

Deliver communications your customers can count on.

Virtual Communications Express



When customers turn to you for support, they expect you to be available. While today's business communications solutions tend to focus on technologies like live chat and mobile apps, a dependable phone system is still just as important as ever. But installing and maintaining an on-premises solution can run up costs and resources.

Virtual Communications Express (VCE) helps improve productivity and customer service while you control costs.

VCE from Verizon delivers a reliable cloud-based phone system and service without the added capital expense or burden of installing and maintaining a traditional on-premises system. Our all-in-one solution gives you seamless access to customers, partners, suppliers and coworkers from virtually anywhere.

Find out what better communications means for your business.

VCE delivers the flexibility and features you need to help you stay connected to everything that matters.

- **Carrier-Class availability and reliability.** Mitigate the risk of downtime from network failures with redundant systems in different locations.
- **Internet access options.** Pair VCE with your existing internet access or take advantage of Verizon's internet for a world-class solution.
- **Connectivity where you need it.** Work remotely, move phones from one location to another or add lines as your business scales. Plus, easily reroute calls if you lose internet connectivity.

A better experience for your customers - and you.

We give you the support you need so you can deliver the service your customers demand.

- **Dedicated installation support.** Get personalized assistance during setup and through the first 20 business days of service, plus access to instructor-led, web-based training videos.
- **Voice over IP (VoIP) readiness & QoS.** Delivering VCE via your secure Verizon Private IP network reduces VoIP readiness issues. A preliminary Private IP Design is conducted for each site that confirms the proper bandwidth and QoS for VoIP.
- **Remote diagnostics support.** Provides metrics like jitter, latency and packet loss that can help determine whether your network is capable of supporting a high-quality voice service.
- **24x7x365 customer support.** Reach Verizon's team of skilled technicians via phone or web chat whenever you need help.

Powerful features to power your agency.

VCE delivers the features your business needs to help improve efficiency and productivity.

Why Verizon

VCE is supported by our broad range of products – as well as our excellent maintenance, support and service. It can help you quickly and easily unify your communications approach while you control costs. It also lets you manage your communications in a way that addresses changing demands and helps drive business growth.

See reverse side for a detailed list of features and descriptions.

Learn More

Find out how VCE can give you a competitive edge. Contact your account representative today.

Feature	Business Benefit
Auto Attendant	Handle callers quickly and efficiently routing incoming calls to internal extensions or external phone numbers based on caller selection.
Business Continuity	Maintain critical communications during unplanned events by directing calls to an alternate number or location if you lose power or internet.
Call Transfer	Transfer calls internally or to outside numbers, such as a mobile phone, as if they were part of the system.
6-way Calling Conference	Connect up to six people (or groups) in one call—ideal for supplier conversations, multi-party policy discussions and more.
Desktop Softphone	Make and receive calls from your computer, anywhere you have an internet connection.
Inbound eFax	Receive faxes via email, listen to or view header/envelope information, print or delete the fax from the voice portal or web dashboard.
Voicemail to Email	Listen to voicemails on your computer or smartphone, with caller information provided in the subject line of the message.
Mobile App—Apple iOS and Google Android	Make and receive calls from your mobile phone or tablet as if you are in the office.
Outlook Add-in	Provides integration between Desktop client and Microsoft® Outlook® to initiate audio or video calls and see presence of co-workers.
Group Paging	Communicate short announcements to one or many parties.
Presence and Instant Messaging	See co-workers availability and chat with them live with instant messages
Audio and Video Calling	Audio and video conferencing capability that works across smartphone, tablet, PC, desk phone
Desktop and File Sharing	Share desktop and files instantly for a true collaborative experience