

# Anytime. Any way.

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

verizon<sup>v</sup>



## 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



### 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.

# 99.99%

VCC components uptime SLA<sup>1</sup>



### 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.

## Why Verizon VCC?

**25+** years of Contact Center experience.

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

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

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

<sup>1</sup>Terms & conditions apply. See your VZ account manager for details.