Improve the customer experience by eliminating hold times for your callers.

The Verizon Voice Call Back platform helps you earn loyalty and improve experiences for your customers by offering to call them back rather than making them wait on hold.

Customers' experiences with your contact center can determine how they view your brand—and how often they return to you for services and products. Win your customers' loyalty with Verizon Voice Call Back, which helps you eliminate hold time and improve your contact center efficiency. When call volumes increase, contact center efficiency usually decreases and customer frustration mounts. With Voice Call Back, you can make customers happy while keeping things moving.

Verizon Voice Call Back is a hosted interactive voice response (IVR) feature that automatically offers callers a variety of options when they'd normally be asked to hold. The system can call a customer back when the next customer-service representative is available, or schedule a call for a time that's convenient for the customer.

The Voice Call Back system can enhance your customers' experiences. Your customers will know that your organization has invested in technology with them in mind–something they will surely remember and potentially share with others.

Your contact center can also become more efficient with Voice Call Back. Your representatives spend less time patching relationships with callers who have been frustrated by long hold times.

Your representatives don't have to alter their normal call-handling process either, because Voice Call Back anticipates when the next agent will be available and launches the call back moments beforehand. The system is fully integrated with your automatic call distribution (ACD) and intelligent routing technology, so successful call backs arrive at a representative in exactly the same manner as traditional inbound calls, eliminating the need for costly retraining.

> **A more efficient cntract center typically requires fewer new customer– service representatives, helping control your staffing expenses.**

Verizon Voice Call Back is powered by Virtual Hold Technology, a company with more than 13 years of experience integrating with complex contact-center environments. Virtual Hold Technology developed a suite of connectors to many of the technologies organizations have in place today. In addition, the Verizon Voice Call Back team provides speedy implementations with extensive experience with well-known contact center hardware and software leaders Avaya, Genesys, and Cisco.

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Voice Call Back can also control contact center costs by reducing agent talk time and the time your customers spend on hold, thus decreasing your use of phone network resources. A more efficient contact center typically requires fewer new customer-service representatives, helping manage your staffing expenses. As a hosted system, Voice Call Back does not require high upfront capital expenses.

Verizon Voice Call Back works in three modes: ASAP Call Back, Scheduled Call Back, and Web Call Back, as well as offering a multichannel toolkit that enables mobile, web, and desktop application development.

> **Verizon voice call back helps you enhance the customer experince, incase customer loyalty and contract center efficency, and drive positive brand awareness.**

Decrease average agent talk time
During peaks and keep call–handling capacity high when you need it most.

verizon ✓ business ready

Verizon Voice Call Back helps level peaks and valleys in call volume, making it ideal for contact centers with unpredictable or uneven call volumes.

Connectors routing and integration:

- Avaya
- Genesys
- Cisco

224M

Verizon customers reduced hold time by over 224 million minutes in 2017 and 2018.

Asap call back

The platform's ASAP Call Back feature announces the wait time to customers and offers to save their place in line and call them back when it is their turn. Customers can return to their life, know when to expect a call back, and do not have to leave a voicemail. Customers almost always pick up when called back; the average successful reconnection rate is over 90 percent.

The Voice Call Back average successful reconnection rate is over 90%.

The solution can adapt and react to situations in your contact center. If an impatient customer continues calling despite already being in the virtual queue, ASAP Call Back recognizes the phone number and reminds the customer his or her place in line is already saved. If the customer calls again moments before his or her turn, the system recognizes this and transfers the call to the next available representative.

Voice Call Back will recognize when a contact center has been busy all day and when the hold time exceeds the amount of time in your business day. Rather than keep representatives working late, the system can offer callers options such as Scheduled Call Back.

Schedule call back

The Scheduled Call Back feature lets customers schedule an appointment to speak with you at a time that's convenient for them. If the customer's first choice isn't available, the system tries to help speed the process by automatically recommending the first available timeslot to your customer.

The Scheduled Call Back Date Book allows customers to make an appointment to speak with a representative up to seven days later. To maintain control and ensure adequate staffing, you can specify the intervals of availability and also cap the number of appointments that customers can make during each interval.

Scheduled Call Back also helps maintain positive customer experiences when they call after hours. Rather than hearing a "closed" message or being asked to leave a voicemail, customers can schedule a time to talk to a representative. This feature is also useful when a contact center changes its hours of operation.

Web call back

Web Call Back eliminates the programming, expensive contact center software, or costly training often required to connect website and contact center. With Web Call Back, website visitors can ask to be called by a representative. Visitors will see a pop-up in their browsers where they can select the type of service required, such as sales or billing, as well as see the estimated wait time. After they have entered their information and submitted their request, Web Call Back places the request in the contact center queue. Web visitors are free to continue browsing your website as the Web Call Back progress bar tracks their position in the queue.

Web Call Back creates a unified virtual queue by combining website requests with voice requests. Return calls arrive at representatives like inbound phone calls, removing the need for additional training. Because your ACD initiates the call back over traditional phone lines, a Web Call Back request requires no new desktop software for agents.

Verizon Voice Call Back is available in the USA.