

A mobile-first phone system to keep your business ready

Solution brief

One Talk delivers exceptional communication experiences across your enterprise.

Employees are becoming more and more mobile and using their own devices for work while enterprises are increasingly challenged with creating seamless communication experiences.

Discover how One Talk can help you run your business in a way that's more aligned with your changing workforce.

One Talk gives your enterprise a mobile-first, cloud-based phone system that unifies and streamlines communications across your distributed locations.

The service enables your mobilized workforce by using a single number that can be shared by multiple devices—desk phone, smartphone, tablet and computer (PC/Mac®). Employees can use more than 50 features—the same productivity features traditionally available with a PBX or unified-communications-as-a-service (UCaaS) system.

One Talk can help you transform your business processes, control costs, improve collaboration and deliver a powerful customer experience.

Strengthen your productivity toolkit.

Employees can more easily connect by setting up conference calls and one-to-one video conferences from their One Talk-enabled mobile device or One Talk desk phone. When customers call, conversations can continue even if employees need to shift between their devices.



Ninety percent of approximately 1,000 U.S. enterprise IT decision makers surveyed on behalf of Smartsheet by Market Cube believe the presence of multiple collaboration tools has made employees more productive.¹

verizon[✓]

Empower your mobile workforce.

Today, even deskbound office workers find themselves increasingly mobile. One Talk helps unite your in-office, remote and mobile workers, while giving them access to enterprise-grade phone features.

- **Business productivity features:** Employees can use the One Talk dialer or mobile app on their supported Android® and iOS devices to access the features of their One Talk system when they are on the road
- **Extension Dialing:** Helps employees to quickly call each other by using abbreviated extensions regardless of their location
- **Call Move:** Enables users to seamlessly move calls from device to device
- **Text Messaging:** Employees can create, send and receive text messages (SMS/MMS) with any One Talk-enabled device, so they can easily separate work from personal text messaging
- **Voicemail to Email:** Simplifies employees' access to voicemail by delivering new messages as audio files via email, helping to improve response time, productivity and efficiency. With Premium Visual Voicemail, users get a transcription of each voicemail message as well, and double their inbox storage capacity with up to 80 messages (available 9.26.2019)

Inspire teamwork and collaboration.

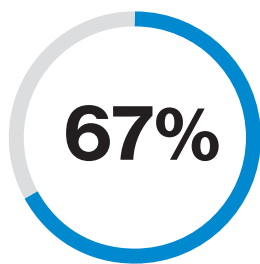
Ultimately, employees want to use their preferred devices, whether they're in the office or on the go, to seamlessly connect with coworkers, customers and partners. In addition to helping employees be more productive, your business can realize savings by eliminating the need for desk phones and licenses (e.g., Jabber) for employees who aren't using them.

- **6-way Conference Calling:** Add up to six participants to a call without setting up a conference bridge
- **Video Calling:** Instantly make a one-to-one video call from select One Talk-enabled mobile devices and One Talk desk phones
- **Busy Lamp Field:** Monitor the status of multiple phone lines and answer each other's calls with supported One Talk desk phones

Connect with your customers when they need you the most.

Customers notice when businesses exceed their expectations. One Talk helps you deliver a responsive, personalized customer experience by helping you connect with customers each time they call.

- **Auto Receptionist:** An automated assistant can answer calls and provide menu options, so customers can reach exactly who they need
- **Hunt Group:** You can set up rules for forwarding calls to a designated group of on-call employees and select the order in which calls are forwarded, including simultaneously ringing all on-duty phones
- **Music on Hold:** One Talk plays custom messages or default music when a caller is placed on hold or parked



Sixty-seven percent of over 6,700 respondents in a global survey of consumers and business buyers by Salesforce Research say their standard for good experiences is higher than ever.²

Complement your existing systems and infrastructure.

Enterprises typically have a mix of phone systems across their locations, which can make it difficult for employees to communicate effectively and that also creates a challenge for IT departments to manage and maintain. One Talk can simplify your infrastructure with a consistent, uniform and cost-effective solution when deployed to smaller locations and mobile employees. It works with existing phone systems, extending functionality and providing advanced options for business continuity and disaster recovery.

- **Virtual On-Net Extensions:** Administrators can create short codes or virtual extensions that also work with legacy PBX systems
- **Line Share:** Users can share their phone line with up to eight devices that can all place and receive calls

- **Boss/Admin Line Bridging:** Using One Talk-enabled mobile devices or One Talk desk phones, administrative assistants can monitor executives' phones and forward calls, when needed

Simplify billing, deployment and administration.

Organizations with multiple locations use services from multiple providers, often under different pricing plans and terms. Some pay a premium to service aggregators to simplify the process. One Talk is available nationwide, giving you one vendor, one bill and a consistent user experience.

One Talk has several features to help you and your administrator quickly deploy, configure and administer your solution, even across distributed office locations.

- **One Talk Portal:** Use the intuitive portal to manage One Talk lines, the business directory for desk phones and many other features
- **My Verizon for Business app:** Efficiently manage your users and groups, and easily administer all business and user features from one easy-to-use portal

Go mobile-first on the nation's most reliable network.

Your One Talk phone system can run reliably from coast to coast because it's on the Verizon network, ranked #1 by RootMetrics in national overall performance (12 times in a row).³

One Talk will also take advantage of the power offered by our 5G Ultra Wideband network, giving you up to 10 times better reliability, up to 100 times better throughput and up to 20 times faster speeds than 4G LTE median speeds.

Give your enterprise a mobile-first solution that simply and easily unifies existing phone and PBX systems with employee phones, while delivering enterprise-level capabilities. Give your employees the tools they need to increase productivity, enhance collaboration and deliver a quality customer experience.

Learn more:

To discover more about how One Talk can help your business, contact your Verizon Business Account Manager, or visit onetalk.com



1 <https://d2myx53yhj7u4b.cloudfront.net/sites/default/files/smartsheet-enterprise-2017-collab-report-ebook.pdf>

2 <https://www.salesforce.com/blog/2018/06/digital-customers-research.html>

3 Based on RootMetrics® by IHS Markit's RootScore® Reports: 1H 2019. Tested with best commercially available smartphones on four national mobile networks across all available network types. Experiences may vary. RootMetrics awards are not an endorsement of Verizon.

One Talk-capable desk phone must be purchased from Verizon to support some of these features. Video calling available on select phones. Activation of the One Talk feature and broadband connection are required.