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Virtual Contact Center
for Government

# MAX - My Agent eXperience™ Available on Virtual Contact Center for Government from Verizon

What is MAX? MAX is a dynamic, context-sensitive interface designed for the streamlined handling of all contact center interactions, regardless of channel. With MAX, on Virtual Contact Center for Government your agency's agents will be ready to tackle their roughest days and most complex interactions with ease.

MAX (My Agent eXperience) is a revolutionary new cloud contact center agent interface, now available to Verizon's Virtual Contact Center for Government customers. Based on exhaustive research with agents and supervisors in live contact center environments, MAX was designed to be a simpler, more efficient and more engaging way for agents to positively interact with customers.

Three great reasons to consider making MAX a part of your team:

### 1. MAX Helps Improve Agent Experience and Efficiency
MAX gives your agents what they need, when they need it. It is context-sensitive and helps agents to make faster, more informed decisions. MAX's Intelligent Address Book simplifies collaboration. And handling all contact center channels in one consolidated interface simplifies on-boarding and reduces training needs. MAX's new accessibility settings such as high contrast and screen reader can improve the user experience for those with disabilities or using assistive technologies which helps agencies address Americans with Disabilities regulations.

### 2. MAX Can Boost Your Contact Center's Performance
With MAX, your agents get access to customer data synchronized with each routed interaction. MAX helps improve results for KPIs such as conversion rates, Net Promoter Scores, First-Contact Resolution rates and cross-sell and up-sell rates. Immediate access to real-time personal, team and contact center statistics enables your agents to manage their own performance in near real-time. Plus, an accelerated implementation with no downloads means you can quickly realize MAX's benefits.

### 3. MAX Empowers Your Agents to Focus on the Customer Journey
MAX's easy to use interface—with intuitive, situation-aware controls and improved workflow—empowers your agents to concentrate on the customer interaction, not the tool. More efficient contact handling means increased customer satisfaction. And because you can easily provide agents with customer information, they have an easier time supporting customers on their journey.

## Collaboration:

MAX provides a number of advanced tools enabling your agents to collaborate quickly and with confidence.

Our Intelligent Address Book has powerful search capabilities and contextual, advanced filtering. With integrated presence information, agents can see at a glance who is available for collaboration, and with the Dynamic Address Book feature, agents can see the status of any Agency resource using a unified communication tool such as Microsoft Skype for Business within the MAX interface.

Our tools make it easy for even your newest agents to identify and collaborate with subject matter experts; advanced filtering displays the most commonly consulted resources. Once your agents have found the best contact, simplified consults, conferences and transfers help make the connection. And our interface is consistent across channels, reducing the time spent searching and clicking.

### Agent Empowerment:

- Dynamic agent interface

- Real-time display of agent performance, productivity and skills

- Track and report on tags to identify trends and improve business processes

- Contact center performance display

- Agent and queue availability

## Contact Handling:

MAX provides multichannel contact handling with native support for blended inbound and outbound voice, voicemail, email, chat and work items. Virtually any other channel (chat, text/SMS or others) is supported via work item handling. MAX is an intuitive, context-sensitive interface—your agents' most relevant tools and actions are always in view and located just a click away. MAX easily accommodates displaying customer data from any source synchronized with each interaction. The data for the screen pop can originate in a front-end IVR, a database or third-party CRM system.

## Execute Faster, Stay Informed:

Quick transfer tools, including agent state and queue information, help your agents make more informed decisions and execute faster consults, conferences and transfers. Agents can disposition a contact and provide notes while still active in the interaction—whenever they are ready! Also, with the new Email Park feature, agents can park an email they had been working on at any time—for example when they have to wait for information or when other contacts take precedence. They can address other interactions in the meantime, and unpark the email when they are ready to handle it. MAX on Verizon's Virtual Contact Center for Government provides your agency's agents with the tools they need to provide superior customer interactions.