The company’s large IT staff was already familiar with Verizon My Business Account, as they had existing wireless devices with Verizon, which made it simple for them to manage One Talk installation after just a brief training on the portal. They were able to easily create extensions for each employee and set up call flows to help ensure calls get answered. After a very successful pilot program, the company decided to roll out One Talk to all of its employees. Remote employees were given mobile devices and the office staff were given new desk phones, and it’s been a smooth process. Choosing One Talk was the right call.

Moving forward, the company is in the process of transitioning completely off its old communications system, and has already deployed One Talk out to more than 400 lines. The benefits of having One Talk are readily apparent. One big benefit is that One Talk provides noticeably better voice quality with HD Voice, which makes for a better experience for both employees and clients. And because it’s so reliable and easy to use, One Talk has improved mobility, collaboration and productivity among employees. For instance, thanks to the Hunt Group feature, if a patient has a question and tries to call a nurse but that nurse is busy, the call can be redirected to the next available person on the patient’s care team. Not only does this create a better experience for the patient, but it helps better utilize employees’ time.
On the management side, now only one person is needed to maintain the communications system, which frees up extra staff to focus on other IT priorities. One Talk’s flexibility also makes it easy to add and relocate phones and devices as employees rotate through.

Finally, One Talk wasn’t just good for the company’s fully mobile employees. For those who still work in the office—or who do a hybrid of office and field work—the One Talk desk phone is so easy to use that employees simply take it home when they can’t be in the office and connect to the internet to continue receiving calls.

One Talk has proven to be the communications solution the company needed to provide transformative care.

Why Verizon

We know that connecting your mobile workforce is critical to improving productivity and operational efficiency. With One Talk, you can easily connect multiple locations and offices to staff in the field, creating a simple and flexible communication network. Using one shared number and personal extensions makes reaching the right person easier than ever. With One Talk, we can help you get the most from your communication solutions.

Learn more:
To learn more about One Talk, contact your Verizon Wireless business specialist or visit onetalk.com