

# Turn to a single provider for all your contact center needs.

Ever feel like you're juggling too many internal and vendor organizations just to keep your contact center running smoothly? It's time to consolidate. With our Contact Center Managed Services (CCMS), we've built a support model that covers it all.



No more coordinating with multiple vendors to resolve a single contact-center issue. We have a long history of managing contact centers—including third-party deliverables. With CCMS, you get a single interface for all aspects of contact-center management, including:

Monitoring

Incident management

Change management

Operational support

When you have a single support model addressing all your contact needs, you'll be able to:



Easily support resources through established processes and procedures.



See clearly outlined escalation paths.



Take advantage of our long track record of managing third-party vendor deliverables.



Focus on your contact-center business instead of managing multiple vendors.

Contact your Verizon customer experience consultant for more information.

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