Verizon Digital Customer Experience solutions

The role of artificial intelligence

- Increase self-service adoption.
- Drive increased agent speed and accuracy.
- Identify issues circulating on social media.
- Gain insights from large data sets.
- Automate rapid decision-making.
- Deliver consistent constituent experiences.

Artificial Intelligence (AI) pattern recognition

Insight + Efficiency = Constituent experience

Gain insights from large data sets.

Artificial intelligence and the customer experience

Verizon Digital Customer Experience solutions

Social engagement

Virtual agent

Knowledge assist

Marketing tools

Understand the voice of the constituent. Monitor constituent engagement. Monitor and manage outbound campaigns. Orchestrate cross-channel messaging.

Digital tools

Enable continuous feedback and improvement. Evaluate ongoing conversations. Add and update automation use cases. Gain insights across all customer interactions.

Contact center tools


Verizon Digital CX solutions help you continually improve your support services with human-and-AI-based learning and insights. That enables better automation, inclusion of more use cases and additional constituent insights, which help you improve your responses.

Verizon Digital Customer Experience (CX) solutions are now available on CALNET NextGen for CA agencies and organizations.

Best practices

- Stay focused, start small and expand from learnings.
- Be channel smart.
- Don’t launch and forget.
- Buy a product, not a developer toolkit.
- Augment human intelligence with AI.

Social posts

Chats

Mobile web

Messaging

Do you have the tools, insights and expertise to align your organization and achieve an ideal constituent experience?

Verizon Digital Customer Account Manager

Your constituents are engaging with your brand in new ways.

Stay focused, start small and expand from learnings.