

Deliver communications your customers can count on.

Fact sheet

Webex Calling from Verizon

When customers turn to you for support, they expect you to be available. While today's business communications solutions tend to focus on technologies like live chat and mobile apps, a dependable phone system is still just as important as ever. But installing and maintaining an on-premises solution can run up costs and resources.

Improve productivity and customer service while you control costs.

Webex Calling from Verizon delivers a reliable cloud-based phone system and service without the added capital expense or burden of installing and maintaining a traditional on-premises phone system. Our all-in-one solution gives you seamless access to customers, partners, suppliers and coworkers from virtually anywhere.

Find out what better communications means for your business.

Webex Calling delivers the flexibility and features you need to help you stay connected to everything that matters.

- **Carrier-class availability and reliability.** Mitigate the risk of downtime from network failures with redundant systems in different locations
- **Internet access options.** Pair Webex Calling with your existing internet access or take advantage of Verizon's internet for a world-class solution
- **Connectivity where you need it.** Work remotely, move phones from one location to another or add lines as your business scales. Plus, easily reroute calls if you lose internet connectivity

A better experience for your customers – and you

We give you the support you need so you can deliver the service your customers demand.

- **Dedicated installation support.** Get personalized assistance during setup and through the first 20 business days of service, plus access to instructor-led, web-based training videos
- **Voice over IP (VoIP) readiness and quality of service (QoS).** Delivering Webex Calling via your secure Verizon Private IP network reduces VoIP readiness issues. A preliminary Private IP Design is conducted for each site that confirms the proper bandwidth and QoS for VoIP
- **Remote diagnostics support.** Provides metrics on jitter, latency and packet loss that can help determine whether your network is capable of supporting a high-quality voice service
- **24/7/365 customer support.** Reach Verizon's team of skilled technicians via phone or web chat whenever you need help

Powerful features to power your agency

Webex Calling delivers the features your business needs to help improve efficiency and productivity.

Why Verizon

Webex Calling is supported by our broad range of products, as well as our excellent maintenance, support and service. It can help you quickly and easily unify your communications approach while you control costs. It also lets you manage your communications in a way that addresses changing demands and helps drive business growth.

See reverse side for a detailed list of features and descriptions.

| Feature | Business benefit |
|--|---|
| Auto attendant | Handle callers quickly and efficiently route incoming calls to internal extensions or external phone numbers based on caller selection. |
| Business continuity | Maintain critical communications during unplanned events by directing calls to an alternate number or location if you lose power or internet. |
| Call transfer | Transfer calls internally or to outside numbers, such as a mobile phone, as if they were part of the system. |
| 6-way calling conference | Connect up to six people (or groups) in one call—ideal for supplier conversations, multiparty policy discussions and more. |
| Desktop softphone | Make and receive calls from your computer, anywhere you have an internet connection. |
| Inbound e-fax | Receive faxes via email, listen to or view header/envelope information, and print or delete the fax from the voice portal or web dashboard. |
| Voicemail to email | Listen to voicemails on your computer or smartphone, with caller information provided in the subject line of the message. |
| Mobile app – Apple® iOS and Google® Android® | Make and receive calls from your mobile phone or tablet as if you are in the office. |
| Outlook® add-in | Provide integration between a desktop client and Microsoft® Outlook to initiate audio or video calls and see presence of coworkers. |
| Group paging | Communicate short announcements to one or many parties. |
| Presence and instant messaging | See coworkers' availability and chat with them live with instant messages. |
| Audio and video calling | Audio and video conferencing capability works across smart phone, tablet, PC, desk phone. |
| Desktop and file sharing | Share desktop and files instantly for a true collaborative experience. |
| Call recording | Securely record and store telephone conversations that you can replay and share later. |
| Service assurance dashboard | Get an at-a-glance overview of the quality of all calls made across your enterprise, broken down by site and media quality. |
| RedSky 911 | Provide internal responders with onsite notification of 911 calls, plus caller location, via email, SMS text and optional "screen-pop." |
| Webex Calling Extension-only (EO) | Provision end users and certain site services without a telephone number (TN), i.e., they can be provisioned with an extension only. |

Learn more:

Find out how Webex Calling can give you a competitive edge. Contact your Verizon Business Account Manager today.