

Digital workspace design.

Solutions Brief

A guide for collaboration.

As you design your workspace to foster collaboration, ask yourself these questions.

What types of workers do you have?

Even if they do different jobs, your workers can be categorized by a few personas or worker types:

- Executive workers are here, there and everywhere they are needed
- Mobile workers are out of the office more often than not. Think of your sales force who are at, on their way, or coming from meeting with customers. Mobile workers could be a larger percentage of your workforce if employees don't have assigned seating and instead are hoteling or hot-desking
- Office workers are mostly stationed in an office and don't typically travel
- Field workers are installers, field technicians, delivery personnel, etc., whose jobs require that they be located in the field

How do your workers work?

- Collaboration-focused work independently and together to collectively accomplish deliverables
- Communication-focused work on communicating or sharing information

What do they need?

Based on how they typically do their jobs, are they desk-bound? Mostly in the field? Do they have a fixed office, or are they hoteling? Depending on the answer, your workers may need one or more of the following to successfully do their jobs:



Mobile phone



Desk phone

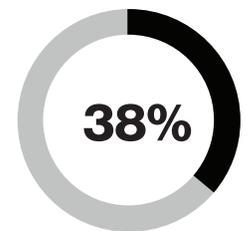


Soft phone

What don't they need?

Desk phones may not be essential, or workers may prefer to use their mobile devices in the office. Conversely, they may not require a corporate-issued mobile device if their work doesn't require them to leave their desks.

**527
Million.**



There are approximately 527 Million business workers who use smartphones at work, of whom about 38 percent use these devices to perform their job functions.

Growth Opportunities in the Communications Endpoints Market, Forecast to 2021, Frost & Sullivan, Feb 2018

How can you make it easier to collaborate?

Integrate it.

By integrating Verizon's cloud-based unified communications and collaboration solutions into the business systems and software your workers use every day, you reduce the effort it takes for them to communicate. When calling, chatting, presence and screen sharing are just a click away, and within the applications workers use frequently (such as Salesforce or SAP), you speed up the pace of business.

Mobilize it.

Mobile and field workers' mobile phones or tablets are the way they communicate and collaborate, so applications need to be as easy to use as their phones. Using an IP-multimedia system (IMS)-based solution like One Talk gives mobile workers an advantage:

- **Native IMS-integrated solution**
Workers with Verizon mobile devices don't need to locate and pull up a separate application to make or receive business calls
- **Uses voice versus data channel**
The voice channel is prioritized over data, so when there is heavy traffic (where terrestrial lines are down, and at sporting events or concerts where spectators are contending for the same data pipe), calls over the voice channel are more likely to get through
- **Communicate via short message service (SMS) to any SMS-capable device**
SMS is the most commonly-used messaging application on mobile devices and appeals to younger workers who prefer texting over talking
- **Download and activate service quickly***
Workers can self-provision and be up and running in minutes without requiring assistance from your service desk

By combining One Talk with Verizon Unified Communications and Collaboration as a Service (UCCaaS) or Virtual Communications Express (VCE), you can deliver the right solution to the right persona – giving workers just what they need and not more.

Learn more:

verizonenterprise.com/products/business-communications/#overview

* To use the One Talk basic dialer, users must be Verizon Wireless subscribers.