



Modernize the way you serve

Discover how customer experience solutions can help you create connected, efficient and secure constituent experiences.



If you've been involved in delivering constituent services, you know the gap between what your systems can do and what your constituents expect.

When you think about the people your agency serves, it's important to remember that they are also consumers in every other part of their lives. As such, they've grown used to the convenience, personalization and responsiveness provided by leading private sector brands, and they now expect the same experience from federal agencies.

They want accurate answers delivered quickly and the flexibility to connect in the ways that work best for them – whether that's online, over the phone or through mobile channels. They expect service experts that recognize them, recall past interactions and carry information forward so they don't have to start over or repeat the same details each time they reach out. This kind of personalized experience has become the standard. Agencies that fall short risk frustrating the people they serve, reducing satisfaction and weakening the trust that is essential to their missions.

88%

of consumers are satisfied with interactions handled by human agents.¹

60%

are satisfied with interactions driven by artificial intelligence (AI).²

26%

of executives identify the high costs of implementation as their biggest problem when using AI for customer experience (CX).³

The bar has been raised for federal service delivery.

For federal civilian agencies, living up to these expectations isn't easy. Legacy systems operate in silos that don't communicate well with each other, making it difficult to assemble a complete picture of constituent needs. Budget constraints limit investments in modernization, while lengthy procurement and deployment cycles stall progress. Even after funding is approved, introducing new capabilities such as AI-driven personalization or omnichannel communication can take months or years before they're in service.

Here's the reality you're dealing with:



Increasing expectations from constituents who want digital experiences that match the speed and convenience of the private sector



Cybersecurity concerns that require constant vigilance and add complexity to new implementations



Rapidly evolving technologies that demand ongoing adaptation and continual learning from agency teams

When your systems can't talk to each other, information gets trapped. When change happens slowly, your agency risks falling further behind every day. And when public expectations keep rising, inefficiency doesn't just cause headaches – it affects trust in your agency.

What if modernization didn't have to mean starting from scratch?

We understand that modern CX tools only deliver value when they are supported by infrastructure designed for speed, security and flexibility. That's why Verizon partners with agencies like yours to align those capabilities with dynamic network solutions. The result is a new path for progress, fueled by solutions that can manage high-volume, high-complexity workloads – and deliver the reliability and responsiveness constituents expect.

Benefits of having dynamic network solutions working for you:



Quick and secure connection between people and data so your staff can close cases more efficiently



Organizational agility so you can adapt services when you're responding to a surge in inquiries



Streamlined IT operations that help free your lean teams from the burdens of managing outdated systems



AI and automation enablement to help your people focus on mission-critical work

Think of it as building a highway over your existing traffic. It doesn't replace what you have overnight, but it gives you the lanes, the speed and the stability to run the CX tools that can change the way constituents interact with your agency.

After your network infrastructure is in place, you can start layering in CX tools that bring your modernization goals to life.

CX use cases for federal agencies

Elevating access and enhancing constituent engagement



Challenge

Customer assistance can sometimes involve frustratingly long hold times, unclear processes and limited language support. Many individuals, including those who need language assistance, can struggle to access accurate, timely information about their accounts. This can result in unnecessary repeat calls, delays in resolutions to problems and lower satisfaction during peak seasons.

Solution

By modernizing CX, an agency can introduce an expanded callback option to help reduce the need for long hold times, redesign online account tools to make essential information available, and translate key resources and notices into multiple languages.

Benefit

Constituents can find the information they needed faster without navigating language barriers or waiting on busy phone lines. This can improve the perception of an agency as responsive and accessible while reducing strain on support staff.

Proactive communications at scale



Challenge

Federal service delivery often requires constituents to meet critical deadlines for benefits, renewals or program participation. Without timely updates, many miss these dates, leading to service gaps and additional administrative work as staff members chase incomplete applications.

Solution

Deploying a CX solution can help provide a secure, shared notification platform designed to deliver text message reminders related to deadlines, renewals and program updates. This system can integrate with multiple agencies to send automated alerts directly to constituents' mobile devices.

Benefit

Constituents can receive proactive reminders, dramatically reducing missed deadlines and improving participation rates in programs and services. Agencies benefit from fewer incomplete applications and less time spent on follow-up communications, freeing their staff for other mission-critical duties.

CX use cases for federal agencies

Smarter screening through CX principles



Challenge

Some agencies have to split their focus screening data to process easy-to-remedy issues with more challenging projects.

Solution

Automizing and digitizing workflows can help streamline the process of putting simpler projects into one workflow and more challenging projects into another, to help cut the time needed to evaluate every project manually.

Benefit

This can reduce time spent managing less complex projects significantly. Agency resources can be directed toward high-priority projects, creating a more straightforward experience overall.

Cutting hours down to minutes



Challenge

Acquisition processes at the agencies often can be heavily manual. And when staff spends a lot of time on routine approvals, it can slow program launches and consume time that could be devoted to policy, compliance and workforce support activities.

Solution

Agencies can adopt AI-powered automation tools to help eliminate repetitive actions across the acquisition process. Integrated workflows can cut out redundant reviews while helping maintain security and compliance requirements.

Benefit

Staff members will be able to redirect their expertise toward the agency's strategic priorities, improving responsiveness for internal teams and ultimately leading to a faster, more effective delivery of external services.

CX use cases for federal agencies

Smarter online application support



Challenge

Applicants sometimes submit incorrect or incomplete forms, which can lead to rejections, delayed cases and additional burdens on staff to process errors and send back clarifications.

Solution

An agency can revamp its online account services to flag common errors before submission. Built-in guidance can walk applicants through each requirement, helping create more complete and accurate submissions.

Benefit

Applications processed correctly the first time can lower rejection rates and shorten applicant evaluation timelines. Constituents will experience less frustration and agency employees can save time, allowing them to move processed applications forward more efficiently.

Data-driven and human-centered experience improvement



Challenge

Constituents can sometimes encounter policies and programs that don't match their immediate needs, creating gaps in service delivery and eroding trust.

Solution

Agencies can deploy a CX solution to integrate near-real-time feedback into program and policy design. Through journey mapping, constituent interviews and survey data collection, an agency can redesign services from the constituents' perspectives.

Benefit

Programs can become more relevant and targeted, directly reflecting constituent priorities. Transparency improves as constituents see their input visibly shaping the services they use, strengthening trust between the community and the agencies that serve them.

Modernize your service delivery with the right CX capabilities.

Modernizing your network infrastructure and improving CX capabilities means more than adding bells and whistles. It means deploying solutions that fit the way you operate and making them work for your teams and the public.

Verizon can help you get there with:



Dashboards and reporting that turn scattered performance data into a clear, actionable view of service delivery



Automatic call distribution that gets inquiries to the right person or channel, helping reduce wait times and unnecessary transfers



Omnichannel communication tools, such as phone, email, live chat, text messaging or a mobile-responsive portal, so constituents can choose how to interact with you



AI-powered analytics that learn from each interaction, which can help predict constituent needs and enable proactive outreach before issues escalate

With the adaptive digital backbone as your foundation, these tools can grow alongside your needs, connect efficiently and align with federal requirements, including FedRAMP High.



Verizon's CX solutions designed for your mission

Our role in this conversation is simple: We work with you to co-design a CX modernization plan that fits your mission, aligns with your budget and keeps pace with your timeline. Every agency is different, so we bring solutions that are built to meet the unique demands of Public Sector service delivery – and the expertise to make them work for your specific agency or group.

Our dynamic network solutions include:



Virtual Contact Center

A flexible, cloud-based solution that can scale during high-demand periods such as disaster response or benefits enrollment



Genesys Cloud

An all-in-one platform featuring AI-driven routing, near-real-time analytics and workforce management tools for proactive, personalized constituent service



Webex Contact Center

Built for secure, collaborative CX and ideal for supporting hybrid or remote teams delivering constituent services from different locations



CX consulting services

Advisory and design expertise to help ensure that your CX strategy is not only modern today but also adaptable and sustainable for the future



Verizon Conversational IVR (interactive voice response)

Automates routine, high-volume calls to free agents for complex constituent needs, helping improve speed and service quality



Voice security solutions

Can help protect voice traffic by blocking robocalls, fraud attempts and spoofing and help keep your agency's calls trusted, answered and effective

Ready to take the next step?

Modernizing CX is about more than upgrading tools; it's about creating meaningful connections that help advance your mission and earn public trust. Verizon works with you every step of the way to design and evolve solutions that fit your agency's goals, resources and timeline. Together, we can help make every constituent interaction faster, smarter and more effective.

Why Verizon?

Choosing the right partner for CX modernization isn't just about technology; it's about working with a team that understands the mission, the challenges and the responsibility that come with serving the public. Verizon brings decades of experience helping federal agencies strengthen their capabilities with secure, reliable and innovative solutions.

Our dynamic network solutions can help create a flexible, secure foundation for CX tools to run smoothly, scale efficiently and evolve as expectations grow. We work side by side with agencies like yours to design, implement and support solutions that can turn everyday interactions into opportunities for progress.

When you're ready to take the next step, Verizon can help you integrate next-generation tools with the infrastructure and expertise that help keep your mission moving forward.

To learn more about Verizon's CX services, contact your Verizon Account Representative or visit [verizon.com/civilian](https://www.verizon.com/civilian).

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1. "AI for better CX: How brands can crack the code," Verizon and FT Longitude, Jun 16, 2025.
<https://www.verizon.com/business/resources/reports/cx-annual-insights>

2. Ibid.

3. Ibid.