

Virtual Contact Center

Solution brief

Provide better customer experience with a modern cloud contact center.



Setting up a new contact center solution can be complex and expensive. And, if your contact center doesn't integrate with your systems, it can be a big problem for your overall customer experience.

You can simplify the daunting task of getting your contact center up and running with Verizon Virtual Contact Center. Our cloud contact-center software solution enables your customers to contact you when and how they want—by phone, email, chat or text.

With an internet connection, a PC and a phone number, your agents can work from virtually anywhere and collaborate in real time. Virtual Contact Center can help improve the performance of your agents, control operating expenses and drive better business results.

The solution provides the flexibility and innovation you need to deliver efficient, world-class customer experiences for sales and service. The pay-as-you-go model enables you to predict costs and quickly add services when you need them.

Plus, as we continually upgrade our platforms, you benefit from the latest artificial intelligence (AI) and business intelligence developments to help you remain innovative and customer focused. We can provide you with expertise to help your contact centers share ideas and drive innovation around the world.

Rely on a 99.99% uptime service level agreement (SLA) for Virtual Contact Center service components.¹

Customers can contact you through the channel of their choice—by phone, email, chat or text.

Boost efficiency and productivity.

Verizon Virtual Contact Center gives you access to a comprehensive suite of solutions that you can tailor to your business needs.

Motivate your workforce.

- Expand your talent pool by hiring agents to work from virtually anywhere
- Empower your workforce to choose when they want to work through workforce scheduling services
- Engage employees with immediate feedback from agent performance dashboards
- Incentivize agents and reduce burnout through the gamification module

Enhance the customer experience.

- Quickly route your customers to the right agent or method of service
- Constantly improve customer experience with direct feedback gathered in customer survey applications

Virtual Contact Center offers powerful features to improve your customer contacts.



Voice and digital channels

- Provide the omnichannel journey your customers increasingly expect
- Handle all interactions from one consolidated interface
- Add any channel quickly and seamlessly whenever needed



Advanced contact routing

- Powerful omnichannel routing quickly connects the customer to the proper agent or method of service
- Interactive voice response allows you to interact, gather information from callers and deliver the right data to the caller and agent



Outbound campaign dialing

Full-featured, campaign-based outbound dialing with Personal Connection™ technology delivers a unified agent experience, supported by automated outbound-to-inbound blending, to keep agents productive and engaged in call center activities.



CRM integrations and APIs for third-party applications

Customer relationship management (CRM) integrations and application programming interfaces (APIs) for third-party apps provide real-time customer insights that make it easier for the agent to respond – quickly and accurately.



Workforce optimization

- With Workforce Management tools, you can accurately forecast, schedule and direct your contact center resources
- Quality management closely ties your contact center and performance metrics to top-priority objectives, boosts operational efficiencies and taps into the potential of your employees
- Omnichannel recording allows you to automate quality by analyzing 100% of your interactions



Voice of customer tools

Use Feedback Management and customer surveys to improve agent performance and promote customer experience.



Reporting and analytics

- Interaction Analytics – an AI-powered analytics and reporting tool – identifies root causes and trends across 100% of customer interactions to guide measurable improvements
- Interactive reporting helps you make better decisions with on-demand insight into your contact center operations
- Interactive reporting also provides data that can be downloaded securely to Microsoft® Excel® for additional customization and analytics
- inView helps gamify your contact center operations, allowing agents to monitor their achievements with aggregated performance data in dashboards and compete against other agents for prizes

Why Verizon

We have more than 30 years of contact center experience and have more than 40,000 agents using Virtual Contact Center across 35+ countries.

Learn more:

For more information about how Virtual Contact Center can help you leverage your current contact center investments, contact your Verizon Business Account Manager or visit [verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/virtual-contact-center/](https://www.verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/virtual-contact-center/)

