

# Verizon Global Inbound Service

Increasingly more companies are moving beyond the boundaries of their home country into uncharted, profitable new markets to meet growth targets and gain competitive advantage. Think about the increasing expansion of businesses into upcoming economical regions like Eastern Europe, Asia-Pacific or Latin America. Also, the increasing worldwide penetration of the Internet simplifies entrance into these new markets against little investments. And with communication technology available to consumers all over the world, call centres are deployed to support both sales and service queries from multiple countries. This raises the following challenges: How can we ensure optimal service and optimise sales against low cost?

Companies with multiple call centres are meeting these challenges by virtually integrating the different locations via a central infrastructure. With **Global Inbound Service (GIS)**, Verizon Business offers a solution for inbound traffic which is generated from one or more countries and terminated to any location all over the world.

## What is Global Inbound Service (GIS)?

GIS offers a reliable, feature rich service that caters for all local-to-global-to-local inbound telecommunication needs and offers access from over 75 countries. Combining the latest network technology with Verizon Business's global reach allows us to deliver cutting edge inbound solutions that fit these needs. GIS offers the flexibility to choose from different number types and call routing features via a central infrastructure to create a solution that is right for your business.

## Available Number Types

GIS offers multiple number types in over 75 countries. Number portability is available, depending on the number type and country. Please contact your account manager for more information.

- **Public Switched Telephone Network (PSTN)**  
PSTN is available for major cities in 11 European countries where we have a GIS switch in place.
- **National and International Freephone**  
Verizon Business offers several types of Freephone numbers. GIS Freephone is available in 11 major European countries, U.S. and Canada, where we have a GIS switch in place. In countries without a GIS switch, we offer International Toll Free Service (ITFS). For organisations that want to communicate one number for all countries, we offer Universal International Freephone Number (UIFN).
- **Tariff Numbers**  
GIS offers two types of tariff numbers. With Shared Cost, only a low tariff is charged to the caller. There will be no outpayment as the revenue doesn't exceed the cost for delivering the call. With Revenue Share or Premium Rate Service, the caller is charged with a high tariff and there will be outpayment of generated revenues.

## Verizon Business Customer Centre (VBCC)

VBCC is a state of the art web tool which provides free access to management and reporting tools.

- **Network Manager**  
Gain direct control of all inbound traffic flows. Manage routing plans and trigger pre-defined alternative routing plans.
- **Traffic Monitoring and Reporting**  
Measure call centre performance and gain insight into calling patterns and traffic volumes with Traffic Monitor. Access comprehensive traffic statistics and call detail information with Traffic Reporting.
- **Repair**  
Submit and manage trouble tickets online and keep informed about the progress.

## features

- Available in over 75 countries, worldwide termination
- Multiple access types
- Many added value features
- Online management of termination and routing plans
- Online traffic monitor and reporting tools

## benefits

- Reduce cost
- Increase customer satisfaction
- Increase call centre performance
- Increase manageability
- Expand market reach

## Added Value Features

Using our advanced network features on GIS ensures greater efficiency and effectiveness of the call centre.

- **Advanced Routing Features**

Routing based on time, day, point of origination and percentage allocation.

- **Call and Caller Identification**

Dialled Number Identification Service (DNIS), Calling Line Identification (CLI), Automated Number Identification (ANI) and Authorisation or ID codes.

- **Business Continuity**

Network Call Redirect transfers calls to a different call centre when the circuit/lines are busy, or after a predefined number of seconds. Alternative routing plans can be set up in case of outages.

- **Added Value Services**

Customised billing and a fully trained Customer Service team are available. For a more detailed overview of all GIS Added Value Services, please contact your account manager.

## How Can Global Inbound Service Benefit Your Business?

GIS is specifically designed to provide inbound solutions to local and internationally operating call centres with multiple locations. Using GIS provides both cost savings as performance improves and contributes directly in achieving your business goals.

- **Reduce Cost**

Profit directly from competitive pricing and save on indirect costs by centralising contracts, orders, invoicing, management and control. Further cost reductions can be achieved by creating a virtual international call centre via the GIS network features.

- **Increase Customer Satisfaction**

GIS improves call centre performance, and therefore customer satisfaction, by increasing the number of call completions, preventing down time and providing 24x7 availability.

- **Increase Call Centre Productivity**

Minimise the amount of lost calls by integrating multiple call centres and make international dispersed specialists and resources centrally available.

- **Increase Manageability**

Get full control of call termination and routing plans. Gain real-time insight in call traffic and act immediately on sudden changes that impact call centre performance. Centralised ordering and support creates transparency and simplifies management of all inbound traffic.

- **Expand Market Reach**

Our global coverage allows businesses to create a virtual presence with local numbers in new countries. Generate sales and provide customer service without the cost of a physical office.

## What Makes Global Inbound Service Different?

There are more reasons why Verizon Business is the preferred supplier of call centre solutions for many leading companies in the world.

- GIS is an integrated part of Verizon Business's growing call centre portfolio and can be tailored to specific business needs
- No other operator offers call centre services in as many countries throughout the world.
- One network, one partner, one contract - Verizon Business offers seamless end-to-end service from a single supplier.
- With fibre PoP access, service is provided over infrastructure wholly owned and managed by Verizon Business, extending network and quality of service right into the premises.
- Service is provided end-to-end over Synchronous Digital Hierarchy (SDH) rings, with self-healing technology. This ensures a level of resilience for voice traffic which is seldom available from competitors, who do not usually provide full diversity and redundancy.

To learn more about Verizon Contact Centre Solutions, contact your Verizon Business account manager.

Visit our website at  
[www.verizonbusiness.com](http://www.verizonbusiness.com)  
to learn more about  
Verizon Business's  
products suite.