

# Make it easier for customers to reach you.

One Talk from Verizon helps you stay better connected to your customers.



---

## Challenges

A large auto dealership and its customers were having trouble connecting with each other—a lot of the calls ended up going to voicemail. For example, the dealership's service department often called customers with a repair status update, and if no one answered, left a voicemail. The customer would then call back using the dealership's main number or redial the number of the service rep who called. The rep may not be available, so the customer would be put on hold. Or he or she would be sent directly into the dealership's voicemail without reaching the person he or she was looking for. The dealership wanted to improve the customer experience by making departments and employees more accessible.

---

## Solution

One Talk<sup>SM</sup> from Verizon, with service on the Verizon 4G LTE network, gave the dealership the solution it needed. One Talk's Group Calling Line ID Delivery feature allowed the dealership to use a unique phone number across all employee desk\* and mobile phones within a department. With Group Calling Line ID Delivery, whenever the service department contacted

a customer and left a message, he or she could call the department back directly, rather than calling the main number of the dealership or redialing the number of the service rep who originally called, who may no longer be available. The dealership also used the One Talk Hunt Group feature with Group Calling Line ID Delivery so calls to a specific department would be forwarded to the first available employee for a faster response.

---

## Results

Once the One Talk solution was in place, customers noticed they could reach someone quickly to answer their questions and resolve their concerns. They no longer needed to call the main number and hope to reach the right person with little hassle. The dealership found its sales increased as well, because customers were happier.

---

## Learn more.

Contact your Verizon Wireless business specialist or visit [VerizonEnterprise.com/contact-us](https://www.verizon.com/enterprise/contact-us) to learn more about One Talk and how it can help you stay in constant touch with your customers.