

Opportunity is calling.

One Talk from Verizon lets you answer with confidence.



verizon ✓

When it comes to serving the public, there aren't many do-overs. One TalkSM from Verizon gives you one number for both your smartphones and desk phones. So you can be there for your constituents when your mission takes you away from your desk. Plus, we offer a variety of features and services that can help you stay connected after hours or during emergencies. Whether you choose one or many of our go-to features, One Talk helps keep you from missing a call.

One Talk is perfect for agencies that want to control costs by combining office and wireless services into one single solution and one single bill. This gives agency personnel essential tools to use the same communications services whether they are onsite at a desk, always offsite or a combination of both.

Better serve your constituents.

Rick heads a cleanup team for the EPA that works across multiple locations. He spends time moving from site to site to check on progress and to resolve concerns from constituents in the area. Rick also has duties that require him to spend time each day in the office, but his schedule changes frequently. He's looking for a solution that will allow him to handle calls whether he's at his desk or in the field.

Solution: Call Move

A constituent calls Rick at the office just as he needs to be on his way to the cleanup site. Rick starts the call at his desk, then moves the call to his smartphone.

Benefits

One Talk allows Rick to share his number across all of his compatible devices. With the Call Move feature, Rick can transfer calls between his desk phone and smartphone, allowing him to stay productive on the go. He remains available to provide constituents the best possible service while he checks on current projects. And his fellow agents can easily reach him, so they can coordinate their responses.

A live assistant answers your calls.

Anna is a field supervisor for FEMA running a team of six field agents who are dealing with an emergency situation. Each agent has his own smartphone and areas of responsibility, which can complicate scheduling and communications. Often, while coordinating response efforts with one group of responders, Anna or her team may receive a call from another team while they are on the phone and unable to take the call, so those calls go to individual voicemail boxes instead. Anna would like other agents, teams, constituents and responders to be able to connect with her agents live instead of having to wait for messages to be answered.

Solution: Bridged mobile numbers

As supervisor in the main office, Anna can have all the field agents bridged to her phone line, regardless if agents are using their smartphones at the scene or their desk phones in the office. Incoming calls can be directed immediately to the right person, or answered for that person by an operator if they are in the field during an emergency.

Benefits

With Mobile Call Management features, outside parties calling to coordinate with Anna and her team are handled by the desk assistant when agents are on their phones with other calls or offsite. As a result, important calls get through to the right people when they need to and avoid the voicemail in-box.

Add the right team members to the conversation.

An escaped fugitive is on the run and is thought to have crossed multiple counties in the same state. State troopers want to coordinate their search-and-recovery efforts with sheriffs' offices and local police departments in each county. Steve, the person in charge, looks to set up roadblocks to check vehicles traveling through the area, as well as send officers door to door in areas where the fugitive has been sighted.

Solution: 6-way Conference Calling

Steve coordinates the fugitive recovery operation at the main office. He takes a call on his smartphone and then quickly conferences in other law enforcement personnel out in the field to get their input. Or, if another officer or team needs to share information with other personnel or offices, Steve could use Consultative Transfer to call the right person, introduce the topic or question and then transfer the call directly.

Benefits

With One Talk, all law enforcement personnel can be conferenced together via their desk phones or smartphones to collaborate, regardless of their location. The entire team can join a call with an individual marshal, or everyone can join together. All the officers are available to provide up-to-date information and coordinate a response, no matter where they happen to be.

Make sure calls get answered.

Case workers at a local office for the Social Security Administration handle claims and the associated paperwork for constituents. Workers use agency-provided smartphones and desk phones to answer incoming client calls or to set up appointments. But as workers change jobs or move to a different office, their individual cases could get lost in the shuffle as new workers take over their caseloads and clients continue calling the old numbers.

Solution: agency-owned numbers

One Talk ensures that when agents leave or get reassigned to a new position or another agency, their business numbers are reassigned to the replacement agents.

Benefits

Since this office provides the One Talk app and the main number to its personnel, callers can connect with the agency regardless of who's available that day.

Give constituents the attention they deserve.

A township's constable office has a number of constables who spend their time in the field performing certain law-enforcement and peacekeeping functions. Some of their duties include functioning as bailiffs at court or as jury escorts; serving legal papers, subpoenas or restraining orders; tracking down and updating database addresses and information; maintaining logs; and providing general law enforcement. To carry out these duties, a constable and a pair of deputy constables share an office where they come in from time to time to fill out paperwork and hold occasional meetings.

As calls from the township's residents come in, the constable or one of the deputies answers as quickly as possible. When it's after hours or when everyone is busy in the field dealing with a resident or at court, new calls go directly to voicemail. The constable or deputy follows up when things aren't as busy or they're back in the office. The constable wants to make his team more accessible for immediate needs and inquiries, but the office's current setup doesn't allow this flexibility.

Solution: Auto Receptionist

The township's residents call the main office number. When the constable is in the field or helping another resident, the automated receptionist greets callers and provides options for reaching the constable or one of the deputies.



Benefits

Although the township's constable office is small, its constables still want to get the most out of their communications resources to better serve area residents. One Talk gives the constable and his deputies all the tools they need to be productive both inside and outside the office.

Calls get routed to the first available employee.

State and local criminal justice services are organized into pretrial and assessment units, pretrial services, treatment services and probation services. Case workers within these departments sometimes have to appear in court on their client's behalf and attend offsite meetings. Clients may call their case workers at all hours of the day, not just during standard business or standard operating hours. If there's an emergency, callers don't want to wait until the office reopens or their case worker arrives.

Solution: Hunt Group

The criminal justice services personnel use the Hunt Group feature and have set up a preconfigured group, including case workers who deal with emergencies that may arise. For after-hours calls or daytime emergencies, callers can press 1 to reach the Auto Receptionist and then get redirected to this Hunt Group, where calls are routed in a preselected order to the first available responder.

Benefits

Hunt Group sets up call groups based on criteria you specify. When the phone rings, it rings everyone in the group. Incoming calls aren't lost because some personnel are busy and can't answer. And agencies deliver a better experience to clients who have questions or needs.

Why Verizon

When it comes to connectivity, the network matters. Year after year, Verizon is recognized as the largest and most reliable 4G LTE network. For the ninth time in a row, RootMetrics has ranked Verizon the #1 overall network in the U.S.¹

In fact, 98% of the Fortune 500 rely on our services and technologies.² More businesses choose Verizon than any other wireless carrier.³ More 4G LTE coverage, fast speeds and reliable connections. So you can connect when it matters, with help from a trusted partner. Verizon.

Learn more.

For more information about One Talk, please contact your Verizon Wireless business specialist or visit us at onetalk.com

¹ Rankings based on the RootMetrics® U.S. National RootScore® Report: 2H 2017. Tested with best commercially available smartphones on four national mobile networks across all available network types. Results may vary. The RootMetrics award is not an endorsement of Verizon. Visit www.rootmetrics.com for more details.

² Verizon internal research.

³ Results based on an independent research study of 7,414 business locations using corporate-liable wireless service. Telephone interviews were conducted between 2Q 2015 and 1Q 2016 with the employee most knowledgeable of telecommunications service.

One Talk—capable desk phone must be purchased from Verizon to support some of these features. Activation of the One Talk feature and broadband connection are required. Smart devices must run on iOS 9.0 or higher, or Android® 5.0 or higher.

Network details & coverage maps at vzw.com. © 2018 Verizon. UC1260618

