

Stop the resource struggle.

It takes a lot to keep your contact center running. If you're feeling the pressure of maintaining the resources you need, we can help. By offloading the burden of managing your contact center to us, you get to take advantage of our vast resource pool.



Our Contact Center Managed Services (CCMS) support model is built upon technologies and resources that are specifically designed to monitor and manage the applications and infrastructure associated with contact centers. Whether you're a smaller operation or a large enterprise, we have what it takes to deal with whatever challenges you're facing.

When you rely on CCMS for the day-to-day support of your contact center, you no longer have to worry about:



Recruiting and hiring qualified staff



Funding ongoing technical training



Maintaining test environments



Purchasing additional management technologies and tools

Contact your Verizon customer experience consultant for more information.

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