

Frequently asked questions about One Talk

FAQs

1. How can One Talk help my business?

One Talk is a mobile-first business communication system that keeps you connected to customers and employees, whether you're at the office or on the go. You get one phone number for all your compatible devices that rings both your desk and mobile phones. When every call matters, One Talk will be there so you won't miss any of them.

2. What are the benefits and features of One Talk?

One Talk comes with 50+ available business features—all to help you deliver great customer service and stay productive. Here are just a sample:



One number. Get one number that goes where you go, so you don't miss important calls.



Auto Receptionist. Answer calls and provide menu options using an automated assistant, so customers can reach exactly who they need.



6-way Conference Calling. Add up to six participants to a call without setting up a conference bridge. Plus, BlueJeans by Verizon expands collaboration capabilities to as many as 150 people.



Music on Hold. Play custom messages or default music when a caller is placed on hold or parked.



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, groups and features from an easy-to-use portal.

3. Why is One Talk good for businesses?

Instead of buying one system for office phones and another for mobile, you can control costs with a single solution to support both. One Talk helps you deliver a better customer experience and stay productive in the office or on the road.

4. Who should take advantage of One Talk?

One Talk is a good fit for businesses of all sizes and industries, especially if your business has multiple smaller locations, or employees who are mobile or work remotely.

5. Does One Talk work with bring-your-own-device (BYOD) programs?

Yes. One Talk works with employee-owned Apple® iPhone® and iPad® devices, and compatible Android® smartphones and tablets from any wireless carrier.

6. Not all employees are mobile. What if some just need a desk phone?

Our One Talk desk phones can plug in anywhere there's an internet connection available, so you can work in different offices—main, remote or at home. With One Talk desk phones, you get group features that help employees work together to answer every customer call.

7. Do I have to switch all of my services to Verizon?

No. You can download the One Talk mobile app on employee-owned (BYOD) smartphones from any U.S. carrier, and compatible desk phones can connect with any broadband internet service. One Talk can also complement your existing phone solution to address specific gaps, including supporting mobile and remote employees, business continuity, or other business needs that require rapid deployment.

8. Can I use my existing desk phones with One Talk?

No. Your existing desk phones won't work with One Talk. You can choose from a large selection of One Talk desk phones with features and accessories to fit your business.

9. What happens to the phone number when an employee leaves the company?

The phone number is purchased by your business as part of the One Talk service. You retain the number and the customer communications coming to that number.

10. How is One Talk managed? Is there a self-serve portal?

One Talk includes the easy-to-use My Business portal that lets you manage business and use features. The My Verizon portal can be used by employees to manage their own user features.

11. Is One Talk secure?

One Talk helps protect your communications by taking the following approaches:

- Mutual authentication
- Multiple layers of network encryption
- Message authentication and integrity
- Security certificates in desk phones
- App PIN and authentication processes

Learn more:

Setup is easy; call today.

Or for more information, visit us at [verizon.com/business/products/voice-collaboration/unified-communications/one-talk/](https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/)