

Drive Customer Engagements.

Fact Sheet

Digital Advisory Services for IP Contact Centers



Customer care has long gone beyond 24/7. Customers want to be able to predict who is contacting them, to personalize their customer's overall experience, they want to be able to proactively drive and guide their callers to the best channel for their need. Finally they want to enable their own employees (customer service agents) to empower their callers. Successful customer experience now demands integration of multimedia access, social sharing - and most importantly, a holistic awareness of each interaction to expedite proper resolution. Verizon is leveraging IP technology to dynamically integrate information from the network and various other sources used during a customer interaction to provide such a seamless customer experience.

Verizon has 300+ network consulting professionals around the globe to help you choose, plan and execute the right technology initiatives for your business.

Creating the best experience is an essential element to attracting and retaining customers. But knowing how to best benefit from IP based Contact Centers isn't necessarily easy.

What are the best ways to migrate an existing TDM based call center or create a new IP environment? Do you have the in-house expertise to implement SIP based trunking and create routing plans that can align with all of your technical, operational and financial requirements? No matter what stage you're at, we have the answers and expertise to help you get where you want to go and create a foundation for omnichannel touches.

But often one of the hardest questions to answer is how do you best take advantage of IP Contact Centers? The answer begins with our Digital Advisory Services. From strategy creation to implementation, we offer a broad array of services and offerings to help you get what you need from digital interaction. We tailor those offerings to benefit your unique needs and give you ongoing, on-demand access to network experts.

Reach your goals with ease and confidence.

Whether you're looking to drive better customer engagement, make your entire operation more efficient or transform the business landscape, we can help. When you take advantage of Digital Advisory Services, you get:

- Quick access to experienced SIP networking consultants
- Best-practices advice for your in-house team
- Better understanding of your actual needs before you deploy SIP and IVR technologies
- Predictable budgeting for network consulting
- Peace of mind even when significant network changes are needed
- Easy access to additional contracted professional services

Let your network provide the foundation for customer engagements.

Our experienced and skilled consultants help you address the different challenges that can arise from conception to deployment.

You can rely on our in-depth knowledge and expertise to support you in all the following areas:

- SIP based networking
- TDM to SIP migration
- SBC configuration
- IVR Routing
- QoS configuration
- Network vulnerability
- Field testing and trials
- IP transformation

Get on-demand digital help where and when you need it.

Our Digital Advisory Services offerings are designed to help you no matter where you are on your digital transformation journey. You get on-demand access to a world of digital expertise and intelligence. Whether you are looking to streamline IP IVR integration or optimize route plans, we have the flexibility and agility to assist and focus on your unique needs.

Why Verizon.

Customer experience design and implementation is a team sport and you need all the players on the field for the entire game. Finding a player who can partner with you in documenting your strategy is one thing. Finding one who can do that and continue partnering with you through the execution of that strategy is another. Verizon has the resources to collaborate with you in mapping out the journey you envision for your customers and then help your team put in place all pieces of the solutions – cloud services, collaboration tools, IoT solutions – that not only will bring your vision to life - but provide a foundation that enables successful customer engagement.

Learn more:

To learn how Verizon's Contact Center Solutions and Digital Advisory Services can make it easier for your customers to engage you and to take advantage of all the benefits that an IP based Contact Center has to offer, contact your account manager.