

Better communication starts with better implementation.

Pro Services for Virtual Communications Express



The implementation process should never stand between your business and reliable, integrated communications.

Many businesses prefer to install Virtual Communications Express themselves. Standard Implementation is available at no additional cost, and includes dashboard orientation and remote setup assistance and testing.

For businesses with complex implementation needs, or for those who want a little more assistance, Verizon has several installation support plans to help.

With the Pro Services team on your side, it's easy to connect your business with an enterprise-level communication solution that helps improve productivity and give your business an edge.

Site Survey

Site Surveys are recommended for businesses with a dedicated site administrator who will self-manage the installation and dashboard setup.

Package includes:

- Initial site survey with engineering review
- Dashboard orientation / call
- Remote porting coordination and limited testing
- Dedicated project manager

Plus implementation

Plus implementation is recommended for businesses that want a fully managed installation with some remote training for administrators and users.

Package includes:

- Dedicated project manager
- Technician equipment install and testing
- Managed dashboard configuration – initial setup
- Onsite port assistance and post-port testing
- Remote dashboard training

Basic implementation

Basic implementation is recommended for businesses with a dedicated site administrator who is willing to fully manage the dashboard after activation.

Package includes:

- Dashboard orientation / call
- Remote porting coordination and limited testing
- Dedicated project manager
- Technician equipment install and testing
- Managed dashboard configuration – initial setup

Premier implementation

Premier implementation is recommended for businesses that need a full readiness site survey prior to implementation, and also desire supplemental onsite phone user training on the day of activation.

Package includes:

- Dedicated professional services project manager
- Site survey with detailed engineering review
- Equipment Installation and testing by certified technician
- Fully managed dashboard configuration – initial setup
- On-site port assistance and full post-port testing
- Remote dashboard training
- Onsite phone/voicemail training

The Pro Services team makes it easy to install and maintain your Virtual Communications Express technology, and they'll customize a solution that fits your business needs.

Learn more.

Contact your Verizon account representative or visit us online.