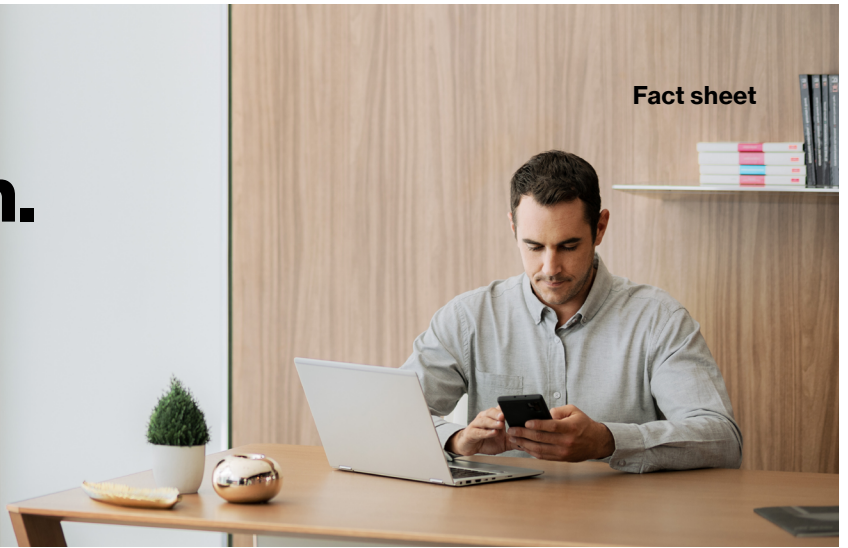# Expand your customer reach.

Verizon Contact Center Hub

Designed specifically for small and medium-sized businesses (SMBs), Verizon Contact Center Hub provides an affordable cloud contact center as a service (CCaaS) that can help you simplify and improve customer interactions.

Contact Center Hub—the simple way

As a cloud solution, we've made Contact Center Hub quick and easy to buy, deploy and provision. It includes a number of features to help you start responding to customer interactions:

- **Self-managed solution.** No hardware to purchase or IT staff required to set up and manage the contact center service

- **Simplified onboarding.** Add new users or toll-free and local numbers within 24 hours

- **Location flexibility and mobility.** Let agents work from almost anywhere, on any compatible device using the Contact Center Hub mobile or PC apps

- **Smart routing.** Ensure the customer is directed to the right agent with customizable routing, teams and ring rules

- **Intuitive interface.** A simple, intuitive user and admin experience makes training new agents easy

- **Centralized management tool from any browser.** Find all your numbers and users in one place with our virtual contact center dashboard

Improve customer interactions and reach.

Creating great customer experiences and expanding your customer reach can help you grow your business. Contact Center Hub helps you through:

- **Multichannel support.** Provide seamless customer support through multiple channels— including voice and SMS

- **Interactive voice response (IVR).** Guide callers to the correct team on the first try by creating selectable call flow options

- **Shared contacts.** Create and share customer contacts with your team so everyone can follow conversations and responses

- **Queue callback.** Save customers time by allowing them to request a callback instead of waiting in the queue

- **CRM and help desk integrations.** Help improve customer interactions using prebuilt integrations with more than 60 customer relationship management (CRM) and customer service apps, including Zendesk, Salesforce®, Shopify®, Microsoft Dynamics, HubSpot and Freshdesk™

- **Insight cards.** Gain context on inbound callers when screen pop-ups display information from the integrated app

- **Other experience features.** Take advantage of a wide array of other customer-focused features, including customer filters, contact synchronization, queue callback, pause recording and more

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Increase team productivity and efficiency.

Contact Center Hub offers a powerful set of features to help increase contact center productivity and efficiency even further using:

- **Collaboration tools**. Collaborate on calls through shared call inbox, shared contacts, call commenting and assigning, context tags, call conferencing, warm transfers and call whispering

- **Forward to mobile.** Forward agent calls to a mobile number or the app, to answer from anywhere

- **Live activity feed.** Gain visibility into contact center performance, including missed call rate, call volume, wait times, available agents and more, to help optimize performance and shift resources as necessary

- **Skills-based routing.** Route calls to teammates grouped by shared skills

- **Call recording.** Record calls from customers to confirm transactions or to train and improve agent performance

- **Other productivity features.** Increase contact center performance with call monitoring, time-based routing, ring groups, power dialer, on-screen call alerts, call queuing, parallel calls, unlimited concurrent calls, blacklisting, ring-on speakers, click-to-dial and more

Self-service or guided support on demand

With more than 30 years of contact center experience, Verizon can help you simplify the process of setting up or enabling your contact center, so you can stay focused on enhancing customer service.

Learn more:

To learn more about how Verizon Contact Center Hub can help you improve customer interactions and expand your reach, contact your Verizon Business Account Manager or visit verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/contact-center-hub/

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