



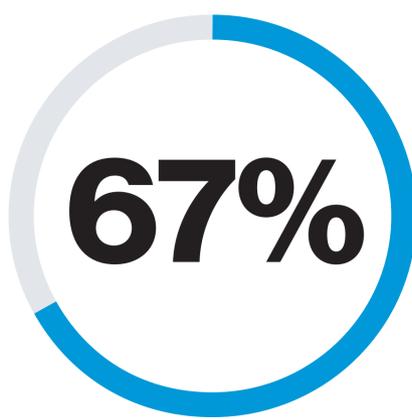
# ready✓

## When you deliver an amazing customer experience, you're ready.

It's a competitive world. You have to deliver outstanding customer service or your customers may find a business that will.

### Customer expectations keep rising.

Customer loyalty depends on not just meeting expectations, but exceeding them.



Sixty-seven percent of more than 6,700 consumers and business buyers surveyed around the world in June 2018 say their standard for good experiences is higher than ever.<sup>1</sup>



Seventy-six percent of more than 6,700 consumers and business buyers surveyed across the globe in June 2018 say it's easier than ever to take their business elsewhere. They don't mind switching from brand to brand to find an experience that matches their expectations.<sup>2</sup>

### They have more options than ever, too.

When it comes to customer service today, if you talk the talk without walking the walk, they'll walk.

### Customers crave a personalized experience.

When customers can connect with you whenever they need and wherever you are, you'll build stronger relationships.



Eighty percent of more than 2,000 U.S. adults surveyed in August 2015 are likely to become a repeat customer after a good phone experience.<sup>3</sup>

## An exceptional calling experience is the answer.

Be ready and reachable by taking every call. Whether you're working on the go, in the office or from home, One Talk<sup>SM</sup> from Verizon helps you never miss a call.



#### Auto Receptionist

It's fast and easy for your customers to find and reach the person they want.



#### One number

Your mobile and desk phones ring at the same time by sharing the same number.



#### Hunt Group

Automatically route customers to team members who are available to take the call.

Contact your Verizon Wireless business specialist to learn more about how One Talk can help you grow your business by never missing an opportunity to connect with customers. Find your representative or locate a Verizon Wireless store near you at [vzw.com/myrep](http://vzw.com/myrep)

[Learn more](#)

**verizon** business ready

1 <https://www.salesforce.com/blog/2018/06/digital-customers-research.html>  
2 <https://www.salesforce.com/research/customer-expectations/>  
3 <https://blog.invoqa.com/the-state-of-the-mobile-experience-infographic/>

One Talk-capable desk phone must be purchased from Verizon to support some of these features. Features available on select phones and smart devices. Activation of the One Talk feature and broadband connection is required.

Network details & coverage maps at [vzw.com](http://vzw.com). © 2018 Verizon. INF2041018