




Create powerful connections with
Cloud Voice for CX

A high-angle, over-the-shoulder shot of a person with dark hair, wearing a dark blue t-shirt and a black smartwatch, sitting at a dark wooden table. Their hands are on a silver laptop keyboard. To the right of the laptop, a black smartphone lies flat on the table. The background is a blurred outdoor setting with a concrete wall and a metal railing.

Organizations who choose to adopt best of breed services don't expect disconnected experiences, NTT helps close the gap. With NTT's Cloud Voice for CX, our clients benefit from native cloud integrations, reduced complexity, cost with global availability. Multi-cloud capabilities bridge the gap between solutions to keep the conversations flowing.

Service overview

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

NTT delivers 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-premise with 'always-on' capacity, available whenever needed.

Integrated voice, enhancing EX & CX

With integrations to leading cloud CCaaS solutions, CX multi-cloud, enables all enterprise employees to communicate without technology being a barrier. Customer experience (CX) agents can easily make internal calls to non-agent colleagues, with calls taking place 'on-net' without consuming call plan allowances. For inbound calls that might typically be handled by a 'front desk' or reception, those calls can also be simply forwarded into a CX workflow at no expense to the enterprise. NTT's CX multi-cloud 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.

Trusted by 75% of Fortune 100 companies as the ideal partner, with unrivalled advisory, cloud, systems integration and managed services expertise.

Managed Services

Business benefit	How our solution delivers:
High quality audio	NTT's Cloud Voice services are constantly monitored for call quality performance achieving a high performing Mean Opinion Score.
Flexibility	NTT's Cloud Voice services are scalable to support our client's growth, from local small businesses to global multinationals. When clients transition to the Cloud, we engineer our services so that migration is never a problem.
Global availability	NTT can provide numbers and collect voice from 140 + countries, with competitive services enabling our clients a single global partner.
No compromise on quality and reliability	Built on an ultra-fast and resilient NTT wholly-owned worldwide backbone, with NTT rated as a network Top 6 Global IP Backbone Service Provider" by CAIDA's AS Rank. NTT delivers a Tier 1 carrier-grade portfolio of services with 99.99% SLA.
Cost effective	Competitive pricing and low entry costs, in all covered geographies.
Service visibility	Access to a 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, ISO 27001 certified.

57.9% of consumers strongly agree that CX is a way for organizations to differentiate themselves from the competition. 95.5% agreed (66.5% strongly agreed) with the statement 'I want to have the ability to speak with a human when I want to'.

NTT Global CX benchmarking report 2021



Cloud voice for CX is consistent across whatever 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 NTT's ultra-fast and resilient network backbone.

How we manage the service

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

Cloud Voice for CX Features

Supporting clients globally, 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, listed below are the key features we support:

- Natively integrated with Genesys Cloud CX, Webex Contact Center
- Works with all on premise CX solutions
- Unlimited capacity for concurrent calls
- Toll numbers in 98 countries
- Toll free numbers in 129 countries
- Unlimited capacity for inbound calls
- 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

Cloud Voice for CX

On-Premise



Or in the Cloud



Genesys Cloud.



On-Net call routing

Experience enhanced teamworking 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 'on-net' to a CX workflow.

- Save on calling allowances
- Benefit from simple internal transfer of calls
- Enhanced customer experience
- High quality audio

Client Outcomes



Optimal voice interactions

When all important client engagements expect reliable and high-quality voice, NTT's Cloud Voice for CX service is constantly monitored and analyzed, achieving continual high Mean Opinion Scores.



Simplified management

With the global coverage, NTT helps our clients consolidate their supplier base for their CX services globally. NTT reduces billing complexity with consistent plans globally with a voice portal to report on and manage your service.



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 customer limits in terms of traffic peak and no need to book capacity in advance. NTT delivery assured services for each and every communication.



Secure migration

For clients considering a cloud migration, NTT is the right partner to assist in the transition. Cloud Voice for CX works across on-prem and Cloud CX platforms. We have natively integrated our voice with our Cloud CX partners and boast telco redundancy for assured service.

Although many consumers have been comfortable with using digital channels for some time **66.5% of consumers strongly agree they would like the ability to speak to a human when they want to.**

Source: NTT 2021 CX Benchmarking Report

[Find out more](#)

