Deliver better service with a simple contact center solution.

Grow and scale your sales or customer service teams, at your own pace and under your control, with Verizon Contact Center Hub, an affordable cloud contact center service for any business.

Now you can deliver exceptional, personalized service to your customers, connecting with them how and when they want. Contact Center Hub provides businesses like yours with a cloud contact-center service that enables communication with customers via voice and SMS text. It's a seamless and simple-to-use contact center solution.

Contact Center Hub has two service plans to choose from, Essential and Professional, which depend on your business requirements and feature needs. Whether Essential or Professional, you pay for only seats that are installed.

Why Verizon

Verizon has over 30 years of contact center experience, with more than 35,000 customer service agents around the globe using a variety of our cloud contact-center solutions.

Learn more:

To learn more about the features and benefits of Contact Center Hub, contact your Verizon Business Account Manager or visit verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/contact-center-hub/

Contact Center Hub Channels and Benefits

Phone Numbers & Minutes of Use	Element	Description	Benefit
First Phone number included in plan	1 toll-free or 10-digit local	With a minimum of three users, one inbound number is included at no additional charge (billed at $0 price)	Makes it easy to get started with the service.
Instantly add Toll-Free or 10-Digit-Local numbers	Purchase or remove phone numbers instantly, in any quantity required	Contact Center Hub provides for the selection and purchase of toll-free and local numbers instantly. Add numbers for you business, indivudal sales team, or customer service agents, for both inbound and outbound calling.	Quickly expand your business presence by adding new numbers instantly from your dashboard.
Inbound & internal calls (Toll-free excluded)	Unlimited Calling Included*	All domestic calls to 10 digit numbers or between agents are included in the flat rate pricing - no additional charges or overages apply.	No need to worry about minute charges for calls on your bill.
Inbound calls - Toll Free domestic	2000 monthly minutes of calling Included per user license*	All inbound Calls to Toll Free numbers are measured usage. 2,000 MOU are included per user license per month. Overage charges apply above the cumulative total allocation per month.	Most customer's usage is satisfied with the included TF minutes per month.
Outbound calls - US domestic	Unlimited Calling Included*	All outbound calls within the U.S., from Toll Free or 10-digit numbers, are included in the flat rate pricing - no additional charges or overages apply.	Enable customers to engage your business using their preferred communication method.
SMS (Text) Messaging	Optional Feature for Purchase	Customers can reach your business numbers by text on their mobile phones.	Customers communicate using the channels they prefer and know.

* Subject to Fair Usage stated in TOS

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Contact Center Hub Service Plan Features & Benefits

Feature	Essential	Professional	Description	Benefit
User Licenses	√	√	User Licenses are available in 2 packages of included features - Essential and Professional, payable on a Monthly or Annual subscription plan. User licenses offer flexibility - can be added or terminated at any time without penalty.	Subscribe to the feature package you need on a payment plan that suits your financial needs.
Minimum number of users	3	3	Business customers are required to purchase at least 3 User licenses when buying the service.	
Maximum number of teams	3	Unlimited	Teams enable the business to direct inbound calls to the best set of agents, by function, experience, etc.	

Setup

Feature	Essential	Professional	Description	Benefit
Softphone for Microsoft and Apple computers; Mobile apps for Smartphones, Android & iOS (Usable on tablets)	√	√	Apps bring the familiar desktop user experience to life on smartphones, tablets, and computer screens. Agents can take customer and prospect call notes, tag conversations, assign missed calls to teammates and prioritize calls from any supported device.	Empower your agents to take action faster, managing calls directly from the contact center app on their desktop or smartphone, while working from anywhere.
Administrator Dashboard	√	√	Access the system Dashboard to administer and manage the service (numbers, users, feature settings, call flows, ...) from any modern internet browser, desktop or mobile.	Manager the entire service from anywhere you have internet access.
Voicemail, Custom music and messages	√	√	Listen to missed-call messages directly from your existing business tools. Build customized greetings, or type text on the screen to provide voice instructions for your callers.	Build custom greetings and messages for customers using simple tools; keep callers informed even when you're unable to answer.
Business hours	√	√	Define business hours for each of your phone numbers. Adjust call flows according to time of day and availability.	Help your team receive calls when they're in the best position to respond.
Working hours per user	√	√	Decide when it makes most sense to have phone numbers open to receiving calls and customize your calendar settings accordingly. Control when each agent is available to receive calls, by day and hours.	Help your team receive calls when they are in the best position to respond.
Call from any number	√	√	Establish a reputable presence without needing physical offices using the service's cloud-based phone numbers.	Build trust with your customers and prospects by using local numbers.
Extensions	√	√	Every user receives a three-digit extension number or chooses a personalized extension.	Make it easier for customers or users to reach agents no matter where they are.
Interactive voice response (IVR)	√	√	Tailor your IVR to offer callers direct access to specialized agent sub-teams or pools of agents to solve issues quickly.	Quickly classify callers according to their needs and automatically route them to the right resource.
Flexible call distribution rules	√	√	Use advanced call routing for inbound communications to agents and intracompany communications between agents.	Map out effective conversations using routing rules based on agent expertise, availability or another variable.
Teams (Ring groups)	√	√	Arrange agents in teams to receive calls in a group.	Create specialized squads based on agent location, function, skill set or another variable.
Custom music and Greeting messages	√	√	Create customer greetings with audio recordings, or use Text-to-Speech by typing greetings in the admin portal that are converted to audio for the voice greeting.	Provide music to entertain callers while waiting in the queue or on hold. Or, create custom recorded greetings for advertising or marketing to customers while they wait.
Call queuing	√	√	Keep callers on hold until an agent is available to respond; set a time threshold for routing calls in the queue to voicemail. Add personalized messages and music.	Make your call-in queue experience as simple and pleasant as possible.
Queue callback	-	√	Give callers the option to receive a callback instead of waiting on hold.	Minimize caller frustration and lower your call abandonment rate.

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Collaboration

Feature	Essential	Professional	Description	Benefit
Call recording	√	√	All inbound and outbound calls between customers and agents can be recorded, manually started or autoactivated every time your team picks up the phone.	Fully understand your team's call performance; validate any customer conversation.
Call recordings & data retention	1 year	Unlimited	Call recordings, notes, tags and other data are retained in the system for any future use. Essential retains the data for 1 year, Professional plan retains the data indefinitely.	Call recordings are retained according to your needs and the selected plan.
Conference calls	√	√	Arrange 5 party conference calls directly within Contact Center Hub apps. Add, hold, or remove teammates, contacts, and external phone numbers on the fly.	Create conference calls that don't require an access code.
Shared call inbox	√	√	Create a teamwide to-do list and archive tasks as they are completed. Share responsibility for responding and following up on calls.	Maintain clear visibility of call activity across your team.
Call Notes	√	√	Assign tasks and comments for calls. For issues that can't be resolved on the first call, assign a detailed follow-up task to the most qualified team member.	Automatically sync the notes and comments you make during calls with your CRM or help desk.
Shared contacts	√	√	Create a set of contacts that everyone on your team can access.	Help your team personalize conversations and collaborate more easily.
Tagging	√	√	Classify your calls with custom tags for easy reference and analysis; Automatically syncs tags to your integrated apps for reporting.	Organize data the smart way using custom tags.
Mandatory tagging	-	√	Mandatory tagging requires all agents to identify the call topic.	Enable call tracking by category or topic.
Call monitoring	-	√	See calls your agents are on, listen in and even offer advice to your agents without disrupting the flow of the conversation. Select calls to monitor directly from your live feed.	Correct agent mistakes in real time; help to ensure agents provide the best experience possible.
Call whispering	-	√	Advise agents during live conversations, without callers being able to hear the audio.	Team up on high-priority calls to help agents find practical solutions.

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Productivity

Feature	Essential	Professional	Description	Benefit
Call Forwarding (including Forward-to-mobile)	√	√	Forward your agent calls to any mobile or 10 digit number.	With call forwarding, your calls go wherever you want them to go, such as your mobile phone, so you can answer from anywhere.
Warm transfer	√	√	Consult with a teammate before transferring a call to ensure they are prepared.	Determine a teammate's readiness to respond intelligently before the call goes through.
Cold transfer	√	√	Direct Transfer a call to a teammate without consulting them first.	Quickly move calls to the proper expert or any other number.
Voicemail by email	√	√	Forward voicemails to an email address .	Open your voicemails in your email account and listen from a variety of devices.
Hold with music	√	√	Provide custom music or audio to callers while they are on hold.	Deliver marketing or informational messages while callers are waiting.
Desktop notifications	√	√	Receive alerts as soon as calls come in, even when the application isn't open. Simply click on the alert to start talking.	"Never miss a call."
Click-to-dial	√	√	Just click to dial any number in the Contact Center Hub app. Whether you are browsing a prospect's website or a customer's email signature, you can click to dial and save yourself seconds on every call.	Spend less time toggling between screens to dial numbers and more time contextualizing calls to help build relationships.
Phone number blacklist	√	√	Add or delete blacklisted numbers at any time.	Keep your phone lines clear for important customer conversations.
After-call work	√	√	Set aside time to enable agents to wrap up details from their previous call before moving to the next.	Create space between conversations so agents have time to update comments, tags and customer information.
Parallel calls	√	√	Place a customer on hold, dial another line and then switch back and forth between conversations as needed.	Quickly and efficiently obtain the information you need from more than one source simultaneously.
Pause-resume recording	√	√	Pause the call recording at any time.	Uphold privacy standards and preserve customer trust.
Ring on speakers	√	√	Create ring settings that suit your work style. Route calls to external speakers when you're away from your desk or directly to your headphones when they're already on.	Make sure you can hear incoming calls from across the office or when returning from a break.
Power Dialer	-	√	Automatically identify phone numbers on your prospect's website and add them to your calling queue. The numbers are instantly added to contacts synced in Salesforce or the CRM of your choice.	Enable your sales reps to connect with customers faster; reduce manual entries in your CRM application.
Unlimited simultaneous outbound calls	-	√	Place multiple outbound parallel calls by one agent.	Enable agents to be more productive during periods of high call volume.

Analytics

Feature	Essential	Professional	Description	Benefit
Email reporting	√	√	Distribute email reports to multiple users.	Email your manager a call report to review and download.
Custom filters	√	√	Highlight teammates, tags, dates, and types to narrow your results.	Analyze all the relevant info and put it into action immediately.
Basic analytics	√	√	Keep track of all your contact center metrics, such as wait time, missed call rate, and call volume	View center analytics all on one place in the dashboard.
Live feed	-	√	Be aware of all activities in the Contact Center Hub in real-time.	Gain a real-time perspective and immediate insights.
Advanced analytics	-	√	Get a deeper view of the metrics, with many filters, to assess agent and team productivity.	Enable admin users to get a detailed look on how their team is performing and where service improvements can be made.
Unlimited analytics history	-	√	Store your analytics history for as long as you subscribe to the service.	Avoid losing information if data export does not occur before it expires.

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Apps & Integrations

Feature	Essential	Professional	Description	Benefit
85+ business tool apps and integrations	√	√	Contact Center Hub connects apps to back-end business systems with CTI and one-click setup. Sync contacts and pull in related data from productivity apps for greater operational efficiency.	Contact Center Hub talks to all of your critical enterprise resource planning (ERP), CRM, help-desk, e-commerce and related tools. Customize workflows, improve team productivity and boost your customer experience.
Computer Telephony Integration (CTI)	√	√	Embed the phone application inside your customer relationship management (CRM) system.	Keep all activity inside your preferred CRM; accelerate productivity with perks like click to dial.
Zendesk integration	√	√	Instantly add call center capabilities to Zendesk and centralize all phone interactions in one place.	With screen-pop capabilities, you'll be able to see incoming calls with the name of the customer displayed in your Zendesk.
Hubspot integration	√	√	Advanced inbound and outbound calling in HubSpot for Sales Hub, Service Hub and Marketing Hub.	The HubSpot integration enables users totrack your customers throughout the buyingjourney from marketing to sales and success.
Intercom integration	√	√	Connect Contact Center Hub and Intercom.	Consolidate your caller information in one place; streamline the way support teams talk with their customers.
Slack® integration	√	√	Connect Aircall® and Slack.	Instantly provide callers with real-time alerts when an important event occurs.
Zoho® integration	√	√	Connect Aircall and Zoho CRM.	Automatically log calls as activities in Zoho CRM, along with key call details and the name of the line that was used. Reduce manual data entry.
Salesforce® Service Cloud integration and Salesforce Sales Cloud integration	-	√	Connect Aircall and Salesforce with a few clicks. Dial outbound and receive inbound calls without switching screens.	Empower your entire team to streamline their workflows and increase productivity.

Customer Support

Feature	Essential	Professional	Description	Benefit
Help center access	√	√	For online references and help guides: https://b2b.verizonwireless.com/content/my-business-portal/support/products_and_services.html	Receive online help using your favorite browser.
Customer support tickets	√	√	Get help with your service by entering a trouble ticket from your browser: http://contactcenterhub.aircall.io/	Another option to get help with your account that is not urgent.
Phone support	√	√	Contact Center Hub toll-free support: 888-841-1366	Place a voice call to request help with a more immediate response time.
Live group onboarding sessions	√	√	Free assisted setup and training sessions.	Available to all customers at no charge.
Onboarding Specialist	√	√	Onboarding specialists will engage with the business customer to verify the order, configure the service, or point them to self-help guides.	Available to all customers at no charge.

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