Customers in conversation.

There are so many ways for your customers to contact you.

Chat	Voice	Email	SMS	Web	Mobile	Social
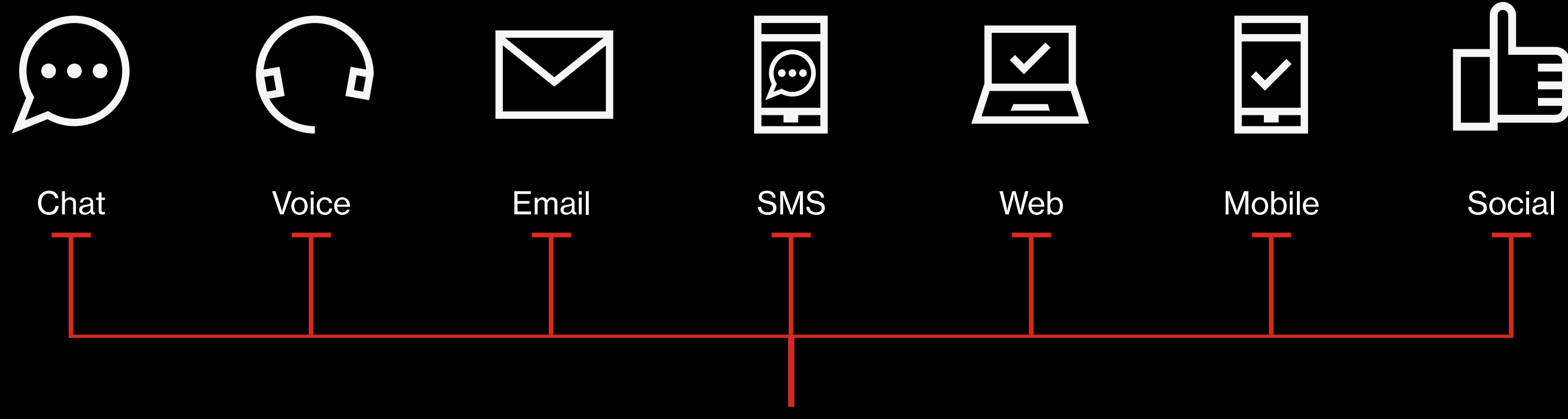
Create a single, personalized customer experience using Unified Customer Experience (CX)

Customer experience can make or break your business:

44%
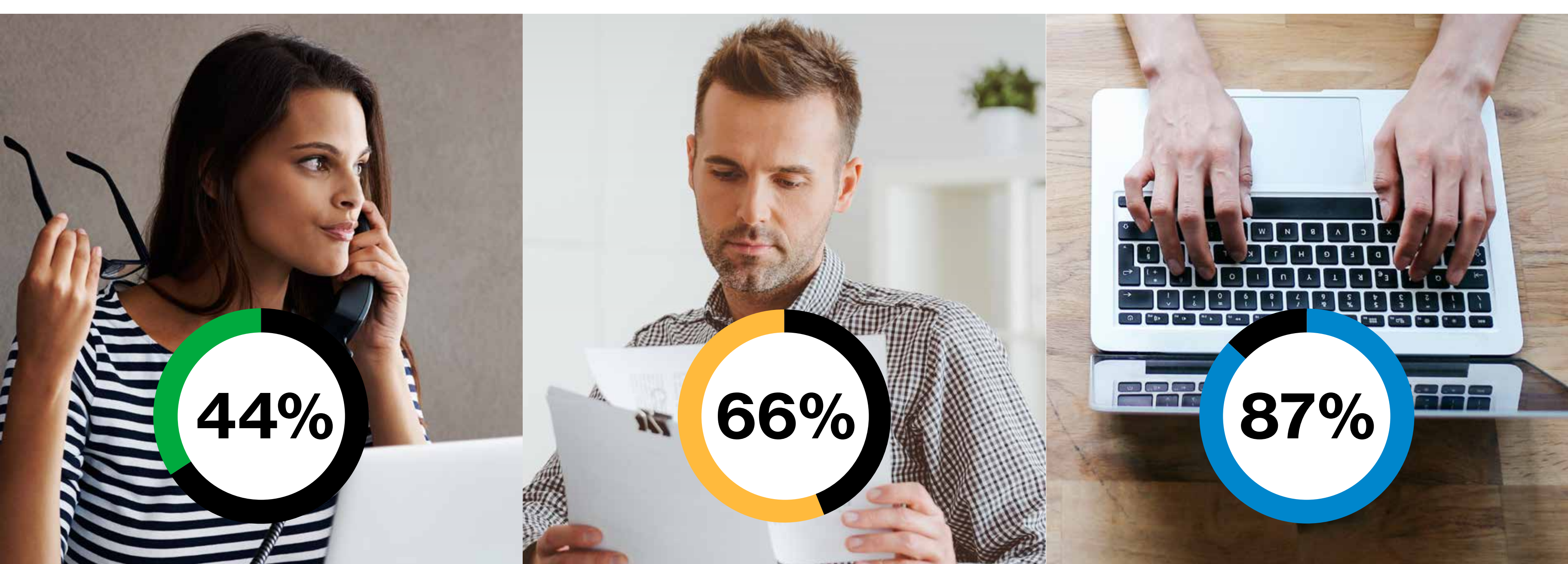
44% of U.S. customers switch to a competitor following a poor customer service[1]

66%

66% of contact centers want to invest in advanced analytics over the next two years[2]

87%

87% of organizations expect an increase in non-voice interactions[3]

Unified CX gives you an omnichannel solution to improve customer experiences, control operational costs — and make your agents happier and more productive too.

Chat • Voice • Email • SMS • Web • Social • Mobile
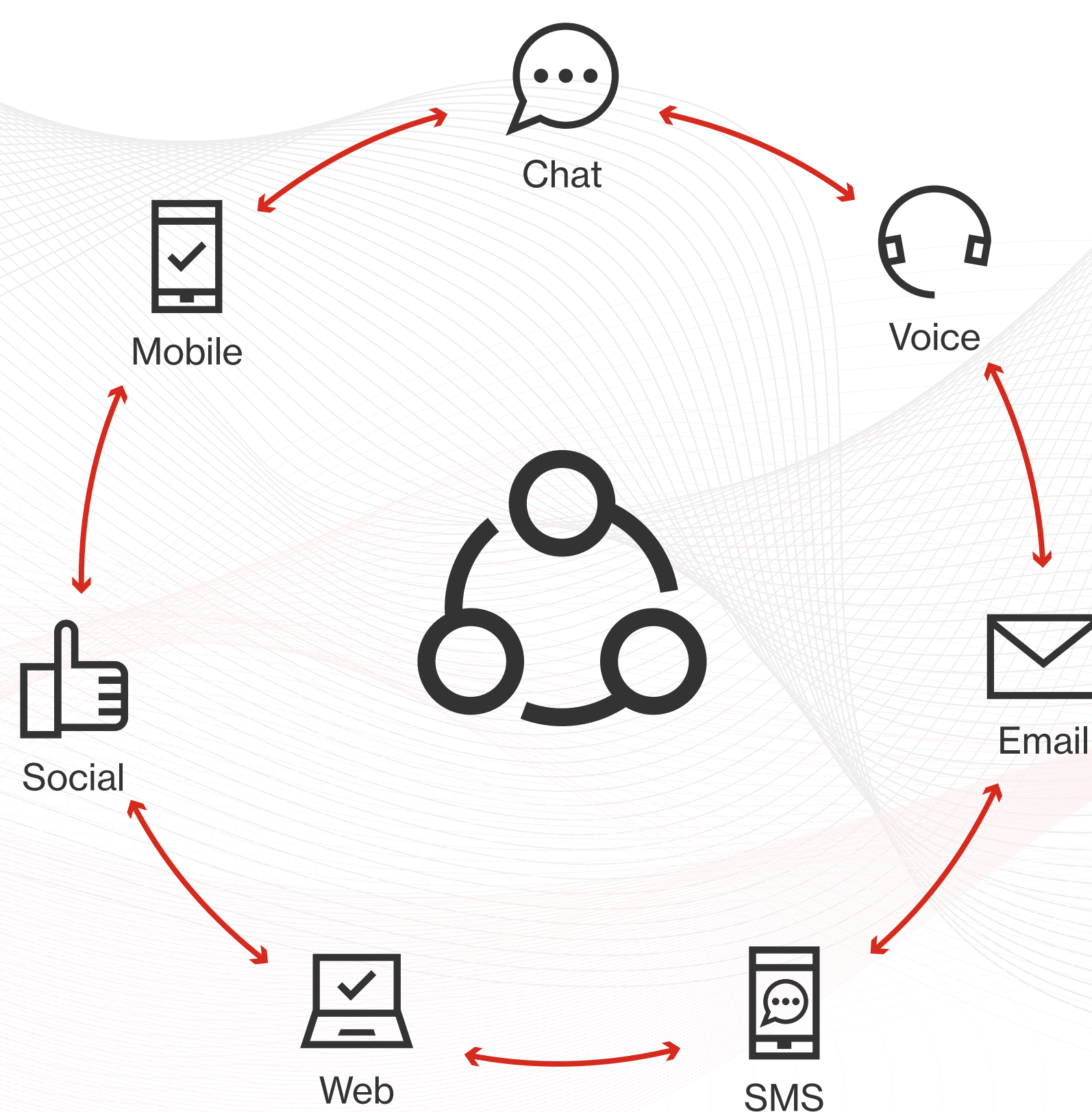
Give your customers an exceptional experience through platform reliability, security and performance.

Engage your customer through a channel of their choice using world class applications.

Create happier and more loyal customers through differentiated service, using customer journey insight, data and analytics to give them more relevant and personalized support.

Move your contact center to the Verizon hosted cloud, giving you the flexibility and scalability to deploy new features, functions and channels as needed.

Drive revenue growth by allowing agents to view each customer's past interactions, keeping the customer in context throughout their journey.

Make your agents happier and more productive with easy-to-use tools to give their customers a stellar experience.

Why Verizon & Cisco?

Two strong partners.

20+ years of hosted contact center experience.

200+ professional services consultants.

Broad portfolio and scale to support your global business.

Attract, engage and retain customers with Unified CX from

CISCO | verizon✓

Designed. Delivered. Optimized. **Together.**

Schedule your consultation.