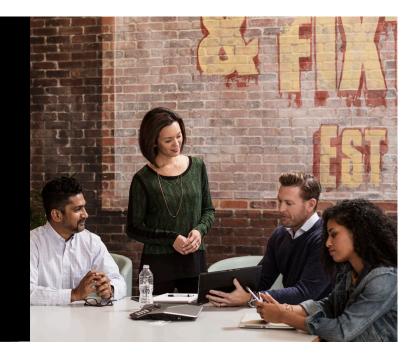
Anytime. Any way.

Give your customers an exceptional customer experience by moving your contact center to Verizon.



verizon

Verizon Virtual Contact Center (VCC)

Focus on the customer experience without the headaches of managing platform performance, capacity, and network reach by using Verizon's reliable cloud-based contact center.

Reliable

Geographic redundancy and in-site failover

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Single Source Solution

Scale and grow capacity effortlessly with the peace of mind that Verizon is maintaining the end-to-end solution.

Smart Routing

Turn your contact center into an experience center by routing interactions based on analytics, and proactive customer outreach based on journey predictions.



Keep the Customer First

Route interactions to agents with the skills to give each customer the best answer.

Why Verizon VCC?

years of Contact Center experience.

customers supporting 250+5 to 5,000+ agents.

minutes of Contact Center customer 20 billion contact sessions annually in 2016 and 2017.

www.verizonenterprise.com/virtualcontactcenter





Global

Support for agents and interactions around the world, including U.S., EMEA and APAC.



Uptime

Enjoy the benefits of a high availability and proactive management to help mitigate the risk of impacting events.



Secure

Drive data protection both in flight and at rest with critical security controls at the network, database and procedural layers.



Omnichannel

Support for voice, email, chat, SMS, mobile, web and social media.