

Staying prepared for virtually any disaster means your agency is ready.

Data sheet

Get enhanced business continuity with OneTalk from Verizon.

Disaster preparedness

Agencies today need to be ready for unexpected disruptions or disasters. These could be floods or tornadoes, or other accidents, such as a construction crew mistakenly cutting through fiber outside your building.

To help you prepare for almost anything, One Talk from Verizon offers enhanced business continuity at both the agency and user levels.

One Talk delivers mobile-first communications across the Verizon Wireless network, allowing you to continue serving customers and employees even when disaster strikes.

What are the potential disaster points?

Your agency can be impacted by all kinds of disruptions:

- **Theft**
An employee's mobile phone gets stolen or a location is burglarized
- **Human error**
A construction crew cuts your fiber by mistake or an accident causes downed power lines
- **Hardware malfunctions**
The network gets infected by a virus, which crashes the system, or an electrical short causes a fire
- **Natural disasters**
Snowstorms, floods, etc., can cause locations to be inaccessible or closed

To help you prepare for almost anything, One TalkSM from Verizon offers enhanced business continuity at both the agency and user levels.

One Talk business continuity

One Talk provides business communications hosted on the Verizon Wireless network, so you have the freedom to connect virtually wherever there's an internet connection.

When using the Auto Receptionist feature, calls get answered 24x7, and callers can be directed to an employee who can assist them. In addition, your administrators can use the My Business management portal via a PC or mobile app to reconfigure agency lines. With just a few clicks, they can easily adjust operations in the event of a natural or man-made disaster.

One Talk cellular desk phone - Red Phone

A reliable and visible communications device independent of older analog landlines and traditional VoIP phone systems to be used in strategic locations.

- Wireless LTE phone available with FCC Wireless Priority Service (WPS)
- Optional red handset
- Customizable "emergency red" wallpapers
- Call Record Disabling



Employee-level business continuity

With One Talk, an employee's phone number works entirely independently of his or her physical device. An employee with One Talk may use one or more of the following as a device to make or receive calls:

- **Smartphone Native Dialer.** Connect mobile employees to the office and customers from their smartphone native keypad – all over the reliable and award-winning Verizon wireless network
- **Mobile App for smartphones and tablets.** Enable employees using agency-owned or personal smartphones and tablets (including other carrier devices) to access One Talk features from a single number
- **Desktop App for computers.** Easily make and receive voice/video calls and SMS/text messages on your computer (PC or Mac®), similar to using your smartphone

When employees use a smartphone or a mobile app as their One Talk device and communications at their office location go down, they can simply work from anywhere their mobile device has service or an internet connection.

If an employee normally uses a One Talk desk phone at the office and unexpectedly needs to work elsewhere because of a site or site access outage, the employee can disconnect the desk phone and reconnect it to the internet at another location (and update the 911 address). Or the employee can simply download and use the mobile app to make or receive calls.

Agency-level business continuity

Agency administrators can fully configure all parts of their One Talk service via the My Business management portal or the My Verizon for Business mobile app. This gives them the ability to “reprogram” agency operations within seconds:

- If a site goes down, administrators can redirect all calls to a receptionist at a different site, using the Group Call Forwarding feature
- If employees are unable to work, they can have their calls forwarded to someone who can cover for them
- If a crisis management team is established to handle calls, an administrator can create a new Hunt Group line to route calls to all the team members (a Hunt Group is a previously defined group set up by the One Talk administrator)
- Administrators can reprogram the company or site's Auto Receptionist and Hunt Groups as needed to redirect calls or reach customer service
- One Talk services are location-independent, which makes it easy to pick up and reconnect where you need them

Verizon also provides network backup solutions using a variety of 4G LTE routers for disaster preparedness. With the mobile-first nature of One Talk and options for backup router solutions, you can feel confident that communications are more resistant to man-made and natural disasters.

Learn more:

To find out more about how One Talk can help you stay connected, even when other communications services are down, please contact your Verizon Government Account Manager.

