

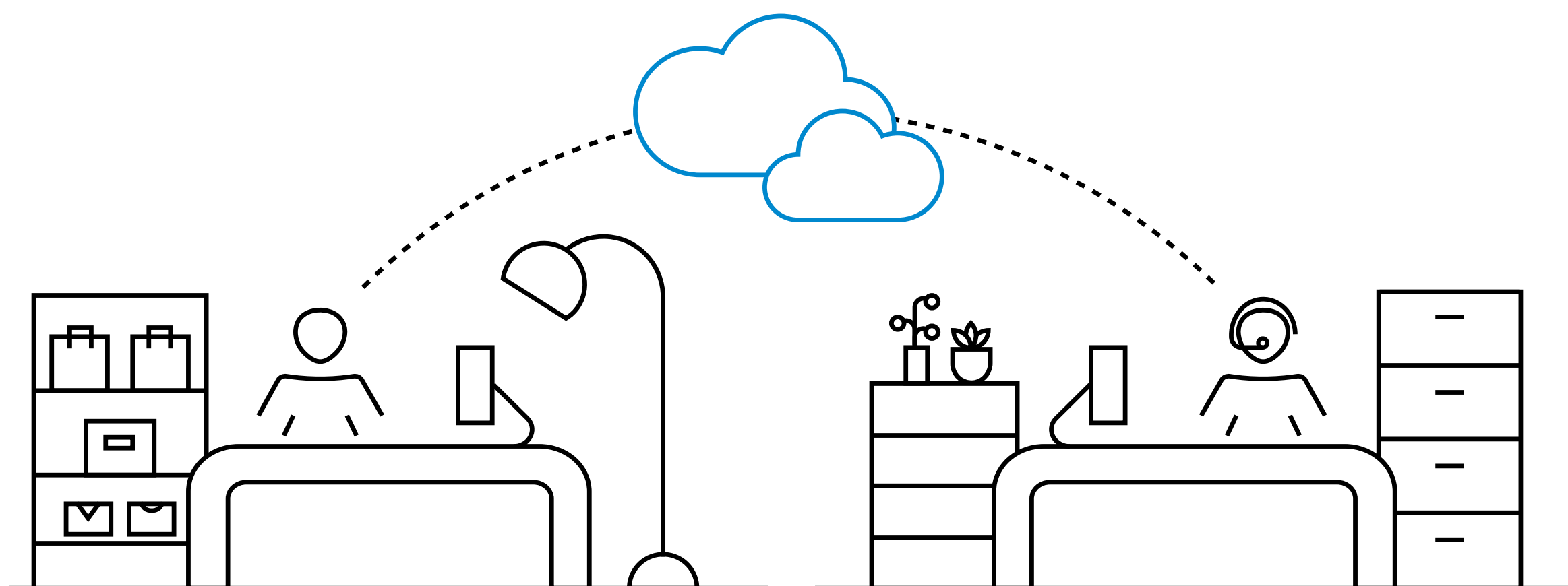
Anytime. Any way.



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

Verizon Virtual Contact Center (VCC)

Focus on the constituent 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 site failover



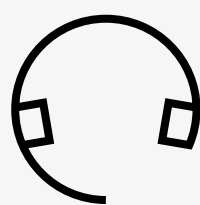
Single source solution

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



Smart routing

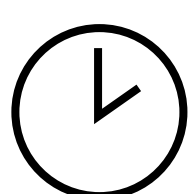
Turn your contact center into an experience center by routing interactions based on analytics and proactive customer outreach based on journey predictions.



Keep the customer first

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

99.9% VCC components uptime SLA



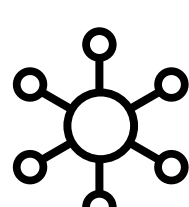
Uptime

Enjoy the benefits of 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.

Verizon Virtual Contact Center (VCC) is now available on CALNET NextGen for California agencies and organizations.

Why Verizon VCC?

25+

Years of contact center experience

250+

Enterprise customers supporting 5 to 5,000+ agents

99.9%

Uptime SLA for VCC service components

Contact your Verizon Account Manager >

