

Virtual Contact Center

Solution brief

Provide better customer experience with a modern cloud contact center.

Customer expectations are rapidly changing and 80% of customers surveyed¹ say that they have switched brands because of a poor customer experience. Customers have shifted their focus, creating silos and gaps in the customer experience. Verizon Virtual Contact Center (VCC) encompasses the entire CX journey and meets the needs of all CX stakeholders, focusing on all interactions beyond CCaaS.

You can simplify the daunting task of getting your contact center up and running with Verizon Virtual Contact Center. Our cloud contact-center software solution offers intelligent self-service options, and enables your customers to contact you when and how they want on their channel of choice.

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 (VCC) encompasses the entire CX journey and helps retain customers while empowering agents.

The solution provides the flexibility and innovation you need to address the full range of expected needs, and to make each experience unique and personal for every customer. The pay-as-you-go model enables you to predict costs and quickly add services when you need them.

Plus, as we continually upgrade our platforms, you benefit from the latest artificial intelligence (AI) and business intelligence developments to help you remain innovative and customer focused. Utilize Verizon Virtual Contact Center to drive innovation and deliver seamless customer journeys.

Rely on a 99.99% uptime service level commitment for Virtual Contact Center service components.²

Connecting with customers when, how, and where they want, from voice to web, across any channel.

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.

Responsive and proactive entry points

- 30+ Digital channels supported
- AI-driven Knowledge Management
- Purpose-built proactive conversational AI
- Target points of struggle and offer proactive assistance
- Understand what customers are looking for and engage them proactively

Journey orchestration

- Enhance interactions with AI for smarter experiences for customers and agents
- Use AI and automation to support your agents, for better CX and higher productivity
- Streamline deploying conversational chat and voice bots
Give every agent the ability to gather information easily and automate repetitive tasks

Virtual Contact Center offers powerful features to elevate the customer experience



Smart self-service

- Consumers are empowered to resolve needs when, where, and how they want
- Reduce labor costs
- Use AI to identify when an IVR should communicate with a customer
- Pinpoint issues where callers get lost or dropout of the IVR



Empowered agents

- Customizable workspace includes complete toolset at the agent's fingertips
- Proactive AI-driven suggested responses
- Real-time monitoring and in-the-moment guidance to improve agent response
- Fully-functioning Workforce Engagement (WEM) capabilities for scheduling and performance management
- Pre-trained and proactive AI driven models for customer engagement



Complete performance

- AI Forecasting
- Digital Channels with Active True to Interval
- Gain visibility into all interactions
- Customize KPIs and dashboards
- Monitor, detect, and act- in real time, across any interaction
- Improve outcomes with AI-based real-time guidance



Workforce optimization

- With Workforce Management tools, you can accurately forecast, schedule and direct your contact center resources
- Quality management boosts operational efficiencies and taps into the potential of your employees

- Omnichannel recording allows you to automate quality by analyzing the full range of your interactions



Voice of customer tools

Feedback Management enables companies to solicit input immediately following interactions in several channels, so they can track changes in customer perspective over time.



Reporting and analytics

- Interaction Analytics: AI-powered omnichannel analytics that leverage historical and real-time data for improved business operations, customer and employee satisfaction, compliance and increased revenue.
- Interactive Reporting: Advanced reporting and visualizations reveal connections between various metrics and identify their effects on performance.
- Easy to use reporting (no BI Tool or BI expertise required) with Out Of The Box and customizable reports and widgets, including digital metrics support, export capabilities and historical data available in dashboards.

Why Verizon

We have more than 30 years of contact center experience and have more than 50K+ agents using Virtual Contact Center across 35+ countries.

Learn more:

For more information about how Virtual Contact Center can help you leverage your current contact center investments, contact your Verizon Business Account Manager or visit <https://www.verizon.com/business/products/contact-center-cx/cloud-contact-center/virtual-contact-center/>



1. <https://www.qualtrics.com/blog/qualtrics-servicenow-customer-service-research/>

2. 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 Business Account Manager for details.