

# Is contact center downtime leaving your customers with a bad experience?

You might not have the right technologies and skills to get the best performance out of your contact center—but we do.<sup>1</sup> Make sure your customers have the support they need by trusting us with the day-to-day management of your complex contact center.



With Contact Center Managed Services (CCMS), we have what it takes to give your contact center the performance boost it needs, including:

An advanced monitoring platform that is proactive and application-centric

An ITIL-based service delivery approach that clearly assigns management accountability and responsibility

A dedicated and seasoned operational support team available to you 24x7

Your contact center is at the foundation of your customer relationships, so you can't afford to let instability and outages impact those critical interactions. To keep performance reliable, we:



## Monitor.

24x7 proactive monitoring and management means we're there when an issue occurs.



## Identify.

Our alerts are automatically identified, correlated and classified.



## Restore.

Proven, standardized ITIL practices help us restore your service as quickly as possible.



## Prevent.

Automated alarms and notifications help prevent issues from becoming serious.



## Reduce.

Outsourcing management can help you control IT staffing costs and the costs associated with downtime.

Contact your Verizon customer experience consultant for more information.

1. We manage Genesys, Cisco, Nice and other solutions.