



Create powerful
connections with
Cloud Voice for CX





Organizations that choose to adopt best-of-breed services expect connected experiences. With NTT DATA's Cloud Voice for CX, our clients benefit from native cloud integrations, reduced complexity and cost, and global availability. Multicloud capabilities bridge the gaps between solutions to keep conversations flowing.

Service overview

Cloud Voice for CX enables enterprises to realize cloud transformation in CX through globally scalable, secure voice services. We take the complexity of voice out of your hands, allowing you to focus on your core business priorities.

We deliver native cloud-voice integrations across leading cloud CX services, reducing complexity and cost, as well as easing the transition by providing flexibility when you need it most. Cloud Voice for CX is compatible with cloud CX solutions or on-premises with always-on capacity, available whenever needed.

Integrated voice, enhancing EX & CX

With integrations to leading cloud CCaaS solutions, CX multicloud enables all enterprise employees to communicate without technology being a barrier. Customer experience (CX) agents can easily make internal calls to colleagues in other teams. Because these calls are on-net, they don't consume call-plan allowances. And inbound calls that might typically be handled by a front desk or receptionist can be forwarded into a CX workflow at no additional expense. Our CX multicloud bridges the gap between CCaaS and UC solutions.

Clients benefit from a native integration of voice services, costs are minimized and experiences enhanced. CX employees can seamlessly contact their peers, and customers can engage with an enterprise without interruption.

Business benefit	How our solution delivers:
High-quality audio	Our Cloud Voice services are constantly monitored for call quality and performance to achieve high mean opinion scores.
Scalability	We can support organizations of any size, from small local businesses to large multinationals. And our Cloud Voice services can scale to support your growth. When you transition to the cloud, we engineer our services so that migration is never a problem.
Global availability	We can provide numbers and connect voice from more than 140 countries, with competitive services enabling our clients to work with a single global partner.
No compromise on quality and reliability	Our ultrafast and resilient Global IP Network enables us to deliver a Tier 1, carrier-grade portfolio of services with a 99.99% SLA for uptime.
Cost-effective	We offer competitive pricing and low entry costs in all regions where the service is offered.
Service visibility	Our web-based portal is your single destination for all day-to-day administration activities, from service requests to live usage data and reporting.
Secure and compliant	Ensure security, governance and compliance with automated monitoring, reporting and insights, backed by our ISO 27001 certification.



Trusted partner to 75% of Fortune 100 companies, with unrivaled advisory, cloud, systems integration and managed services expertise.

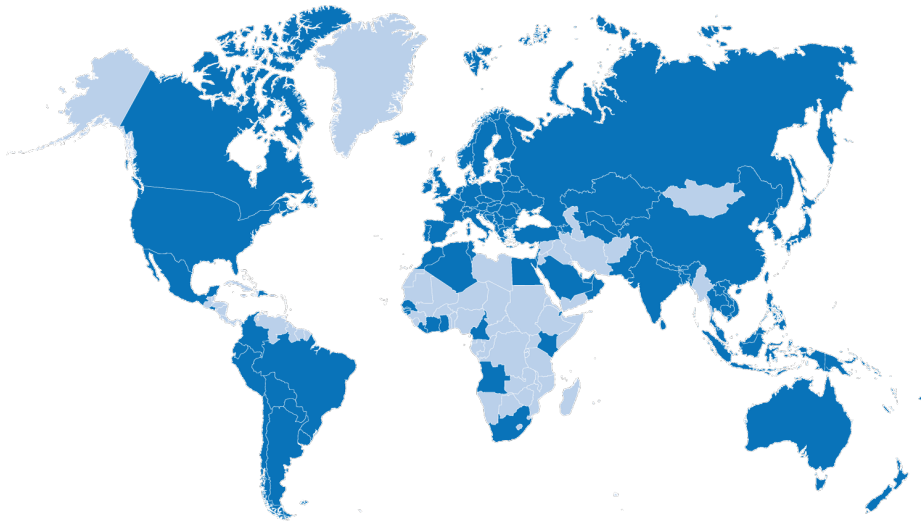
Consumers are fast becoming accustomed to AI-based chatbots or robotic and AI-enabled voice-activated interfaces, but they want the ability to escalate their issues to a human, fast and seamlessly. 69% of CX interactions will remain human-led or human-supported in the next year.

Source: NTT DATA's 2023 Global Customer Experience Report



Cloud Voice for CX is consistent across every CX platform you use. It is available globally, with no upfront costs and a simple consumption-based pricing model.

Cloud Voice for CX is available in over 140 countries and leverages our ultrafast and resilient network backbone.



How we manage the service

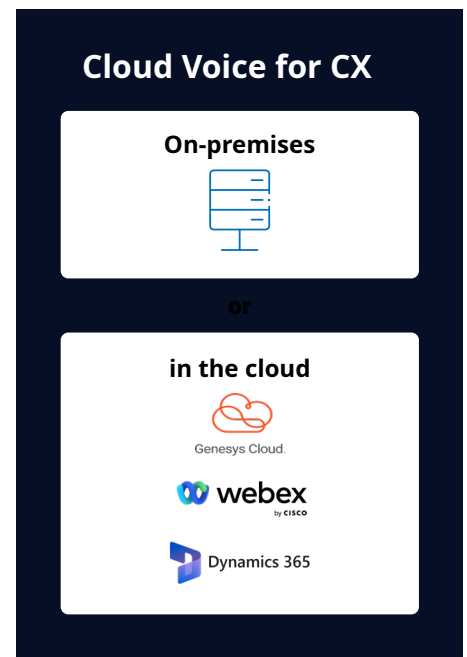
- We have multiple resilient interconnects servicing each location to ensure optimal service availability.
- We own our voice network and deliver our service globally, enabling a single escalation path for all CX voice services.
- A global service desk, global skills and our 20+ years of experience enable us to support our clients 24x7.

Cloud Voice for CX features

We support clients globally with voice plans for CX. You can migrate from an on-premises CX solution to cloud, without disruption.

Our Cloud Voice for CX has the following features:

- Natively integrated with Genesys Cloud CX, Webex Contact Center and Microsoft Digital Contact Center
- Works with all on-premises CX solutions
- Unlimited capacity for concurrent and inbound calls
- Toll numbers in 98 countries
- Toll-free numbers in 129 countries
- Worldwide outbound calls
- Local number portability
- Proactive fraud management
- Compatible with G.722 Codec
- Simple usage-based pricing, no charges for capacity
- Set up and numbers are free of monthly charges



“ Our voice plans for CX can simply migrate from an on-premise CX solution to Cloud without change. We support clients with voice plans for their CX solutions.



On-net call routing

Enable enhanced collaboration and benefit from connected customer experiences with on-net call routing.

CX agents can call their internal colleagues on their UC service on-net, and inbound calls can easily be transferred to a CX workflow on-net.

This enables you to save on calling allowances while enjoying the benefit of high-quality audio.

Bring your own number (BYON)

Register your telephone numbers from another carrier to our Cloud Voice network.

Digitalized number routing management

Use our Cloud Voice App and/or APIs to self-serve and automate number routing across platforms.

Business outcomes



Optimal voice interactions

You expect reliable, high-quality voice for all important customer engagements. Our Cloud Voice for CX service is constantly monitored and analyzed to deliver high mean opinion scores.



Simplified management

Our global coverage and globally consistent plans help you consolidate your supplier base for CX services and reduce billing complexity. You can manage and get reports on the service through our online portal.



Assured voice services

Cloud Voice for CX manages surges in traffic and copes with those peaks, which may be due to unforeseen events. There are no limits in terms of traffic peak and no need to book capacity in advance.



Secure migration

If you're considering a cloud migration, we can partner with you to assist in the transition. Cloud Voice for CX works across on-premises and cloud CX platforms. We have natively integrated our voice services with our cloud CX partners and boast telco redundancy for assured service.

88% of CX managers agree that human-led customer support continues to be a vital channel and a valuable tool for brand-building.

Source: NTT DATA's 2023 Global Customer Experience Report

[Find out more](#)

