

Deliver better service, with a simple contact center solution.

Features and benefits

Grow and scale your customer service team, at your own pace and under your control, with Verizon's Contact Center Hub built for small and medium-sized businesses.

Now you can deliver exceptional, personalized service to your customers, connecting with them how and when they want. Contact Center Hub provides small and medium-sized 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 in large part on the number of users, or seats, you need. Whether Essential or Professional, you pay for only seats that are installed and used.

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, see your Verizon Business Account Manager or visit verizon.com/business/products/contact-center-cx-solutions/cloud-contact-center/contact-center-hub/



Contact Center Hub features and benefits

Feature	Essential	Professional	Description	Benefit
Minimum number of users	3	3	Service requires at least three user licenses.	
Phone number included in plan	1 toll-free or 10-digit local	1 toll-free or 10-digit local	With a minimum of three users, one inbound number is included at no additional charge.	
Maximum number of teams	3	Unlimited	Direct inbound calls to specified teams of agents.	Group agents by function, experience or another variable.
Inbound and internal calls (toll-free excluded)	Unlimited	Unlimited	Flat-rate pricing includes all inbound calls to 10-digit numbers or between agents.	No additional charges or overage apply.
Outbound calls (domestic)	Unlimited*	Unlimited*	Flat-rate pricing includes all outbound calls from toll-free or 10-digit numbers. *Subject to Verizon's Fair Use Policy; see service agreement terms.	No additional charges or overage apply.
Data recording maintained	1 year	Indefinitely	All calls between customers and agents are recorded. Recording can be auto-activated every time an agent picks up the phone.	Customize call recording settings anytime.
SMS messaging	Optional	Optional	Customers can reach you by text on their mobile phones.	Enable customers to engage your business using their preferred communication method.

 Setup

Feature	Essential	Professional	Description	Benefit
Softphone for desktop, Android® and iOS	✓	✓	Apps bring the familiar desktop user experience to life on smartphone and computer screens. Agents can take customer and prospect call notes, tag conversations, assign missed calls to teammates and prioritize calls.	Empower your agents to take action faster, managing calls directly from the contact center app on their desktop or smartphone.
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.
Instant numbers	✓	✓	Create toll-free and local numbers for inbound and outbound calling instantly with the click of a button.	Quickly expand your business presence by adding new numbers instantly from your dashboard.
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.
Call from any number	✓	✓	Establish a reputable presence without a physical location using cloud-based phone numbers.	Build trust with your customers and prospects by using local numbers.
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.
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.

 Collaboration

Feature	Essential	Professional	Description	Benefit
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.
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.
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.
Assign and comment on 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 network of contacts everyone on your team can access.	Help your team personalize conversations and collaborate more easily.
Extensions	✓	✓	Every user receives a three-digit extension number or chooses a personalized extension.	Make it easier for customers to reach your agents no matter where they are.
Call recording	✓	✓	All inbound and outbound calls between customers and agents are recorded and can be auto-activated every time your team picks up the phone.	Fully understand your team's call performance; validate any customer conversation.
Custom filters	✓	✓	Highlight teammates, tags, dates and types to narrow your results.	Analyze all the relevant information and put it into action immediately.
Email reporting	✓	✓	Distribute email reports to multiple users.	Email your manager a call report to review and download.

Feature	Essential	Professional	Description	Benefit
Conference call	✓	✓	Arrange conference calls 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.
Tagging	✓	✓	Classify your calls with custom tags for easy reference and analysis; automatically sync tags to your integrated apps.	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.



Productivity

Feature	Essential	Professional	Description	Benefit
Forward to mobile	✓	✓	Forward your agent's call to a mobile number.	Enable your agents to be reachable on another mobile line or device.
Voicemail by email	✓	✓	Forward voicemails to an email address.	Open 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.
Working hours per user	✓	✓	Decide when to make phone numbers open to receiving calls and customize your calendar settings accordingly. Control when each agent is available to receive calls, by day and hour.	Help your team receive calls when they are in the best position to respond.
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.
Warm transfers	✓	✓	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.
After-call work	✓	✓	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 are away from your desk or directly to your headphones when you have them 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
Basic analytics	✓	✓	Keep track of all your contact center metrics, such as wait time, missed call rate and call volume.	Monitor key performance indicators and metrics to help you manage resources.
Live feed		✓	Be aware of all activities in the Contact Center Hub.	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.



Apps and integrations

Feature	Essential	Professional	Description	Benefit
60+ business tool apps and integrations	✓	✓	Connect contact center 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.
Zendesk® integration	✓	✓	Instantly add contact center capabilities to Zendesk and centralize all phone interactions in one place.	With screen-pop capabilities, you will see incoming calls with the name of the customer displayed in Zendesk.
HubSpot® integration	✓	✓	Advanced inbound and outbound calling in HubSpot for Sales Hub, Service Hub and Marketing Hub.	The HubSpot integration enables users to track your customers throughout the buying journey 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/accountmanagement.html	Receive online help using your favorite browser.
Customer support tickets	✓	✓	Your customers can make queries or get help by entering their ticket number in an online browser tool.	Provide your customers quick, easy access to web-based support.
Phone support	✓	✓	Contact Center Hub toll-free support: 888.841.1366	Place a voice call to request help.
Live group onboarding sessions	✓	✓	Free assisted setup; sessions arranged according to customer size.	Available to all customers.
Onboarding specialist	✓	✓	One-to-one sessions to help you configure your service and become familiar with Verizon self-help guides and resources.	