

## SOVA Introduces Verizon One Talk Unified Communications to Agents, VARs, MSPs

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PLAINS, Pa. November 23, 2016--SOVA, a leading Platinum Level Master Agent for Verizon telecom solutions, recently introduced One Talk, Verizon's 4G LTE-driven unified communications system to agents, VARs and MSPs. Verizon developed One Talk to serve a growing and more sophisticated market for integrated landline and mobile solutions.

As a Platinum Level Master Agent, SOVA was one of the Verizon partners participating in the launch of One Talk. Since SOVA only works with Verizon, they are true Verizon experts that offer a level of personalized service difficult to find anywhere else.

SOVA President Gene Esopi said, "We were honored to be selected for the launch. We have been a trusted Verizon partner with an excellent track record of customer satisfaction for more than 22 years."

Mobile workers will account for 75 percent of the U.S. population by the year 2020; there are 39 million employees working in the small to mid-sized business space alone that could use the following primary benefits of One Talk's single number solution:

- No Missed Opportunities: Customers can always reach employees.
- Cost-Effective: One service can power all business phones—both wireless and wireline.
- Immediate Business Mobility: Employees get all the benefits of a landline on their mobile number.
- Works with Any Wireless Carrier: Employees can add a One Talk business number directly to their personal smart device (iOS 9.0 or higher and Android 5.0 or higher), regardless of their wireless carrier.
- Effortless Customization: Every line and feature can be customized via an upgraded native dialer or mobile app (depending on device) or an easy-to-use website.
- Built-in Business Continuity: One Talk will continue to route customer calls on the Verizon Wireless network during a power outage, a facilities problem or broadband outage.

With One Talk, employees can have one number, and that number can be with them all the time—at their desk, when walking around the office, in the car and—for remote workers—at home. They can seamlessly transfer calls across multiple devices including smart phones, tablets, and Verizon One Talk desk phones

One Talk calls can be initiated through select devices on the Verizon 4G LTE network and/or Wi-Fi. With One Talk, users can place a voice and/or video call on select desk phones, and these features are then supported on many smartphones.

By installing the One Talk Mobile App, employees can use many of their existing smartphones and tablets (iOS 9.0 and higher and Android 5.0 and higher). They can also choose to use existing mobile or landline numbers as their One Talk number. Number porting is available for most mobile and landline services in the U.S.

"With Verizon One Talk and SOVA, organizations get the very significant advantages of working with a leading provider of telecom solutions and a top tier telecom Master Agent," Esopi said. "Our agents, VARs, MSPs and their clients get the benefits of our Verizon expertise, seamless back office support, and impeccable reputation across the telecom industry."

He continued, "One Talk is much more than a unified communication solution. It is in a class by itself. Unlike cloud communications solutions, One Talk supports true one-number service; in essence it offers everything that other UC solutions have and much, much more." Some of the features include:

- One Number
- Call Move
- Auto Receptionist
- Extension Dialing
- Line Sharing (e.g. boss/admin)
- 6-Way Conference
- Mobile Call Management
- Hunt Group
- Video Calling

"What One Talk delivers is an architecture that creates a single solution with some very innovative features," Esopi said, "For example, with Call Move, you can seamlessly transition from a One Talk desk phone to a mobile device with just a push of one button, and no one will hear any click. It's a much more professional way to transfer from one device to another."

As a valued Verizon Program member since 1994, SOVA has earned Platinum level status; agents benefit from select privileges that many telecom solution providers cannot offer. SOVA has customized programs for telecom agents, VARs, MSPs, and telesales organizations and provides customer solutions in every product category including voice and data, network, cloud, mobility, machine-to-machine, managed internet, VoIP, and global services. SOVA's award-winning agent program features no quotas, no minimums, no commitments; dedicated pre-sales and post-sales specialists; simplified quoting and ordering; and a state-of-the-art agent portal. SOVA is headquartered in Plains, Pa., with additional locations in Pittston, Pa.; Boston; Denver; and West Palm Beach, Fla. To learn more about SOVA's top tier agent program, fill out the request form at <http://sova.com/contact-us> or call Miranda Godlewski at 570.824.6800 ext. 141. To learn more about SOVA visit <http://www.sova.com> or call 570-824-6800.