



**Streamlined
communications
help Behavioral
Perspective, Inc.
provide better
therapy to clients.**

Flyer

Behavioral Perspective, Inc. (BPI) provides therapy for children with autism and special abilities through a mix of in-clinic therapy sessions, in-home visits, telehealth sessions and school consultations. The company's 173 employees that work from 7 Illinois based clinics and 1 office located in Austin, Texas needed clear lines of communication with each other and their patients.

To provide their patients with exceptional care, BPI deployed Verizon One Talk—a mobile-first business phone system—as a solution to improve the receiving and routing of incoming office calls.

One Talk allowed BPI to reduce the number of lines issued to their employees resulting in significant cost savings and honed in on the communications solutions that made the most sense. They installed VoIP desk phones in their BPI offices and equipped employee personal mobile devices with One Talk mobile apps. This allowed them to have business calls routed to BPI issued devices, office phones, employee-owned devices and/or their laptop computers.

Schedulers were set up first with One Talk enabled smartphones so that calls can be routed to them during and after business hours. Additionally, each office was set up with hunt groups to ensure that all calls were answered and it was easier for them to analyze and manage call data.

BPI is now able to make better staffing decisions, patients are finding it easier to schedule appointments and employees are better able to connect with their coworkers and patients

To learn more about how One Talk can help you grow your business with effective, efficient communications contact us at 833-237-7246 or [click here](#) if you prefer us to contact you.