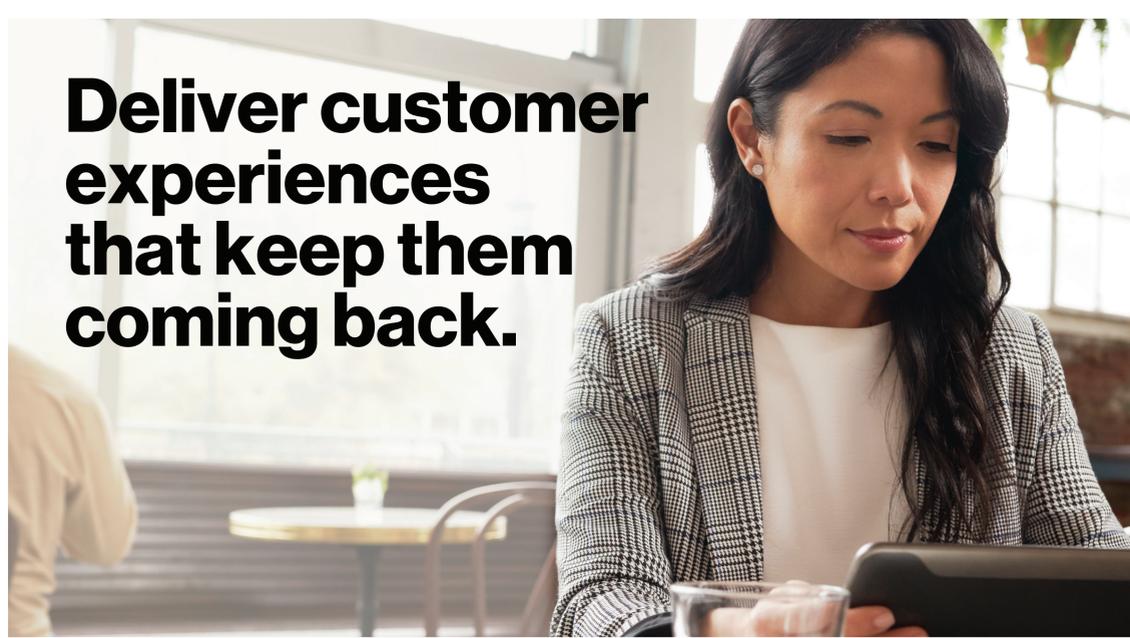


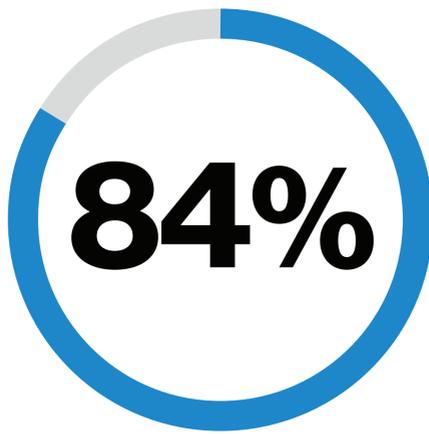
Deliver customer experiences that keep them coming back.



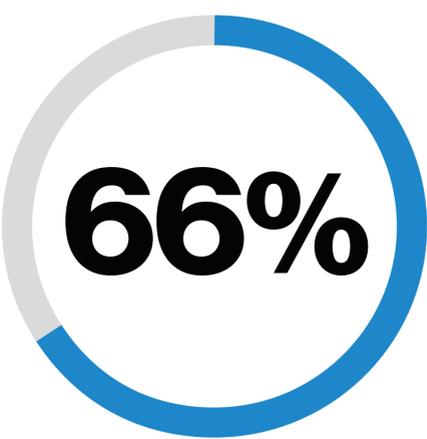
In today's rapidly evolving business environment, it's more important than ever to set your company apart from the competition with outstanding customer service.

Exceptional service pays off.

Customer loyalty depends on not just great products but great service, too.



Eighty-four percent of customers say that the experience a company provides is as important as their products and services.¹



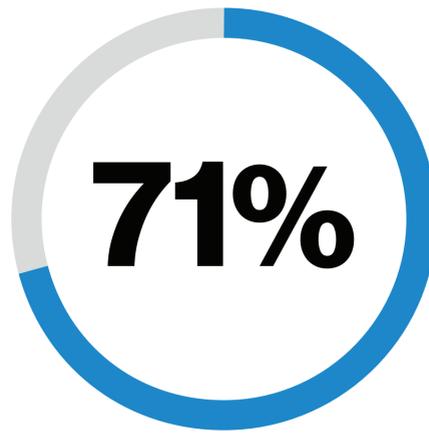
Sixty-six percent of customers are willing to pay more for a great experience.¹

Today's customers want authenticity.

When it comes to customer service today, if you talk the talk without walking the walk, they'll walk.

And they crave personalized experiences.

Humans want to connect with other humans. And they want to do it whenever and wherever, in the channel of their choice.



Seventy-one percent of customers expect companies to communicate with them in real time.¹



Catch more calls with One Talk.

Stay ready and reachable, whether you're working from home, on the go or in the office.



Easy collaboration

Boost collaboration with messaging (chat, SMS, IM) and video conferencing with BlueJeans by Verizon.



A better calling experience

Business-grade features like Caller ID and Simultaneous Ring help ensure that calls get answered.



Engaging customer experiences

Connect callers to the people they need with features like Auto Receptionist and Hunt Group.

Contact your Verizon Business Account Manager to learn more about how One Talk can help you better connect with customers. Find your representative or locate a Verizon Wireless store near you at vzw.com/myrep



¹ State of the Connected Customer, Salesforce Research, January 2020. One Talk-capable desk phone must be purchased from Verizon to support some of these features. Features available on select phones and smart devices. Activation of the One Talk feature and broadband connection is required.

Network details & coverage maps at vzw.com. © 2021 Verizon. INF0180121