

# Virtual Contact Center for Government.

**Drive better experiences for citizens and your agency's workforce while motivating your agents and reducing the complexity of your contact center.**

**verizon**✓



**Setting up a new contact center solution can be complex and expensive. And, if your contact center doesn't integrate with your systems, it can be a big problem for your overall citizen experience.**

Simplify the daunting task of getting your contact center up and running with Virtual Contact Center (VCC) for Government. Our FedRAMP authorized<sup>1</sup> cloud contact center software solution enables citizens and your agency's workforce to contact you when and how they want – by phone, email, chat or even text.

With an Internet connection, a PC and a phone number, your agents can work from virtually anywhere and collaborate in real time. VCC for Government can help improve the performance of your contact center agents, control operating expenses and help you meet your agency's mission.

## **Flexibility without hassles.**

VCC for Government provides the flexibility and innovation you need to deliver efficient, world-class customer experiences. The pay-by-seat model enables you to predict costs and quickly add services when you need them.

VCC for Government is a cloud based solution that allows your agency to scale to meet seasonal needs and the ability to consolidate multiple contact centers (both inter and intra agency) centrally managed through a single portal.

As a PaaS solution, mission resources can focus on the customers and workforce while new technology enhancements and features are deployed seamlessly with little or no agency interaction.

Verizon is a trusted partner of the federal government helping agencies navigate the journey. Verizon has the experience, the network, and the collective mind-share of some of the smartest people in the industry to help transform your customer experience.

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**SLA includes 99.9% uptime for select VCC for Government service components<sup>2</sup>.**

## **Boost efficiency and productivity.**

VCC for Government gives you access to a comprehensive suite of solutions that you can tailor to your needs.

## **Motivate your contact center agents.**

- Expand your talent pool by hiring agents with skill sets to address today's common communication methods
- Empower your workforce to work remotely, either as part of your everyday routine, or in cases where unexpected circumstances do not allow access to your facilities
- Drive agent engagement with immediate feedback from agent performance dashboards
- Incent agents to help reduce burn-out

## **Enhance the overall customer experience.**

- Quickly route your citizens and your agency workforce to the right contact center agent or method of service
- Constantly improve customer experience utilizing state of the art features

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**Build a FedRAMP authorized<sup>1</sup> cloud contact center that meets the needs of your citizens and workforce.**

1. "Verizon's Virtual Contact Center for Government is built on the NICE inContact FedRAMP Authorized CXone Customer Experience Platform."

2. Virtual Contact Center for Government service components include reporting, database connections for smart routing, core interaction routing system and agent station/interface. Long distance and local loops excluded. Terms, conditions and exclusions apply; see your Verizon account manager for details.

# Verizon VCC for Government: FedRAMP Authorized<sup>1</sup>.

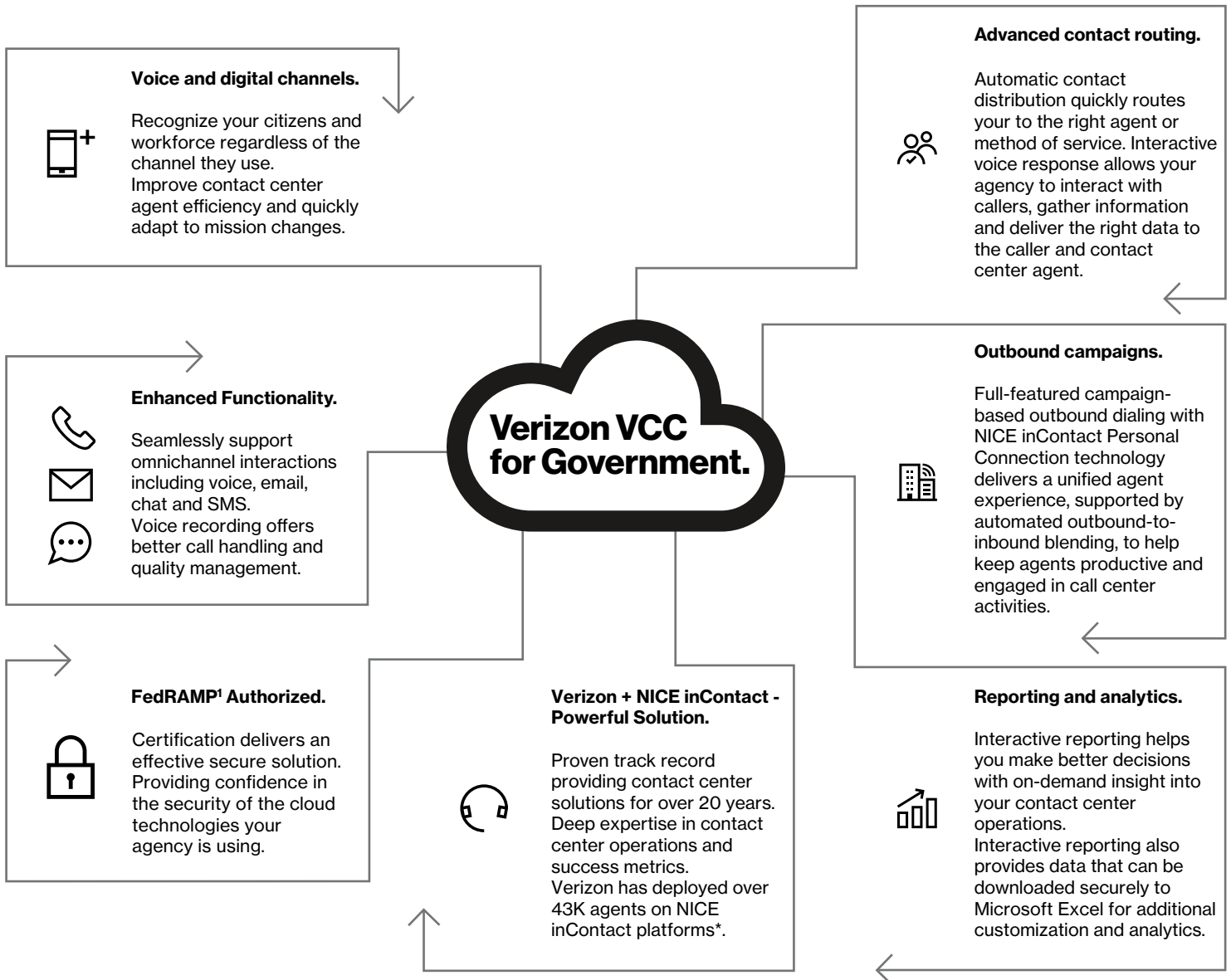
Gain a FedRAMP authorized<sup>1</sup> cost-effective, secure approach for the adoption and use of cloud contact center services. By standardizing security controls and processes, FedRAMP certification delivers a secure, cost effective solution and when combined with Verizon delivery can provide an accelerated implementation.

## Learn more.

For more information about how Verizon VCC for Government can help you, please contact your account representative or visit:

<http://www.verizonenterprise.com/products/business-communications/customer-contact-solutions/virtual-contact-center/>

To learn more about FedRAMP, visit [fedramp.gov](http://fedramp.gov).



\* Deployment statistics correspond to Verizon's existing commercial Virtual Contact Center service.