



Network
2020

YOUR CUSTOMERS WANT ADVANCED COMMUNICATIONS

89%

SAY IT IS
UNIQUE

79%

SAY IT IS
RELEVANT

79%

TRUST THEIR
OPERATOR TO
PROVIDE IT

77%

MORE LIKELY
TO STAY WITH
AN OPERATOR
SERVICE

TOP FEATURES

- Show call is important before the call
- VoIP/Wi-Fi calling
- Show the subject of the call before the call
- One-to-one chat (IM)
- Switch from Audio to video call
- Group video