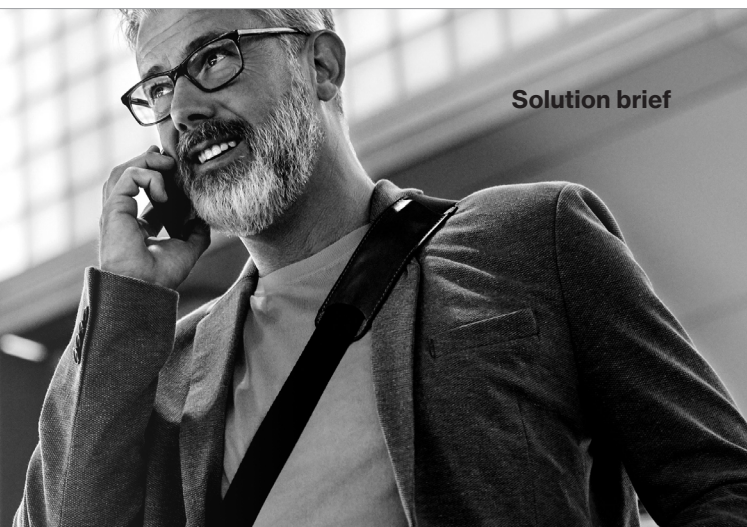


A mobile-first phone system to keep your business ready

One Talk delivers exceptional communication experiences across your enterprise.

Solution brief



Your business has changed forever and being tethered to the office is a thing of the past. You need a communication solution that is flexible and agile enough to support how you work today and how you'll work in the future.

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 business phone system designed for how you work today. Call, collaborate and connect in the office or on the go.

A mobile-first design means calls to one number will ring on your compatible smartphone, One Talk desk phone, tablet or computer, so customers can reach you even when you're on the go, with clear, natural, HD-quality sound. Outgoing calls display your main business number no matter which compatible device you're using, so customers know it's your business calling.

Using One Talk is intuitive—no training required. And easy management means you can quickly set up users, customize call handling and features, and manage business lines on personal devices from an easy-to-use cloud-based portal.

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 desk phones and mobile devices.

Empower your mobile workforce.

The global pandemic has forced a shift to a work-from-home experience—and the expectation is that companies will move to a hybrid environment where employees will spend at least



According to IDG, 55% of survey respondents reported that recent events make them more likely to upgrade their communications/unified communications and collaboration (UC&C) solutions.¹

part of their time working from home. One Talk helps unite your in-office, remote and mobile workers, while giving them access to enterprise-grade phone features.

- **Business productivity features:** Boost your employees' ability to collaborate more effectively with messaging (chat, SMS, IM) and video conferencing with BlueJeans by Verizon
- **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:** Simplify 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 also get a transcription of each voicemail message and double their inbox storage capacity with up to 80 messages

Inspire teamwork and collaboration.

In this new normal, flexible business communication is more important than ever before. Employees working from home have to be able to seamlessly connect with coworkers, customers and partners. In addition to helping employees be more productive, your business can realize cost savings by eliminating the need for desk phones and licenses (e.g., Jabber) for employees who aren't using them.

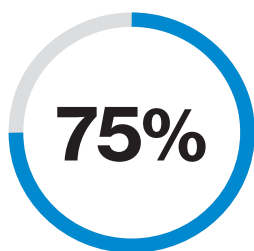
- **6-way Conference Calling:** Add up to six participants to a call without setting up a conference bridge. Plus, BlueJeans by Verizon expands collaboration capabilities to as many as 150 people

- **Video Calling:** Instantly make a one-to-one video call from select One Talk-enabled mobile devices and 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 easily set up rules for forwarding calls to designated employees
- **Music on Hold:** One Talk plays custom messages or default music when a caller is placed on hold or parked



Seventy-five percent of consumers and business buyers in a global survey by Salesforce Research say they expect companies to use new technologies to create better experiences. Seventy-four percent expect companies to use existing technologies in new ways for the same reason.²

Complement your existing systems and infrastructure.

Enterprises typically have a mix of phone systems across their locations, creating problems for employees and IT departments. One Talk can simplify your infrastructure with a consistent, uniform and cost-effective solution when deployed to smaller locations and mobile employees. It augments existing systems by extending One Talk functionality to enable advanced options for virtual teams, 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, even paying an aggregator to make sense of it all. 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, groups and features from an 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 (15 times in a row).³

In the future, 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 delivers enterprise-level capabilities, and 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



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 a broadband connection are required.

1 IDG Webcast: Modernizing Communication and Collaboration Solutions: Short-term Priorities, Long-term Benefits, July 16, 2020.

2 <https://www.salesforce.com/eu/blog/2020/01/state-of-the-connected-customers-report.html>

3 Based on RootMetrics® by IHS Markit's RootScore® Reports: 2013-2020. Tested with best commercially available smartphones on 3 national mobile networks across all available network types. Experiences may vary. RootMetrics awards are not an endorsement of Verizon. Network details & coverage maps at vzw.com. © 2021 Verizon. SB2020521