Up your customer service game with a cloud-based solution.

Unified Customer Experience

verizon✓

Your customers turn to you to resolve their issues quickly and easily. In many ways, technology has made this simpler by giving them more channels of interaction, from web and live chat to social, mobile and more. But it's also become more important that your agents are able to deliver the personalized service your customers expect. In fact, 57 percent of companies said they can directly relate improving customer experience levels to revenue/profit growth.[1]

Cloud technologies can help.
Unified Customer Experience (CX) from Verizon[2] delivers the tools and solutions to help you make customers happier and agents more productive, so you can continue focusing on that growth. This cloud-based omnichannel platform—built on Cisco's Hosted Collaboration Solution for Contact Center—was designed to:
- Cut down on long waits.
- Deliver more personalized care.
- Get your agents and customers the information they need without having to repeat themselves at every turn.

Give your customers the service they deserve.
Verizon Unified CX gives you the features you need to deliver a better experience for your customers.

Cloud flexibility and scalability
- Deploy new features, functions and channels as needed.
- Maintain availability with timely upgrades and disaster recovery capabilities.

Improved customer experiences
- Easily view past customer interactions for context-based conversations.
- Monitor, coach and improve agent interactions
- Offer support when, where and how customers expect it.

Enhanced contact center performance
- Enhance the agent experience and improve retention with standardized, high-demand features.
- Easily monitor channel performance across multiple call centers.
- Fine-tune operations to improve business performance through a centralized portal.
- Provide access to team activity and near real-time queue statistics with customizable supervisor desktop views.

Single point of contact for all support
- 24x7x365 support desk providing systems monitoring, incident management and problem resolution

- Professionally trained staff and Cisco-certified engineers
- Proactive communications and up-to-date status via Verizon Enterprise Center
- Personalized service, with customer-specific operations engagement managers
- Consolidated support for all Verizon-provided services

Seasoned and certified Professional Services team
- Overall contact center assessments, strategic planning, technology transformation and roadmap development
- Successful integrations enabled by multi-vendor and technology expertise
- Design, development, installation and integration by Cisco-certified engineers

> **Unified CX is a cloud-based contact center platform that helps you keep customers happier and agents more productive.**

Bring better outcomes to your business.
Our comprehensive solution helps you keep your focus on your company.

- Grow and scale more easily with a usage-based pricing model and services delivered through the cloud.
- Keep your solution up to date with regular updates provided as part of the service.
- Focus on the core business by offloading critical but highly time-consuming IT functions to our experts.
- Secure your environment with dedicated virtual machines and software. You protect your environment while still taking advantage of shared components and technologies.

Why Verizon
- With one of the world's largest and most reliable global networks, and financial strength, we offer technology solutions across the world.
- We deliver a complete, customizable solution with a vast vendor ecosystem and a team of consultants, engineers, managers and customer support professionals.
- We're a certified Cisco Authorized Technology Provider for Unified Contact center Enterprise and a Cisco Gold Certified Partner.

- We have more than 200 Professional Services consultants and over 20 years of experience in contact centers.

Get started today.
Find out how our cloud-based contact center solution can help you stay ahead of customer demand—and your competition. Contact your account representative today.

Leading solutions integrated at every step	
Component	**Capabilities**
Automatic call distribution	• Multi-channel routing and queuing • Menus and announcements • Agent desktop
Workforce optimization	• Quality monitoring with voice and/or screen recording • Workforce management • Speech/desktop analytics
Omnichannel experience	• Email, chat, SMS routing and response • Enhanced omnichannel agent desktop
Self-service	• Touchtone and speech-enabled interactive voice response
Mobile and web	• Mobile, web and video assistance • Co-browsing capabilities • Context across web and mobile channels
Outbound engagement	• Preview, progressive and predictive outbound dialing • Outbound campaign management
Management control	• Quick and easy access to supervisor and administrator tools • Skill scheduling, user administration and routing control

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