



Provide innovative web conferencing for A COLLABORATIVE CUSTOMER EXPERIENCE.

Verizon Customized Net Conference with Cisco WebEx Support Center

Improve customer satisfaction with collaborative support services for first call resolution.

Get more done, quicker than ever before. With Verizon voice, video conferencing, and collaboration solutions, your employees can accelerate response times, make critical business decisions at a moment's notice, and easily work together to accomplish more.

The rapid growth and delivery of products to more customers creates unrelenting pressure on businesses to serve customers via a wider variety of channels and in broader geographies. Businesses that don't focus on delivering the best customer experience can lose customer loyalty. Providing collaborative customer service can be the key to securing the coveted edge in today's extremely competitive global marketplace.

Customized Net Conference with Cisco WebEx Support Center can help you collaborate more effectively with customers through high-quality, personalized video conferencing. This innovative customer service tool allows for fast resolution while controlling support costs. The service creates hands-on support without costly site visits and the frustrating back and forth of talking customers through solutions by phone.

CREATE FASTER, INTERACTIVE SERVICE

With Verizon Customized Net Conference with Cisco WebEx Support Center, your customers get fast, intelligent support without having to endure multiple calls to diagnose simple issues. Share screens, quickly escalate issues, and even pass control to customers, helping you solve more remote problems on the first call. Quickly launch a support session right from your browser or CRM application to see exactly what's happening on a remote desktop. And by using network-based recording to document sessions and train new support staff you can provide better customer service and improve call center productivity.

SCALE WITH THE CLOUD

Our conferencing services are delivered as Software-as-a-Service (SaaS) through the Cisco WebEx Cloud, and are easy to roll out across your organization. The Cisco WebEx Cloud is a global, enterprise network designed specifically for highly secure delivery of on-demand applications. It offers a scalable architecture, high availability, multilayer tenant security and is subject to rigorous independent audits, including SSAE-16 and ISO 27001.

TOOLS FOR BETTER CUSTOMER ENGAGEMENT AND CALL MANAGEMENT

Inbound online request/click to connect. Make it easy for customers to initiate a session with a button on your website, product, or email signature and automatically route support requests to Technical Service Representatives (TSRs) or customized request form.

Outbound request. Start a session from email or the Cisco WebEx One-Click desktop client.

Call back and wait times. Let customers request a call back and show estimated wait time.

Two-way desktop and application access. View and control a customer's desktop or let a customer view or control your desktop to share applications while maintaining privacy.

Custom scripts. Save a library of frequently used scripts to push and run scripts for easy patches and updates.

File transfer. Drag and drop files to and from your customer's system to apply patches and updates or retrieve customer data files for in-depth analysis.

Customer desktop administration. Log on to a customer's machine as an administrator to access and install new applications.

Session recording and editing. Record sessions manually or automatically for archival or training purposes.

Remote printing. Redirect printouts from a customer's printer to a local printer for offline analysis.

Combine high-quality video, audio, and screen sharing to deliver a productive and more interactive customer service experience.

- Build productivity
- Increase first-call resolution
- Control customer service costs
- Expand business process efficiencies
- Improve customer satisfaction

High-quality video. Provide more personalized support using live high-quality video.

Scale to fit. View your customer's desktop without scrolling.

Floating TSR control panel. Access all session controls during desktop or application sharing without obstructing views or switching screens.

Chat. Chat with several TSRs and customers at once.

Transfer and conference. Transfer calls or conference in other TSRs or subject-matter experts.

Multi-session client. Easily support multiple customers at once with a tabbed client environment.

System information. Collect, print, and save system information.

Annotation. Let TSRs and customers annotate the screen.

Reboot and reconnect. Allow a customer to join the same session even after a reboot and in safe mode.

Firewall-friendly. Work through most firewalls without opening additional ports. WebEx Support Center operates through standard http and https ports.

Post-session survey and notes. Survey customers at the end of sessions and save TSR session notes.

Agent in-box. Get a notification when a customer is in your queue and control personal settings and availability status.

Real-time other agents status. See TSR queues and availability.

Management reporting. Measure help desk and call center statistics, including the number of sessions, session time, and session feedback.

CRM integration. Initiate support sessions directly through your CRM solution.

WebEx WebACD Queue Manager. Set up queues with rules-based routing, by availability, or by skill set. Distribute a large number of requests by allocating to sub-queues by percentage.

WebEx WebACD Manager Dashboard. Monitor sessions and agent activity at the queue and TSR levels.

A COMPLETE CUSTOMER SERVICE SOLUTION

Customized Net Conference with Cisco WebEx Support Center brings voice, video, desktop control, and conferencing together to help you effectively deliver service, enhance teamwork, and quickly resolve customer issues from a contact center or remote office.

LEARN MORE

For more information about Verizon Net Conferencing and other conferencing applications—or to discuss ways your organization can improve the way you do business by better connecting with coworkers, customers, suppliers, and the world—visit e-meetings.verizonbusiness.com