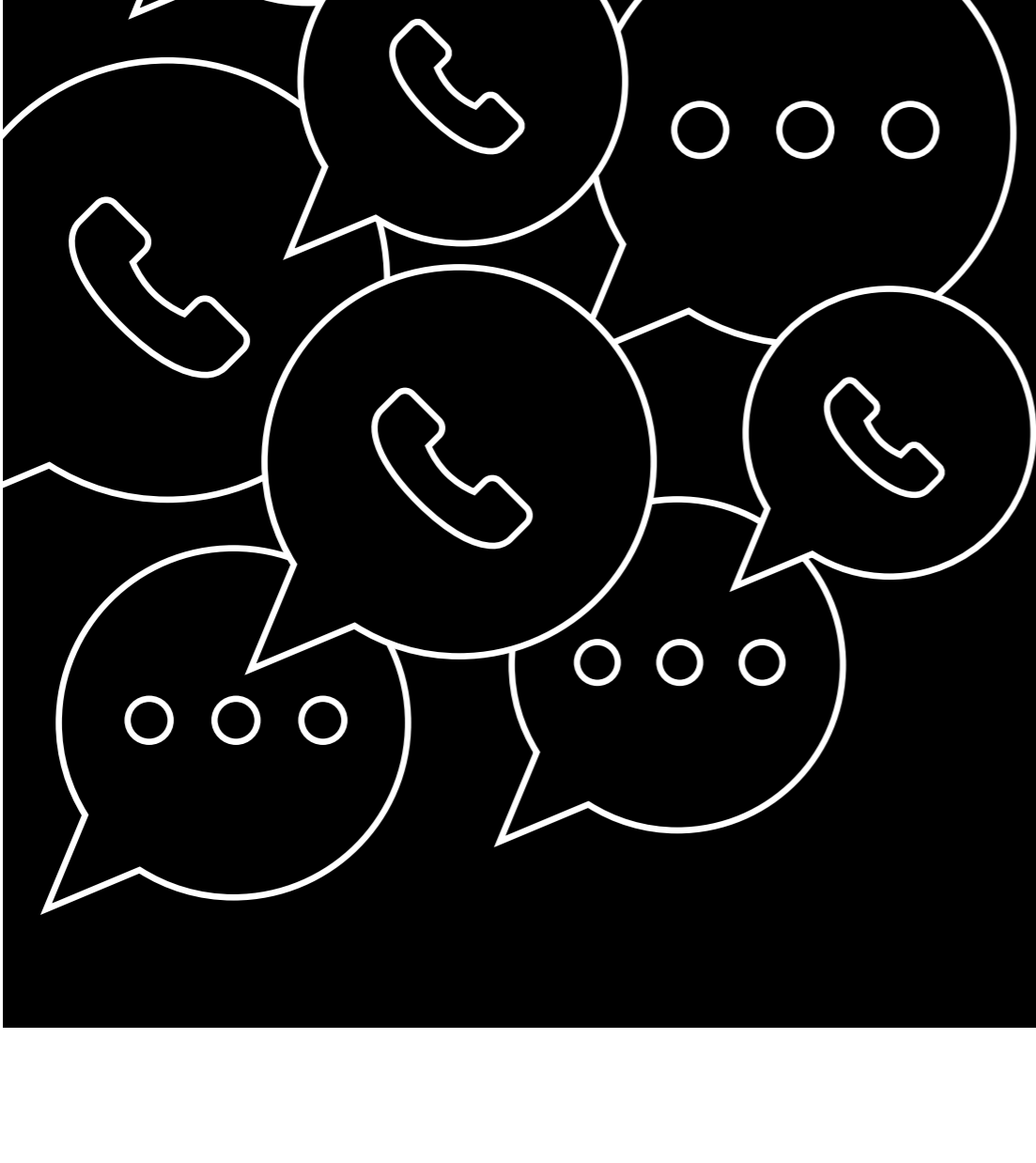


# Connecting with customers has never been easier.



**Verizon Contact Center Hub offers a simple, affordable contact center solution to help you deliver exceptional customer service.**

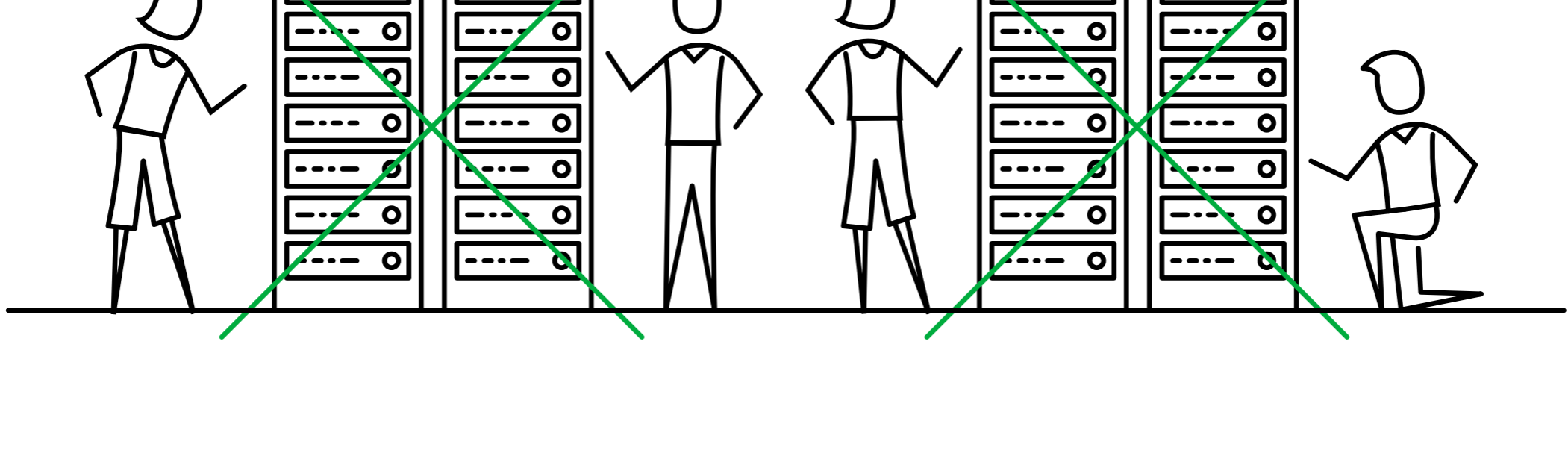
Providing great customer service is key to growing your business. Verizon Contact Center Hub is an easy-to-use, cloud-based contact center solution that enables customers to connect with your business anytime, anywhere. It's an agile service that scales to meet your business needs. It can be set up quickly, so you can spend more time engaging with customers and less time dealing with technology.



**62%** of customers contacted customer service for any reason over the past month.<sup>1</sup>

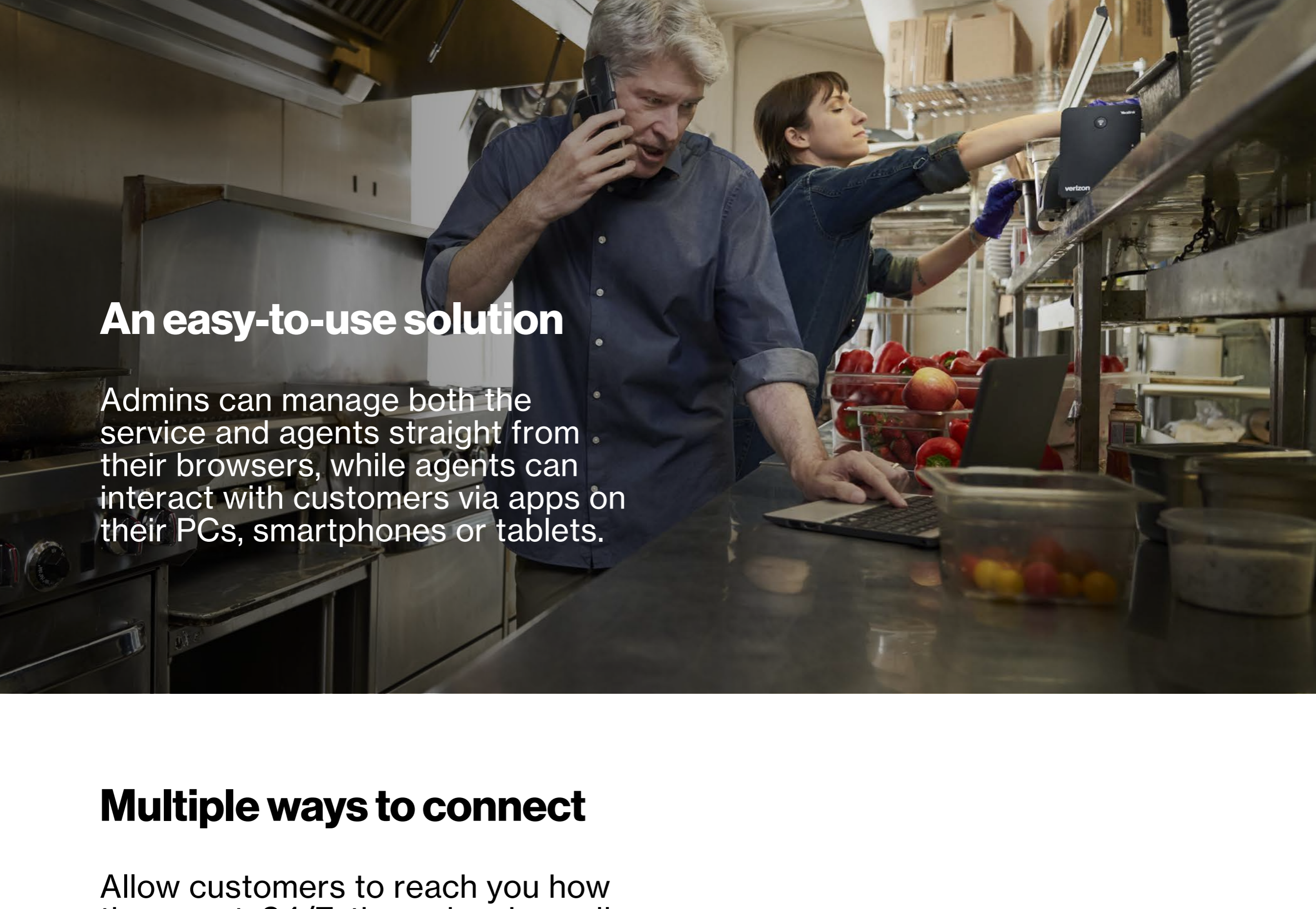
## A simple installation

Get a contact center up and going quickly, with no hardware or IT staff needed. In fact, we'll help you do it for free.



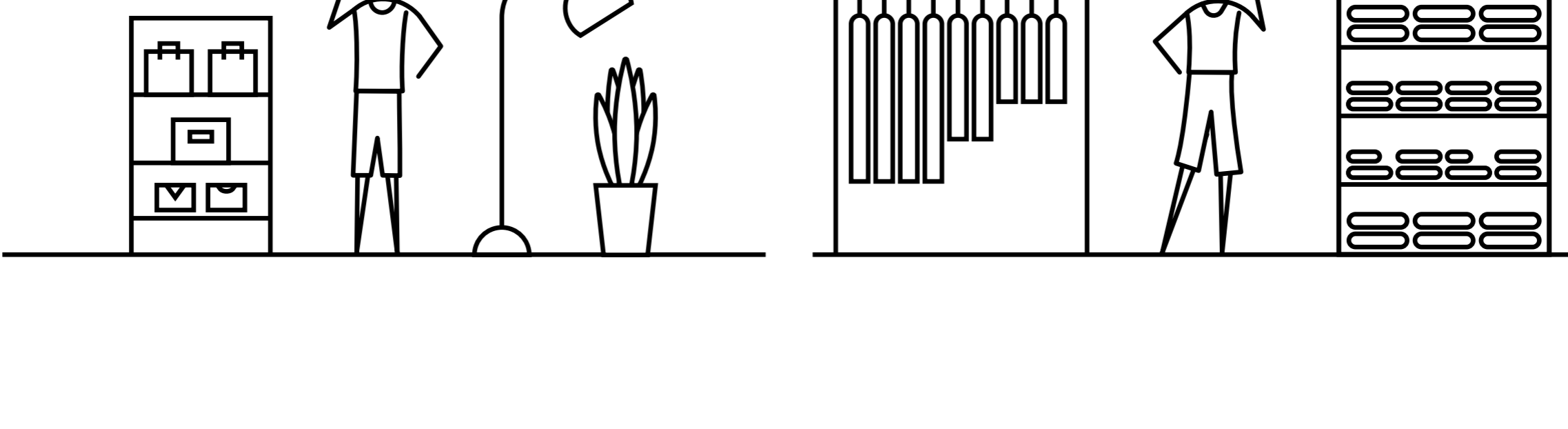
## An easy-to-use solution

Admins can manage both the service and agents straight from their browsers, while agents can interact with customers via apps on their PCs, smartphones or tablets.



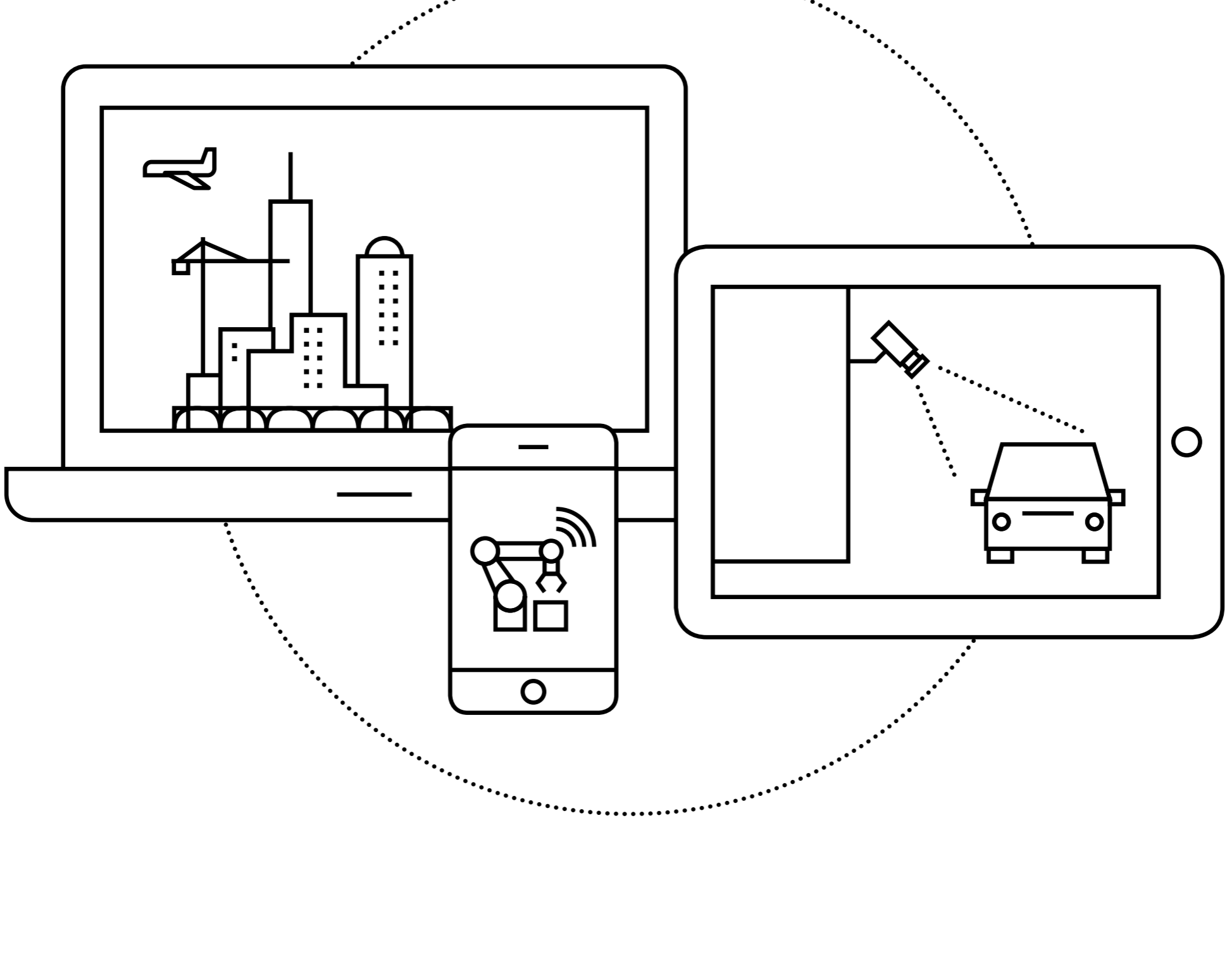
## Multiple ways to connect

Allow customers to reach you how they want, 24/7, through voice calls or text messages.



## Built for a mobile workforce

Enable agents to work remotely from any location with mobile apps and devices to satisfy customer needs from virtually anywhere.



## An agile solution that flexes with your business

Quickly and easily add or remove users and numbers on the fly as your business grows or scales down.



## Flat-rate pricing

Choose a per-agent plan that includes the features, minutes and SMS texting capabilities that your business needs.

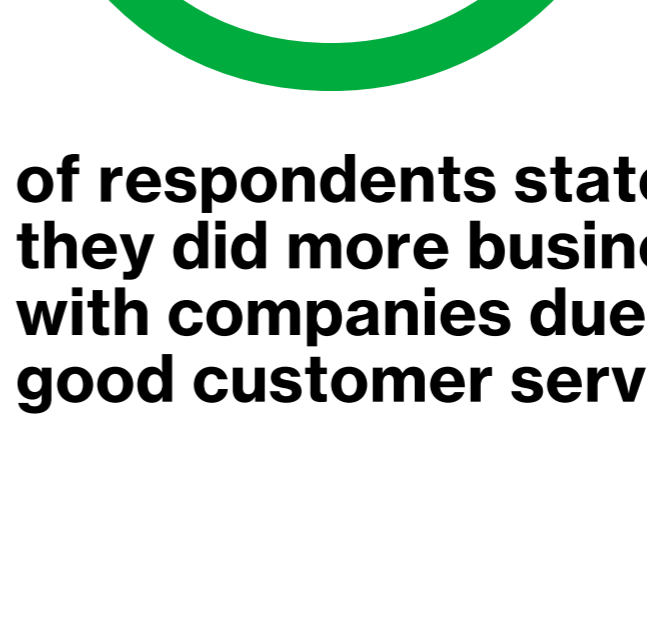
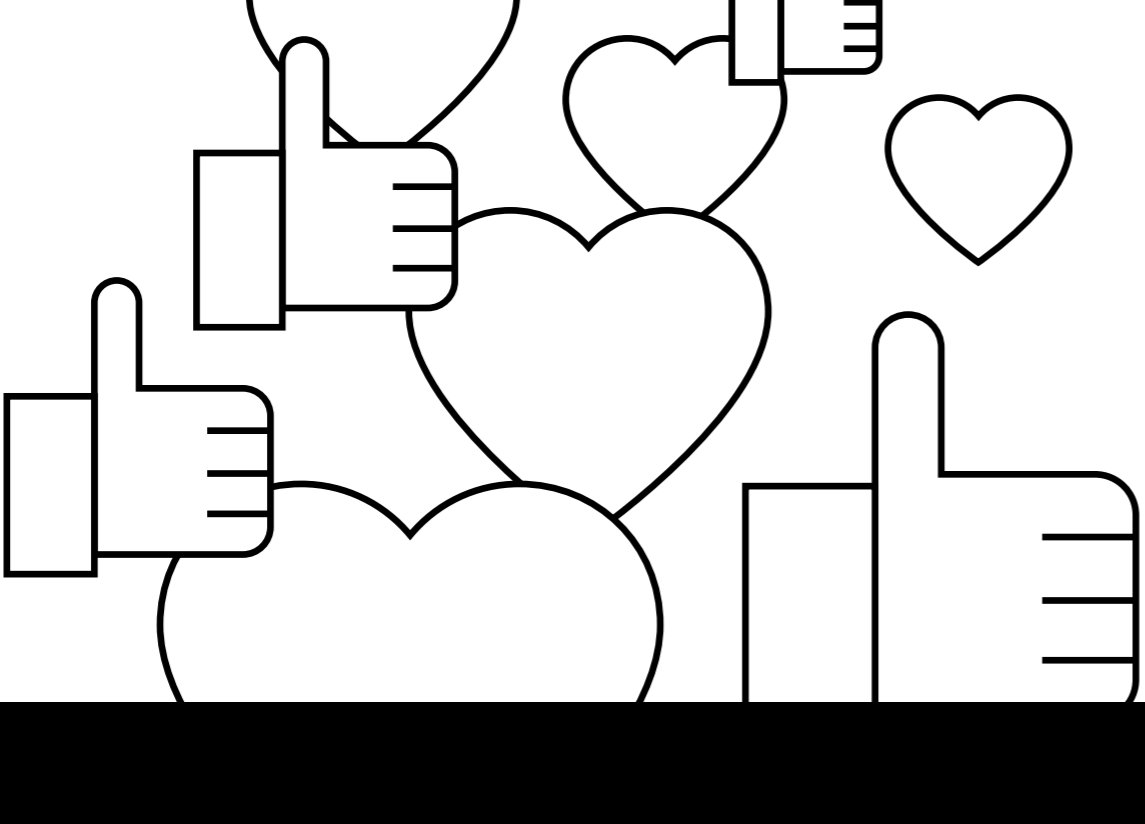
<p><b>Essential</b></p> <p>Starting at <b>\$50</b>/mo</p>	<p><b>Professional</b></p> <p>Starting at <b>\$70</b>/mo</p>
---	--

## Features

Contact Center Hub gives you an agile, full-featured solution that helps you deliver a personal touch when connecting with customers.

- ✓ Toll-free and 10-digit local numbers
- ✓ Smart-call queue with callback
- ✓ Call routing and interactive voice response (IVR)
- ✓ Real-time admin dashboard
- ✓ Calling and collaboration features
- ✓ 85+ prebuilt customer relationship management (CRM) integrations
- ✓ Call recording
- ✓ Desktop and mobile apps
- ✓ SMS texting

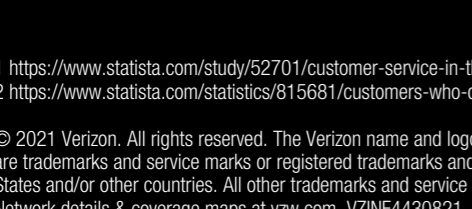
## Satisfied customers are repeat customers.



**66%** of respondents stated that they did more business with companies due to good customer service.<sup>2</sup>

## Learn more:

To learn more about how Contact Center Hub can help you improve customer service and keep customers satisfied, please contact your Verizon Business Account Manager or visit [verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/contact-center-hub/](http://verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/contact-center-hub/)



1 <https://www.statista.com/statistics/527010/customer-service-in-the-us/>  
2 <https://www.statista.com/statistics/515681/customers-who-do-more-business-with-companies-due-to-good-customer-service-us/>  
© 2021 Verizon. All rights reserved. The Verizon name and logo and all other marks, logos and slogans identifying Verizon's products and services are trademarks and service marks or registered trademarks and service marks of Verizon Wireless Services LLC or its affiliates in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners.  
Network speeds & coverage may vary. ©2021 Verizon.