Connect with your customers.

Fact Sheet

Verizon IP Contact Center

verizon

You know that to compete, you have to keep your customers happy. And organizations that can increase efficiency at the same time will truly outdistance the competition. You can do all this through your contact center, but to truly improve the customer experience and boost efficiency, not just any contact center will do.

Executives realize that a focus on the customer is an important strategic imperative, but living up to it is still a challenge. Today, consumers are always connected and always aware of what your competitors are doing. They want 24x7 availability from you, and if you're not personalizing their experiences, you're not meeting their expectations.

Let 's face it: Legacy contact centers typically don't meet these challenges. They don't support Voice over IP (Session Initiation Protocol) communications, and that makes it harder for you to control costs and manage service levels.

"Verizon is rated as a leader in the U.S. Contact Center Services space." [1]

Moving to an IP-based contact center makes sense. You're likely looking to transition from your existing phone system to IP, and need the ability to handle a high volume of inbound Voice over IP (VoIP) calls. You may have multiple contact centers as well, and need to transfer large numbers of calls between locations.

Our IP Contact Center (IPCC) solutions can help you control your costs, streamline your operations, and improve experiences for your customers. Our IP offerings include cloud hosting, interactive voice response, managed options, voice call back, and all the features you need to meet your customers' expectations.

Experience regional service and expansive reach.

Because we operate one of the world's largest IP networks, we're well situated to help you connect to customers around the globe. We can help you tie contact centers around the world together, so whether your customers dial toll-free or local numbers, domestically or internationally, they can get a consistent caller experience.

Availability around the globe.

IPCC can be contracted in the US, Canada and the following European Countries: Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain, Sweden, Switzerland, and the United Kingdom (UK).

Calls originating calls from 85 countries can have IP terminations in 35 countries and switched terminations in over 200.

Route calls to the right place.

Intelligent call routing helps you get your customers to the right person the first time. Session Initiation Protocol (SIP) features like REFER, NOTIFY, and user- to-user interface (UUI) allow you to transfer calls easily and effectively within your organization. You can also add IP interactive voice response (IVR) applications to your contact center to handle high call volumes and more efficiently solve callers' problems.

Reduce your workload.

Our IP solutions include service management and traffic monitoring and reporting tools that give you control over your contact center operations and make configuration and move, add, or change processes much simpler. And we can also take the task of running the contact center software off your hands with professional services and a fully managed hosting service offering.

Boost productivity.

IP Contact Center helps you personalize your customers' experiences by giving agents information on individual customers via the caller's automatic number identification (ANI) and calling party name (CNAM). Verizon Voice Call Back helps reduce hold time and make your contact centers more productive by allowing callers to schedule a return call, rather than wait on hold.

Control your costs with a robust solution that covers everything most contact centers need – including network management, monitoring, and reporting.

Benefit from streamlined offerings.

We've redesigned our IPCC to include everything that most contact centers need in a single usage- based solution, so you can more easily forecast and manage costs. Because the solution includes network management, monitoring, and reporting tools, you can fine-tune your application environment and service levels in near-real time from virtually any device by using the Verizon Enterprise Center portal.

We offer both inbound and outbound services for IP Contact Center and have two options available for network IVR as well as in-region international IVR nodes.

VoIP Inbound includes:

- USA
  - Toll free
  - Local originations (including advanced features)
- International
  - International Toll-Free Service or Universal International Freephone (ITFS/UIFN)
  - Freephone
  - PSTN

IP Contact Center Outbound includes:

- National US

IVR options:

- IVR Standard (most-frequently used IVR features)
- IVR Premium (IVR Standard plus Speech, Host Connect, Intelligent Call Routing Integration, Enhanced Reporting, and more)

The experience and scale to support your global business.

We've spent more than 20 years designing, implementing, and supporting contact center solutions. This experience is one reason why hundreds of enterprise customers are currently using our IP Contact Center.

We also operate one of the world's largest, most reliable, and secure global IP networks and are continually investing in geographically redundant and highly available network infrastructure. Put our network to work for you with an IP contact center that helps you make your business more efficient and improve experiences for your customers.

Learn more:

For more information on how Verizon IP Contact Center can help you enhance your customers' experiences and control your contact center operating costs, contact your Verizon representative.

1. Verizon - U.S. Collaboration and Communications Services, Cindy Whelan, GlobalData formerly Current Analysis , July, 2017

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