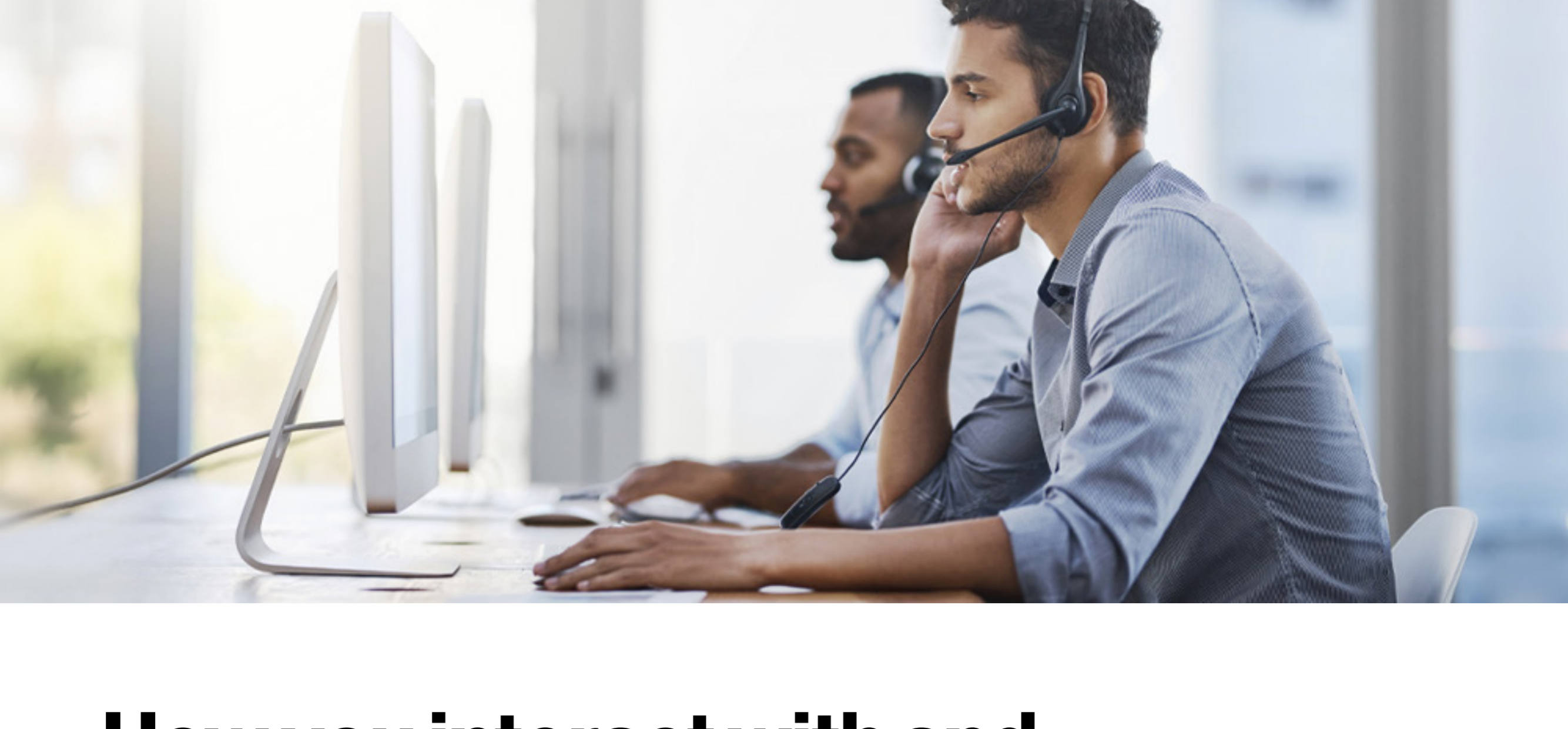
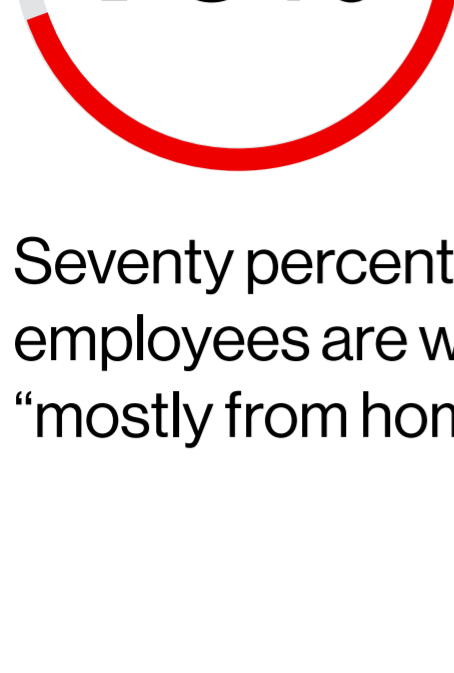


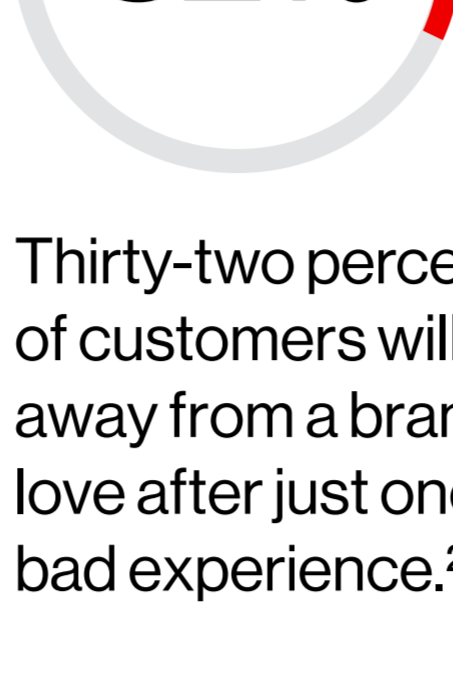
Cloud contact centers improving customer experiences



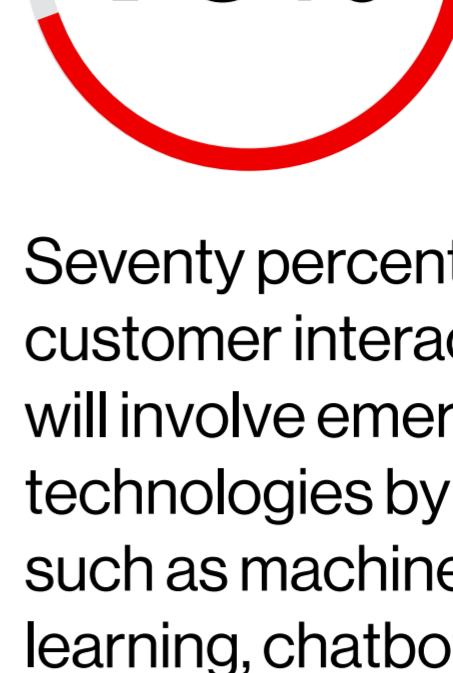
How you interact with and help customers can make or break your relationship with them.



Seventy percent of U.S. employees are working "mostly from home."¹



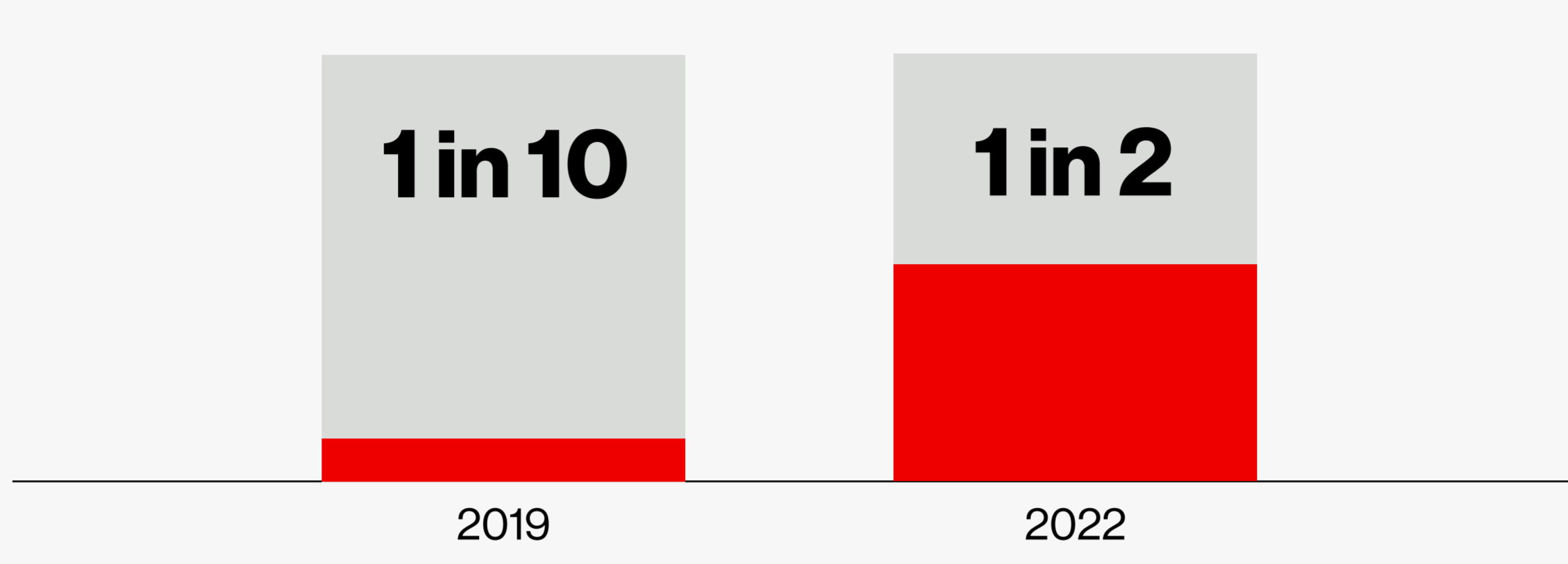
Thirty-two percent of customers will walk away from a brand they love after just one bad experience.²



Seventy percent of customer interactions will involve emerging technologies by 2022, such as machine learning, chatbots and mobile messaging.³

Stay competitive by migrating your contact center to the cloud.

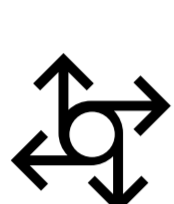
By 2022, contact center as a service (CCaaS) will be the preferred adoption model in more than one-half of contact centers.⁴



6 ways you can benefit from transitioning to a cloud-based contact center

Bring together meetings, calling, contact center and connectivity into a single solution for:

1. Improved agility



Increased flexibility and scalability



Faster deployment of new capabilities



Support work-from-home agents.

2. Innovative features



Fast access to new features and technology



Integration with major cloud apps



Easily connect to your customer relationship management (CRM) and other apps.

3. Reduced costs



Reduced capital overlay



More accurate budgeting

4. Faster deployment of services



Frequent updates to new capabilities



No IT planning required



No disruption to your agents

5. Greater efficiencies



Improved agent productivity and collaboration



Reduced IT management and support



More time for strategic initiatives

6. Higher security



Strict regulatory and legal compliance requirements



Ability to protect uptime and customer privacy

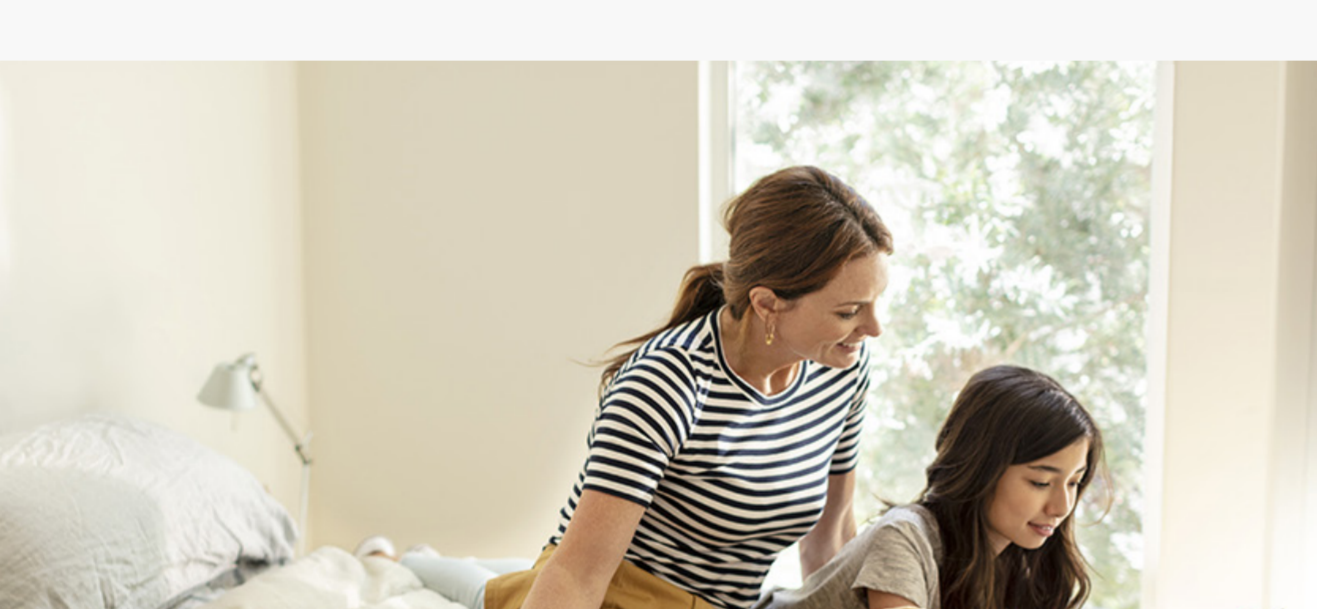


Cisco-trusted security standards and investments

Meet your customers where they are.



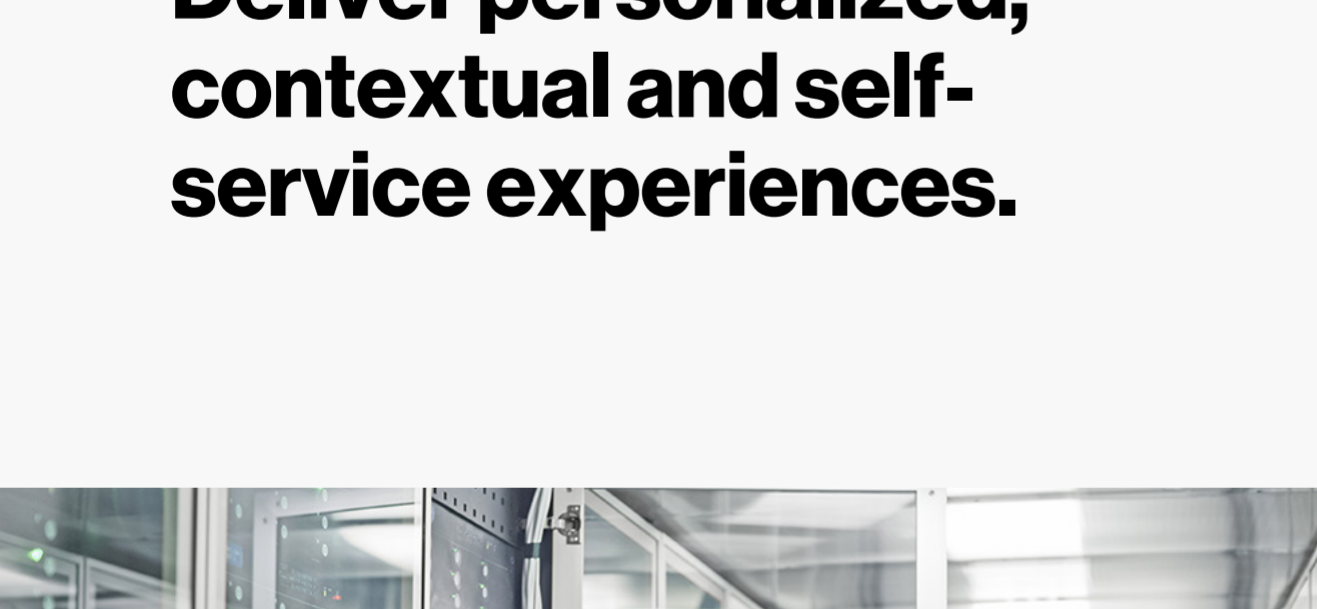
Gain a 360-degree view of your customer journey.



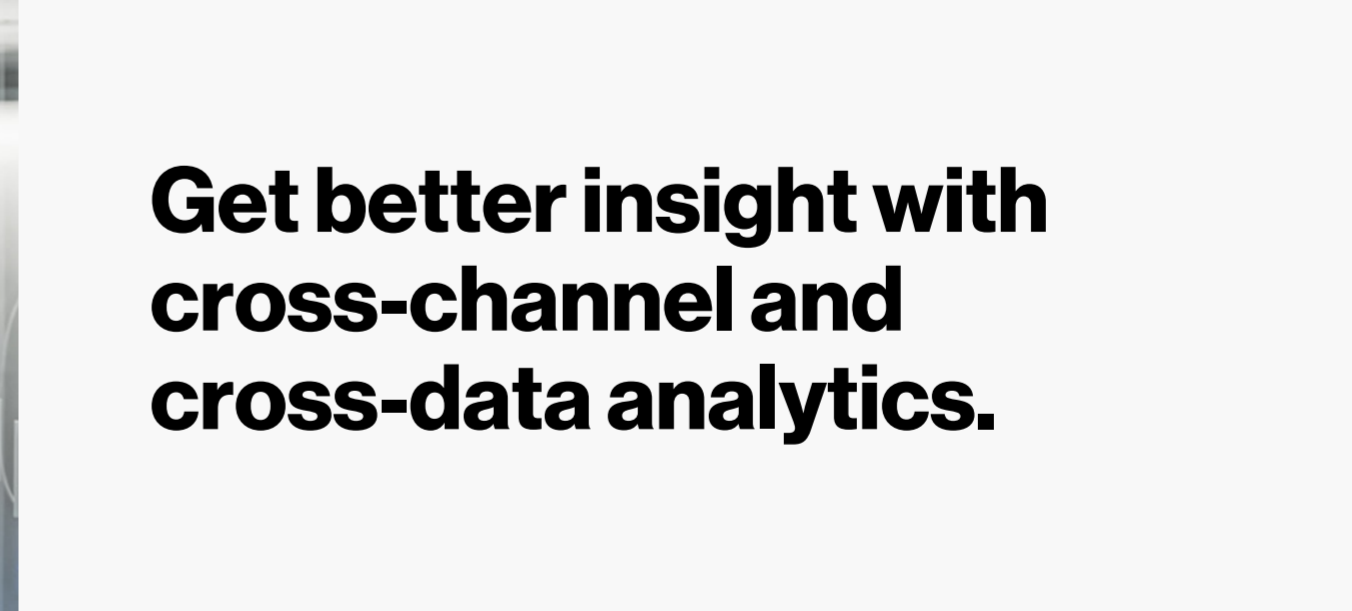
Deliver personalized, contextual and self-service experiences.



Get better insight with cross-channel and cross-data analytics.

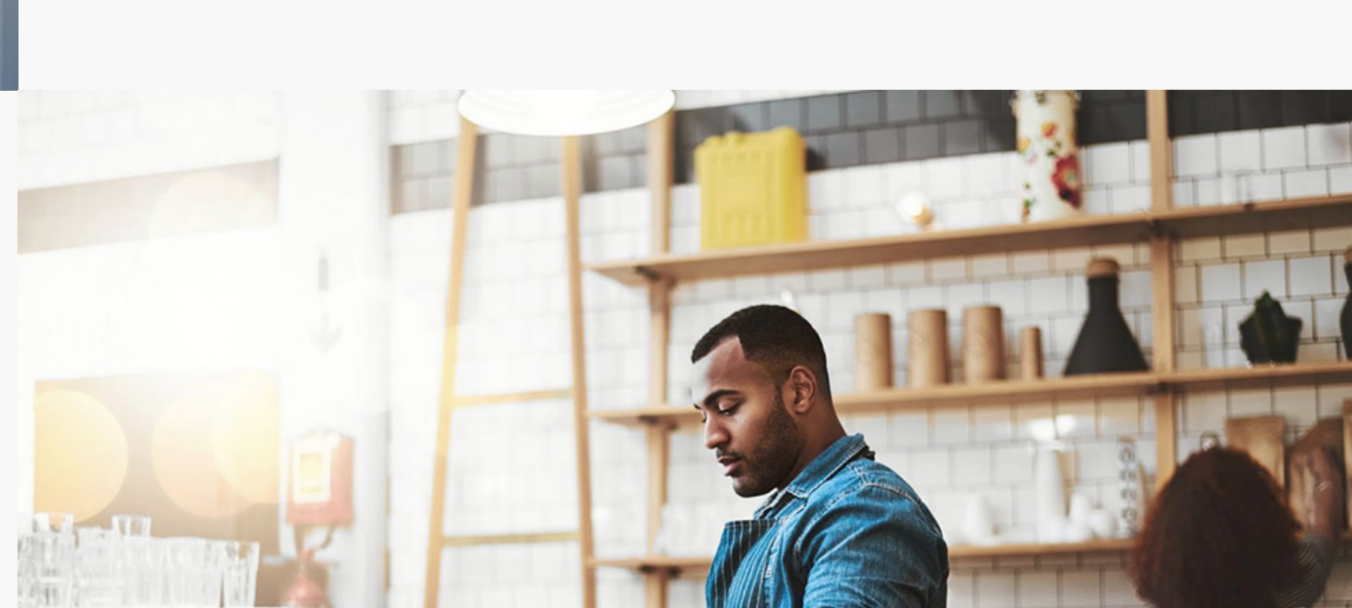


Predict and anticipate your customers' needs.



Combined, these benefits can add up to improved customer success.

Loyalty
Retention
Satisfaction



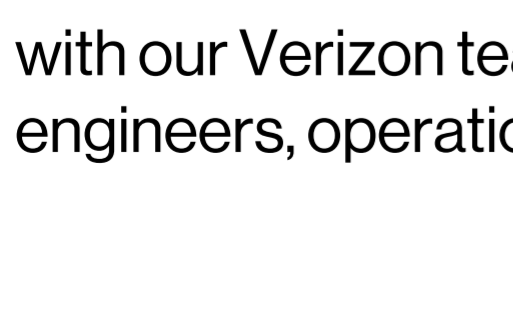
Why Verizon

Verizon is a Cisco Gold Certified partner and Cisco Authorized Technology Provider for Unified Contact Center Enterprise.

Verizon has 30+ years of contact center experience, with 300+ professional services consultants across the globe. We offer single-solution support with our Verizon team of customer experience (CX) consultants and engineers, operations engagement managers, and customer support center.

Transform your customer experience using Webex Cloud Contact Center from Verizon.

Learn more. Contact your Verizon Business Account Manager or visit us at [verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/webex-contact-center/](https://www.verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/webex-contact-center/)



¹ <https://www.cisco.com/go/verizon-advantage-technology-partners-cisco-gold-certified-partner-4004-011>
² <https://www.pwc.com/us/en/technology-services/it-risk-and-compliance/it-risk-and-compliance-services/customer-experience/customer-experience.pdf>
³ <https://www.pwc.com/us/en/technology-services/it-risk-and-compliance/it-risk-and-compliance-services/customer-experience/customer-experience.pdf>
⁴ Gartner, Magic Quadrant for Contact Center as a Service, North America, October 2019.

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