Solution brief

IP Contact Center Express

High performance inbound voice, simplified.



In a digital-first market, voice remains the most critical touchpoint for high-trust customer relationships

While digital tools offer convenience, customers prioritize a human connection for their most urgent needs. Verizon's IP Contact Center (IPCC) Express is a streamlined, automated solution for inbound voice services from Verizon. We've taken the core features of our industry-leading enterprise contact center platform and simplified them for businesses that prioritize speed and efficiency.

The result is a high-quality US toll-free service with rapid deployment usage-based pricing and tiered discounting to meet your evolving business demands.

Core features and capabilities

- **Simplified solution:** Build a modern customer experience by connecting Verizon's global network to your preferred platform with US toll-free numbers. IPCC Express is pre-configured for native SIP termination to Genesys Cloud and Verizon Virtual Contact Center (VCC) powered by NiCE , as well as traditional switched (DID) lines. It also supports SIP REFER and Outbound Calling, giving your agents the tools they need to handle calls efficiently.
- **Built-in business continuity:** Reliability is baked into the network. With Network Call Redirect (In-Line Overflow), your calls are automatically rerouted if your primary destination is unavailable. This ensures that your customers can always reach you, backed by the security and reach of one of the world's largest IP backbones.
- **Smart economics and automated scaling:** Simplify your budget with a transactional model that grows with you. Instead of large annual commitments, IPCC Express features a low $25 monthly minimum. Our tiered discounting automatically applies lower rates as your call volume increases—giving you competitive pricing instantly without the need for manual contract renegotiations or pricing requests.
- **Comprehensive self-service control:** Our automated engine activates new US toll-free numbers in as little as 15 minutes. For customers moving existing service to Verizon, port-ins are typically completed within 48 hours. You retain full visibility and control of your communications through the Verizon Enterprise Center (VEC). Monitor your performance with near real-time traffic reporting, and manage routine updates.

Key advantages

Rapid time-to-market:
New US domestic toll-free numbers can be activated in as little as 15 minutes after contract execution.

Touchless provisioning:
Fully automated enablement—no supplemental forms or complex designs are required.

Cost-effective:
A low minimum monthly spend of just $25 makes it ideal for Small and Medium Businesses (SMB) and enterprise-level simplified designs.

Dynamic savings:
Benefit from usage-based, tiered discounting that automatically adjusts to your monthly volume without needing manual contract renegotiations.

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Why Verizon

Partnering with Verizon means joining a global leader dedicated to making your customer interactions seamless and secure.

Decades of leadership:
Over 30 years of experience delivering integrated CX solutions across CCaaS and AI.

Unmatched network scale:
We manage billions of minutes of inbound traffic every year, providing carrier-grade capacity and global reach for your business demands.

Industry-recognized excellence:
RootMetrics® continues to recognize Verizon as America's Most Reliable Network.[1]

Strategic ecosystem partnerships:
We maintain deep, strategic partnerships with the world's leading cloud platforms providers, including Genesys, NiCE and Amazon.

Ready to accelerate your contact center?

Contact your Verizon Account Representative today to activate your IPCC Express instance.



1. Based on RootMetrics® United States RootScore® Report: 2H 2025. Tested with best commercially available smartphones on three national mobile networks across all available network types. Your experiences may vary. RootMetrics rankings are not an endorsement of Verizon.

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