

Vodafone Business UC with RingCentral



RingCentral





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AI-first business communications

Communicate the smart way. Call, message, meet and more, all in one trustworthy solution.

Why use VBUC for your business communications?



Complete

- One app for calls, video meetings, messaging, SMS and fax
- Meets every communication use case in your organisation



Simple and flexible

- Flexible migration path from traditional PBX systems
- Easy to use capabilities with little to no IT resources needed



Reliable, trusted quality

- Over five years of 99.999% uptime in 46 countries
- Globally recognised security and privacy 3rd party certifications



AI-first

- AI notes, summaries, intelligence, and search
- Powerful analytics and insights for better decision making



Deeply integrated

- 300+ apps & integrations to increase productivity
- Powerful embedded calling integration into Microsoft Teams

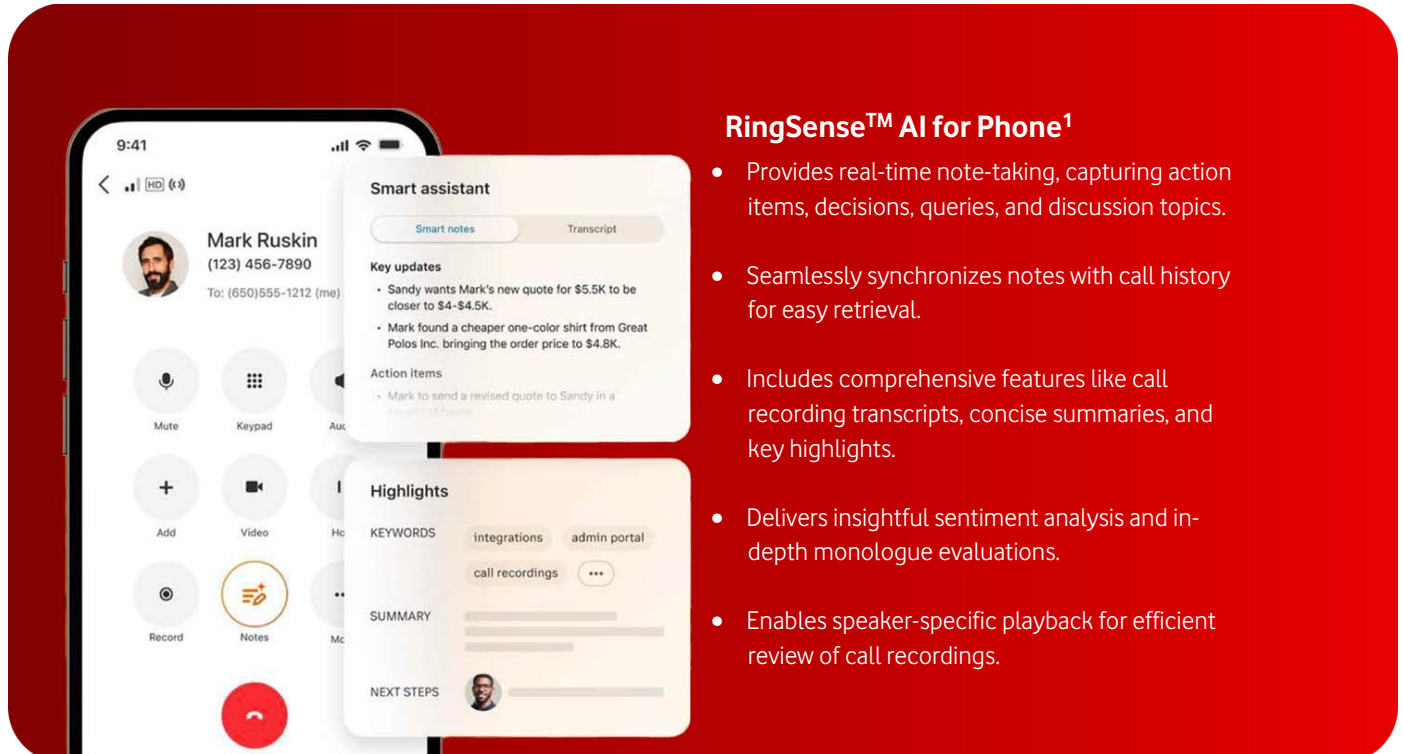


Phone

A smart, reliable business cloud phone system that unifies business calls, SMS, fax and more in a single, intuitive app - powered by AI - across all your devices.

Complete

- Use one business phone number for calling, business SMS, MMS, and fax, so your personal number stays private.
- Supports any calling use cases, from sales teams to receptionists, with the widest range of telephony features, including call routing, call handling, automatic call recording, interactive voice response (IVR), and more.



RingSense™ AI for Phone¹

- Provides real-time note-taking, capturing action items, decisions, queries, and discussion topics.
- Seamlessly synchronizes notes with call history for easy retrieval.
- Includes comprehensive features like call recording transcripts, concise summaries, and key highlights.
- Delivers insightful sentiment analysis and in-depth monologue evaluations.
- Enables speaker-specific playback for efficient review of call recordings.

Easy-to-use

- Set up and onboard in minutes. Instantly access your business phone and all its rich capabilities across the devices of your choice - smartphone, tablet, desktop, and deskphone.
- Build workflows around voice, SMS, and contact management with ease, no technical skills required, to boost productivity and customer satisfaction.

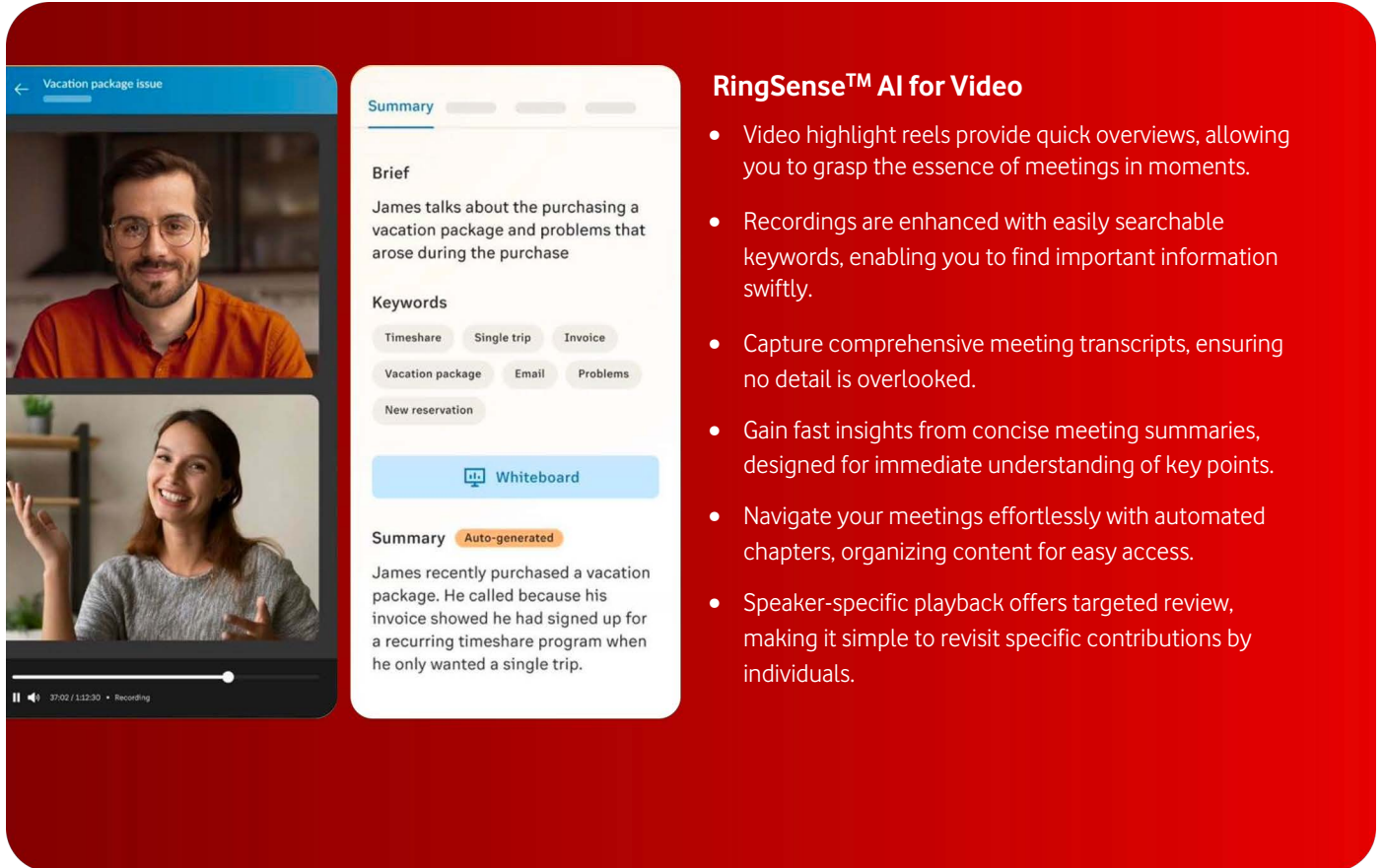


Video

Video meetings made simple, with AI enhancing in-meeting interactions and providing comprehensive post-meeting recaps.

Join from anywhere

- Full-featured desktop and mobile browser experience - no downloads or plugins needed², perfect for your external guests and clients.
- Powerful mobile app experience. Use whiteboards, annotate, share live content from your back camera, and more.



The screenshot displays the RingSense AI for Video interface. On the left, a video call is in progress, showing a man in an orange shirt and a woman in a grey shirt. The man is speaking, and the woman is listening. The video player has a progress bar at the bottom showing 37:02 / 1:12:30 and a 'Recording' status. On the right, a summary panel is visible. It has a 'Summary' tab selected. The 'Brief' section states: 'James talks about the purchasing a vacation package and problems that arose during the purchase'. The 'Keywords' section lists: 'Timeshare', 'Single trip', 'Invoice', 'Vacation package', 'Email', 'Problems', and 'New reservation'. There is a 'Whiteboard' button. The 'Summary' section is labeled 'Auto-generated' and contains the text: 'James recently purchased a vacation package. He called because his invoice showed he had signed up for a recurring timeshare program when he only wanted a single trip.'

RingSense™ AI for Video

- Video highlight reels provide quick overviews, allowing you to grasp the essence of meetings in moments.
- Recordings are enhanced with easily searchable keywords, enabling you to find important information swiftly.
- Capture comprehensive meeting transcripts, ensuring no detail is overlooked.
- Gain fast insights from concise meeting summaries, designed for immediate understanding of key points.
- Navigate your meetings effortlessly with automated chapters, organizing content for easy access.
- Speaker-specific playback offers targeted review, making it simple to revisit specific contributions by individuals.

Rich collaboration

- Bring teams together with unlimited interactive whiteboarding.
- Simultaneously take meeting notes directly within the meeting without needing a separate note-taking app.

1. Available in early access preview for select customers only. Learn more about [RingSense AI](#) here.

2. Available for desktop (Chrome, Microsoft Edge, Safari and Firefox) and mobile (Chrome for Android, Safari for iOS) browsers.

Message

Chat, share files, collaborate, and get work done—organized your way.

Seamless switching

- Switch between desktop and mobile devices with just one click.
- Elevate from phone call to video easily.

Secure meetings

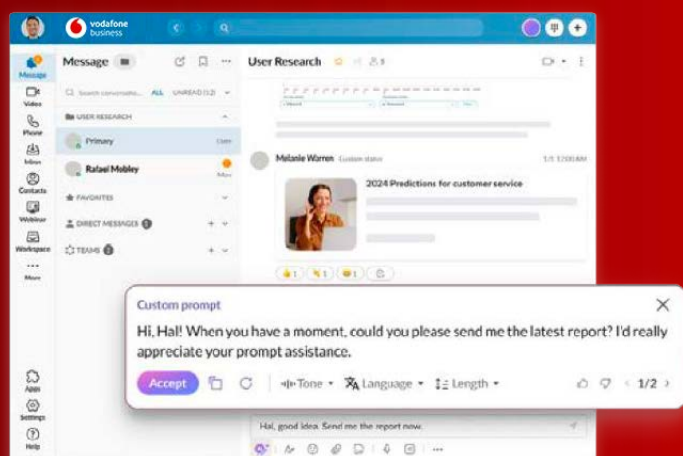
- Enable dynamic end-to-end encryption, waiting rooms, host controls, and more to stay in control of your meetings.

Teamwork built right in

- Send messages, share files, and assign action items in real time and track everything right from the RingCentral app.

Task creation and management

- Create and assign tasks for yourself or other people with built-in task management.
- Add stakeholders to a direct message, group, or team conversation.



RingSense AI™ for Messaging¹

- Craft articulate and contextually aware messages using simple commands.
- Utilise RingSense™ AI to edit and enhance messages or generate new ones from prompts.
- Leverage RingSense™ AI for accurate message translations in Chinese, French, English, Spanish, and German.

Message anyone—coworkers, customers, or partners

- Create teams for both internal and external groups.
- Send files or post messages via emails for extra context.



Get help quick

- In-app resource centre for onboarding, feature discovery, help, support, and feedback.

Manage your conversations easily

- Create personal folders and categorise your conversations based on names and colours.
- Set message reminders, bookmark important group messages or shared files.



Integrations

- Integrate RingCx™ into productivity suites like Microsoft 365 and Google Workspace to boost productivity while eliminating app switching.
- Transform Microsoft Teams into a complete communications hub with integrated telephony, SMS, fax, and more.
- Keep your funnel full, automate sales and marketing workflows, and make customers happier with CRM integrations for Salesforce, Hubspot, Zendesk, and more.
- Build your own workflows using our custom APIs.

Analytics

- Troubleshoot helpdesk tickets faster with actionable, end-to-end insights and monitoring
- Real-time and historical data so line-of-business leaders can identify business-critical patterns.
- Access usage data to drive adoption and maximise return on investment.



Meeting global standards for security and privacy



Our third-party attestations, certifications and adherence to global laws and compliance regulations speak to our commitment to data security.

Vodafone Business UC with RingCentral is built on a secure cloud platform with a robust portfolio of security and compliance certifications, as well as compliance with global regulations, including:

- SOC 2 attestation
- SOC 3 attestation
- ISO27001 and ISO27017-18 certifications
- STIR/SHAKEN (Spam blocking)
- HITRUST certificate
- HIPAA attestation of compliance
- GDPR
- PCI-certified merchant
- PIPEDA
- FINRA



Looking for a simple contact centre solution?

Complement VBUC with a simple to use, easy to deploy contact centre solution. Enhance our world-class unified communication solution with RingCX™ from Vodafone Business, a native, AI-first contact centre. Integrated with RingCX™ from Vodafone Business offers a disruptive combination of robust customer experience functionality at an attractive price.



**To find out more, please contact your Account Manager or call us
on: 0800 092 5825**
enterprise.vodafone.co.uk

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