Accenture x Verizon
CES Next + Agentic AI Modernization

Executive Summary

This modernization transforms Verizon's contact center operations from intent-based Dialogflow to goal-driven CES Next with Agentic AI.

Key Benefits:

- 14% increase in containment rate
- 80 second reduction in average handle time
- 0.4 point improvement in CSAT

For more information, visit our portal or contact Accenture.