

Fact sheet

# Still managing your contact centers? Let us instead.

## Contact Center Managed Services



### Reduce the risk of human error.

Poorly executed processes are one of the most common causes of outages. Our solution follows the ITIL Service Management framework, which clearly defines processes, roles and responsibilities.

That provides you with a high-touch service program for:

- Incident and event management
- Change management
- Problem management
- Capacity management and performance reporting
- Release and deployment management
- Availability management
- Asset and configuration management
- Continuous service improvement

### Simplify your budget.

Our predictable-cost model delivers CCMS with a standard monthly fee.\* The only time your bill changes is when you add or change services.

Our standard service includes:

- Infrastructure management: monitoring and management of physical and virtual servers
- Application management: monitoring and management of application software and incident and problem management
- Service management: full suite of ITIL services

Today's contact centers have complex infrastructure that isn't always easy to manage. Contact Center Managed Services (CCMS) lets you offload day-to-day support to us. That way you have a single point of contact for your operations and you can focus on your business goals instead.

We give you the support you need 24 hours a day, seven days a week. Because we're on it, we can:

- Identify incidents before they affect your business using an advanced monitoring and management platform.
- Begin resolving issues as soon as an event is detected, with automated incident response.
- Restore service as quickly as possible by using proven, standardized processes based on the Information Technology Infrastructure Library (ITIL).
- Help you achieve your customer service goals and objectives by working in partnership with our experts.

### Protect against outages.

Proactive Alarming and Automated Notifications help you stay ahead of incidents that could potentially disrupt your business. Our near real-time tools and information help:

- Prevent issues that impact application availability.
- Decrease mean time to repair.
- Monitor changes and forecast capacity needs.
- Meet service level agreements.
- Automatically generate incident tickets for critical alarms.

### Be there when your customers need you.

Your customers rely on your contact centers. And now you can rely on us to keep them up and running. Our Integrated Solutions Desk (ISD) is your single point of contact for managing incidents and service and change requests. The ISD is:

- Available 24x7x365
- U.S.-based, with support in English
- Responsible for managing all customer requests to full resolution.

**Managing contact centers requires complex technologies and specialized skills-- which your enterprise may not have.**

### Get support at every step.

Our Professional Services teams will work with you to ensure that your environment meets the criteria for management. They will also oversee the onboarding process and handle the transition to Verizon operations.

Our Day Two Operational Support team will work with your operational contacts on a daily basis, just as if we were an extension of your IT department. We assign key operational resources to each customer for the term of the contract, allowing us to gain deep knowledge of your technical environment and business processes. Our goal is to seamlessly integrate into your organizational and governance models.

We stand behind our service by offering robust SLAs for the business critical services we manage. We want our customers to know we have skin in the game and will work diligently to maintain the high level of availability contact centers require.

**Learn more.**

Find out how putting your contact center management in our hands can improve the customer experience and simplify your IT costs. Contact a representative today.

[verizonenterprise.com](http://verizonenterprise.com)

\*A Verizon Professional Services engagement is required to onboard new customers and is invoiced as a one-time charge. This is not part of the CCMS standard service fees.