Virtual Contact Center

Give customers better experiences, motivate your agents and reduce the complexity of your contact center.

verizon√

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.

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, text or social media.

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

99.99% uptime SLA for Virtual Contact Center service components[1]

Verizon Virtual Contact Center 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.

As we upgrade our Virtual Contact Center with enhancements and new features, you benefit from having fine-tuned solutions that include many of the latest technologies. We can provide you with expertise to help your contact centers share ideas and drive innovation around the world.

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 they want.
- Empower your workforce to choose when they want to work through workforce scheduling services.
- Drive agent engagement with immediate feedback from agent performance dashboards.
- Incentivize agents and reduce burn-out 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 insight from direct feedback in customer survey applications.

Learn more
For more information about how Verizon Virtual Contact Center can help you leverage your current contact center investments, contact your account manager.

1. Virtual Contact Center service components include inTouch reporting, dbConnector, core system and agent station/interface. Long distance and local loops excluded. Terms and conditions apply; see your Verizon account manager for details.

Simplify your contact center.

① Voice and digitial channels

- Recognize your customer regardless of the channel they use.
- Improve agent efficiency and quickly adapt to business changes.

② Advanced contact routing

- Automatic contact distribution quickly routes your customers to the right agent or method of service.
- Interactive voice response allows you to interact with callers, gather information and deliver the right data to the caller and agent.

③ Outbound campaigns

- 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.

④ API integration with third-party applications

- Provide real-time customer insights making it easier for the agent to respond — quickly and accurately.

⑤ 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.
- Advanced voice and screen recording offers better call handling and quality management.

⑥ ECHO survey

- Deliver a survey right after every customer interaction and review feedback in near-real time to evaluate service and improve the customer experience.

⑦ Reporting and analytics

- InView helps improve contact center operations by aggregating performance data from disparate systems and acting on the data with business improvement processes.
- 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.