

RingCX™ with Vodafone Business UC

RingCentral





Vodafone Business UC with RingCentral

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

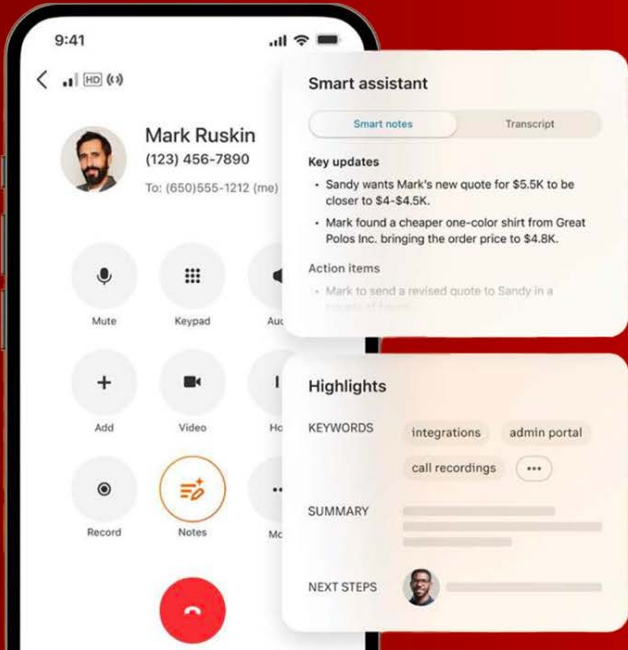


Phone

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.

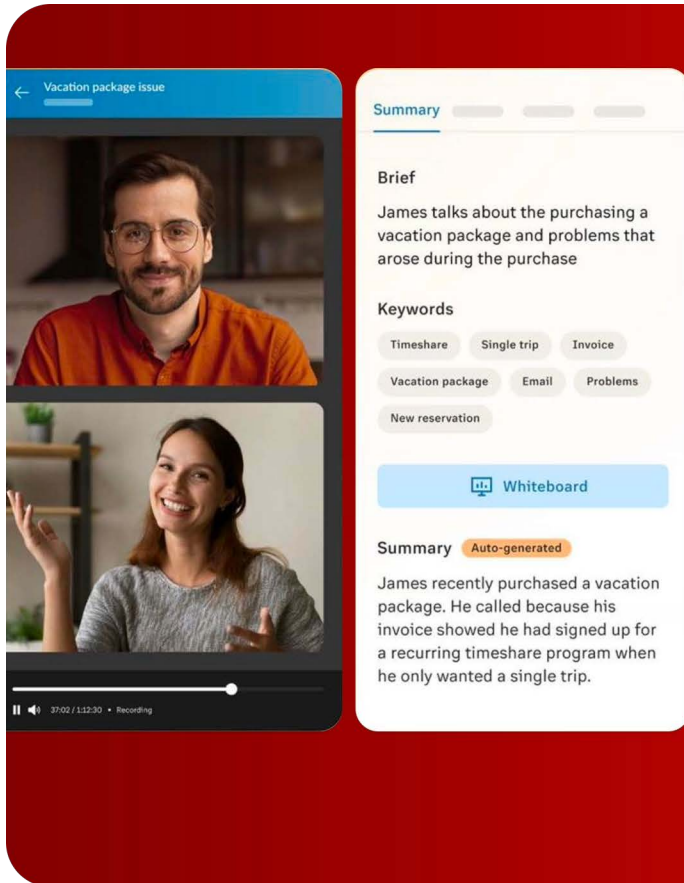


Video

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 a video meeting interface. On the left, a video feed shows two participants: a man with glasses and a beard wearing an orange shirt, and a woman with long brown hair wearing a grey sweater. The video player has a progress bar at the bottom showing 37:02 / 1:12:30 and a 'Recording' status. On the right, a sidebar titled 'Summary' is visible. It includes a 'Brief' section with the text: 'James talks about the purchasing a vacation package and problems that arose during the purchase'. Below this is a 'Keywords' section with tags: 'Timeshare', 'Single trip', 'Invoice', 'Vacation package', 'Email', 'Problems', and 'New reservation'. There is a 'Whiteboard' button with a screen icon. At the bottom of the sidebar, there is a 'Summary' section labeled 'Auto-generated' with 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

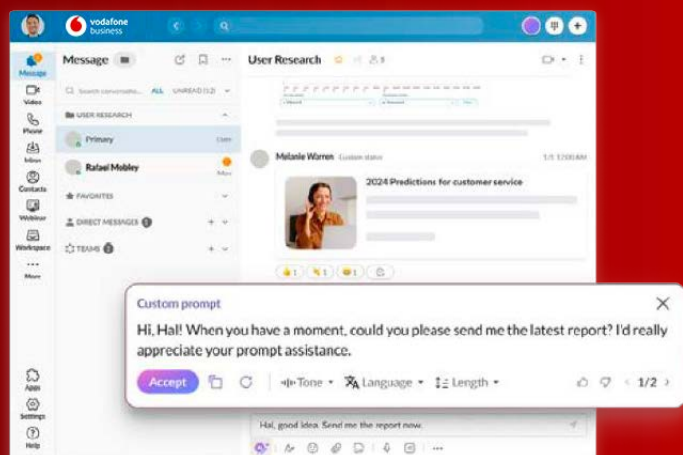
- Enable dynamic end-to-end encryption, waiting rooms, host controls, and more to stay in control of your meetings.

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.

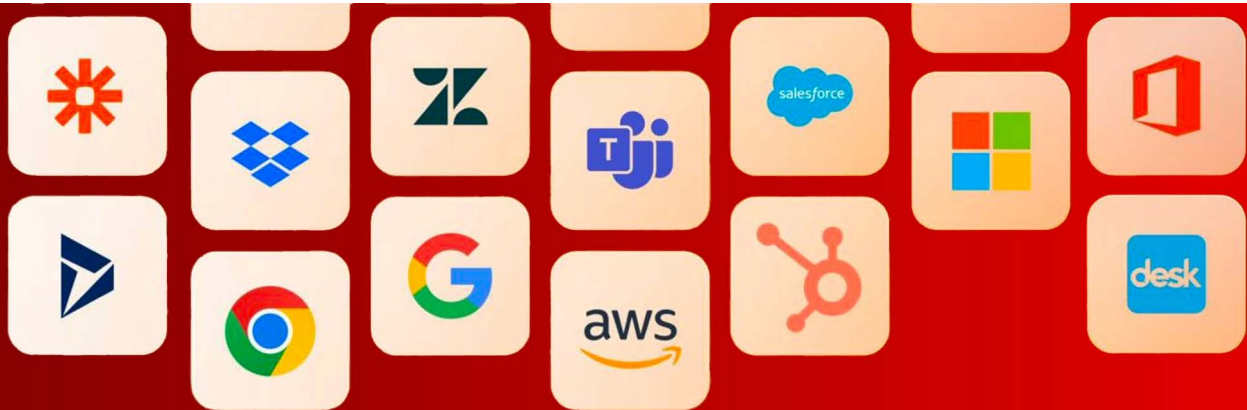


Get help quick

- 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 help desk 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
- ISO 27001 and ISO 27017-18 certifications
- STIR/SHAKEN (Spam blocking)
- HITRUST certificate
- HIPAA attestation of compliance
- GDPR
- PCI-certified merchant
- PIPEDA
- FINRA



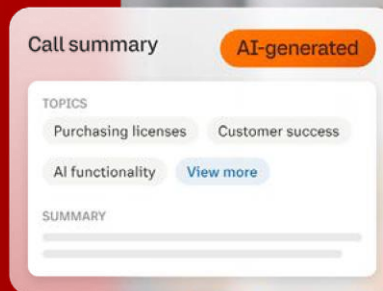
Looking for a simple contact centre solution?

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.

RingCX™ from Vodafone Business

Smarter customer experiences, made simple

Customer service is a critical need for businesses of all sizes. However, traditional contact centre solutions typically mean complex deployment and cost structures, making them challenging for resource-constrained businesses to implement and manage. These businesses need a streamlined, modern solution that enables great customer experiences at an all-inclusive, predictable, and cost-effective price.



RingCX™ from Vodafone Business brings together cutting-edge RingSense™ AI technology, omnichannel contact centre, and RingCentral MVP unified communications, delivering a next-generation AI-powered solution with a disruptive combination of product, packaging, and pricing.

Key benefits

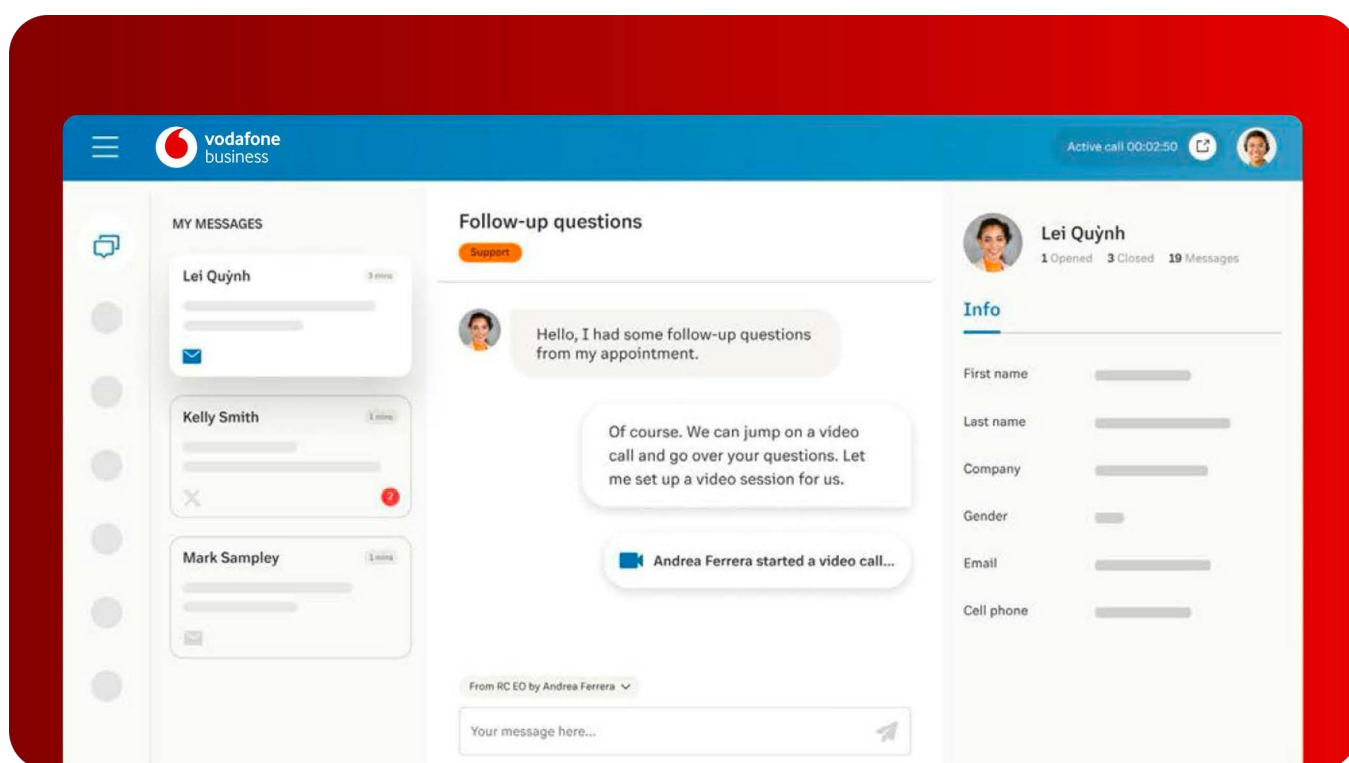
- AI-first to help customers and businesses before, during, and after interactions
- Rich omnichannel bringing together voice, video, and 20+ digital channels - including email, chat, social (such as Facebook and X), as well as messaging applications like WhatsApp - all into a single pane of glass for agents
- Easy to deploy with a single administrative interface to get up and running in days, not weeks
- Simple to use with a single interface unified with RingCentral MVP to seamlessly connect with internal experts and increase first contact resolution
- Disruptively packaged and priced for cost savings and predictability

Key features

- Turn agents into super agents with a single, AI-powered interface
- Empower supervisors with AI insights and analytics
- Make operations efficient and future-proof with low cost of ownership

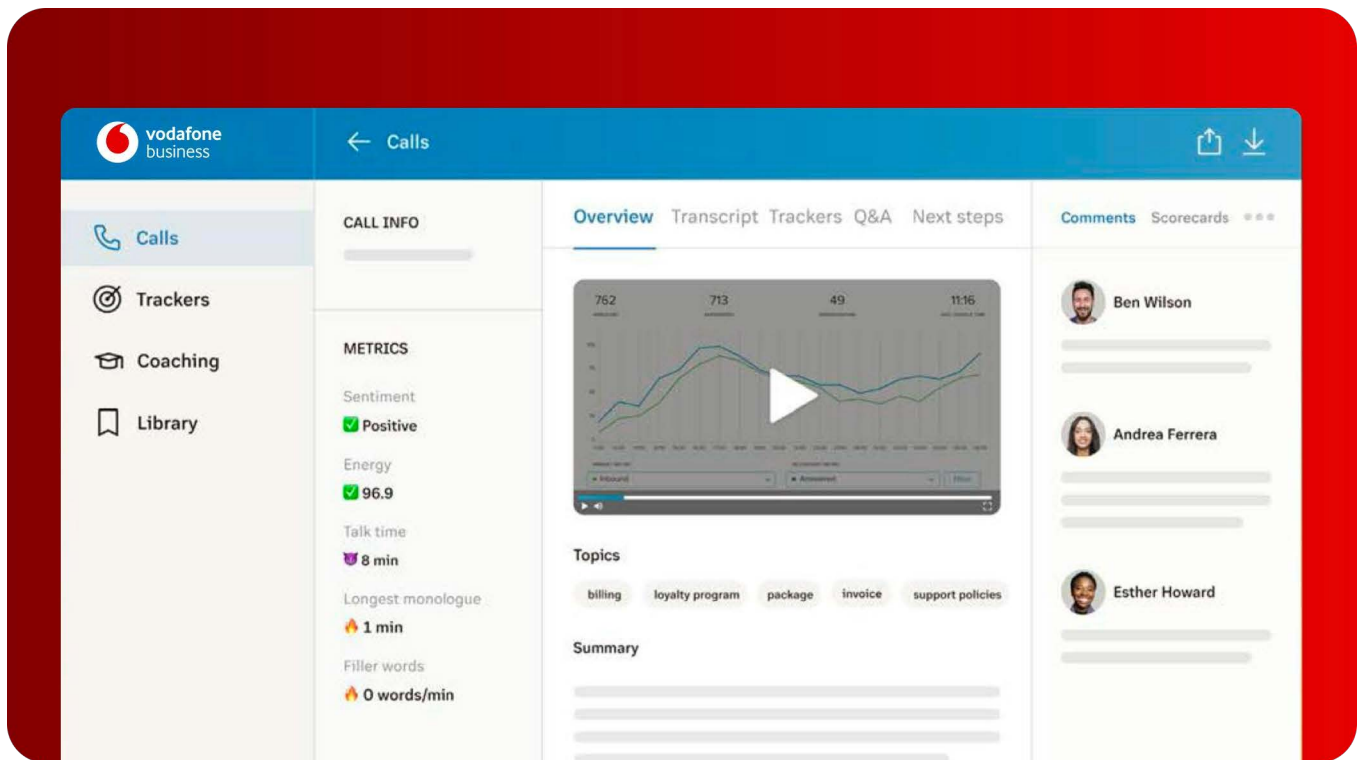
Turn agents into super agents

- Real-time, AI-generated transcription and post-call summaries through RingSense™ AI enable agents to better engage in customer conversation by freeing them from taking notes or capturing action items
- Agents can easily navigate all channels, with voice, video, and 20+ digital channels in a unified interface
- Free agents up to handle complex issues by leveraging the RingCX™ from Vodafone Business IVR and intelligent virtual agents for self-service



Empower supervisors with advanced insights

- Real-time dashboards provide a complete view into operations across all channels, enabling data-driven decision-making for improvements.
- RingSense™ AI provides post-call behavioural coaching, automated quality scoring and feedback, and insights like call sentiment and topics, enabling supervisors to save time by identifying critical interactions for coaching opportunities.
- With over 250 out-of-the-box reports and live dashboards, supervisors can constantly monitor performance.



Maximise the value of your CX operations

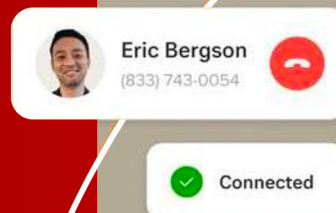
- RingCX™ from Vodafone Business is disruptively priced and packaged to provide businesses with a low total cost of ownership and predictable monthly pricing
- Unified analytics for voice and digital provide rich business insights into key metrics like call volume, handle time, and customer sentiment
- As customer and business needs change, RingCX™ from Vodafone Business helps you adapt quickly with a scalable, future-proof cloud solution to get the most out of your CX investment

RingCX™ from Vodafone Business

Interactive Voice Response

Orchestrate simple yet powerful customer journeys and boost operational efficiency

Removing friction leads to higher customer satisfaction. To do that, your business needs an easy way to make customer service journeys easier, faster, and more successful. RingCX™ from Vodafone Business provides a simple, intuitive Interactive Voice Response (IVR) flow designer that enables you to reduce customer wait times, speed up call resolution, and help customers to solve issues on their own.

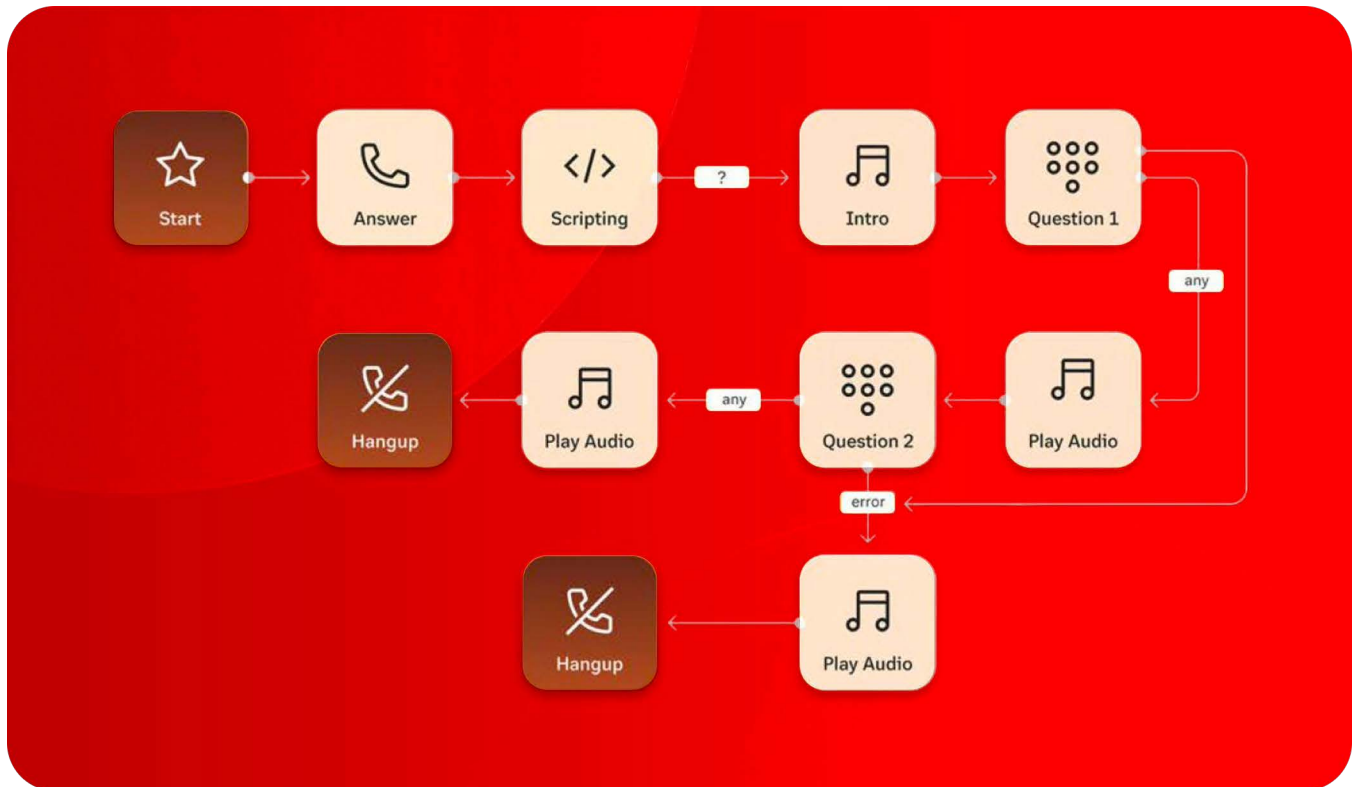


With its visual, no-code interface, you can easily design call flows to help customers get the answers they need, either on their own or by connecting them to an agent equipped to help them. You can also enable more personalised experiences by leveraging your existing customer data to drive better service with customised routing.

- Improve customer satisfaction by connecting them to the best agent to address their issues
- Reduce call abandonment rates using queue callback
- Maximise your resources and budget with self-service automation

Key features

- Web-based drag-and-drop IVR designer with no coding required
- Advanced routing options to match customers with the best available agent
- DTMF input and Automatic Speech Recognition



Find the right agent

- Boost customer satisfaction and first-call resolution by routing customers to agents with the right skills
- Give customers a familiar voice by connecting them with the last agent to help them
- Improve agent productivity and avoid back-and-forth transactions by only sending agents calls they are equipped to handle

Reduce abandoned calls

- Use callback to enable customers to maintain their place in queue and have the system call them back
- Provide estimated wait time announcements while customers are in queue
- Use scenario-based routing triggers to dynamically avoid long wait times

Enable effortless self-service

- Reduce costs by allowing customers to quickly self-solve basic issues
- Increase agent satisfaction by reducing repetitive, mundane tasks that bog them down
- Automate front-end data collection for faster interactions



Adapt operations in real-time

- Make updates instantly with clicks instead of code
- Set up, update, and change IVR scripts as needed with easy-to-use text-to-speech messages or recordings on the fly
- Include a business-hour prompt with ease with a prebuilt Hours of Operation function

The screenshot shows a web-based configuration interface for an IVR system. On the left, a vertical flowchart shows three nodes: 'Start' (star icon), 'Answer' (phone icon), and 'Question 1' (dial pad icon). The 'Question 1' node is selected, and its configuration details are shown in a modal window on the right. The modal has a 'Revert' button and a 'Save' button at the top right. The configuration fields include: 'Node Id' (getDigit8_0), 'Type' (Min & Max), 'Enable Speech Recognition' (unchecked), and 'Save Input For Reporting' (checked). Below these are three sections for audio files: 'Audio File', 'No Input', and 'Invalid Input', each with a 'No audio file selected.' message and a '+ Add' button. At the bottom right of the modal are 'Cancel' and 'OK' buttons.

Start

Answer

Question 1

Revert Save

Node Id getDigit8_0

Type Min & Max

☐ Enable Speech Recognition

☒ Save Input For Reporting

Audio File No audio file selected. + Add

No Input No audio file selected. + Add

Invalid Input No audio file selected. + Add

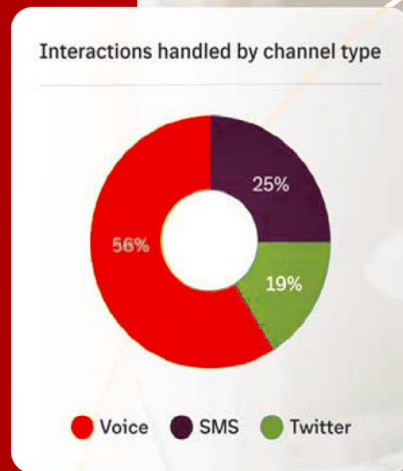
Cancel OK

RingCX™ from Vodafone Business

Analytics

Get actionable insights for your business

Reporting is the lifeblood of any customer service organisation. Having a detailed understanding of customer journeys and agent behaviours can determine the health of your business and identify trouble areas that might negatively impact customer satisfaction.



RingCX™ from Vodafone Business provides a unified view of voice and digital performance via live and historical dashboards and reports. Combined with RingSense™ AI conversation intelligence, RingCX™ from Vodafone Business provides you with the insights you need to understand the customer experience and improve your agents' performance.

Key benefits

- Comprehensive analytics across all channels and teams
- Out-of-the-box ready reports and dashboards to track common KPIs
- Automatically generate transcripts and summaries to track agent performance

Key features



250+ pre-built reports and dashboards



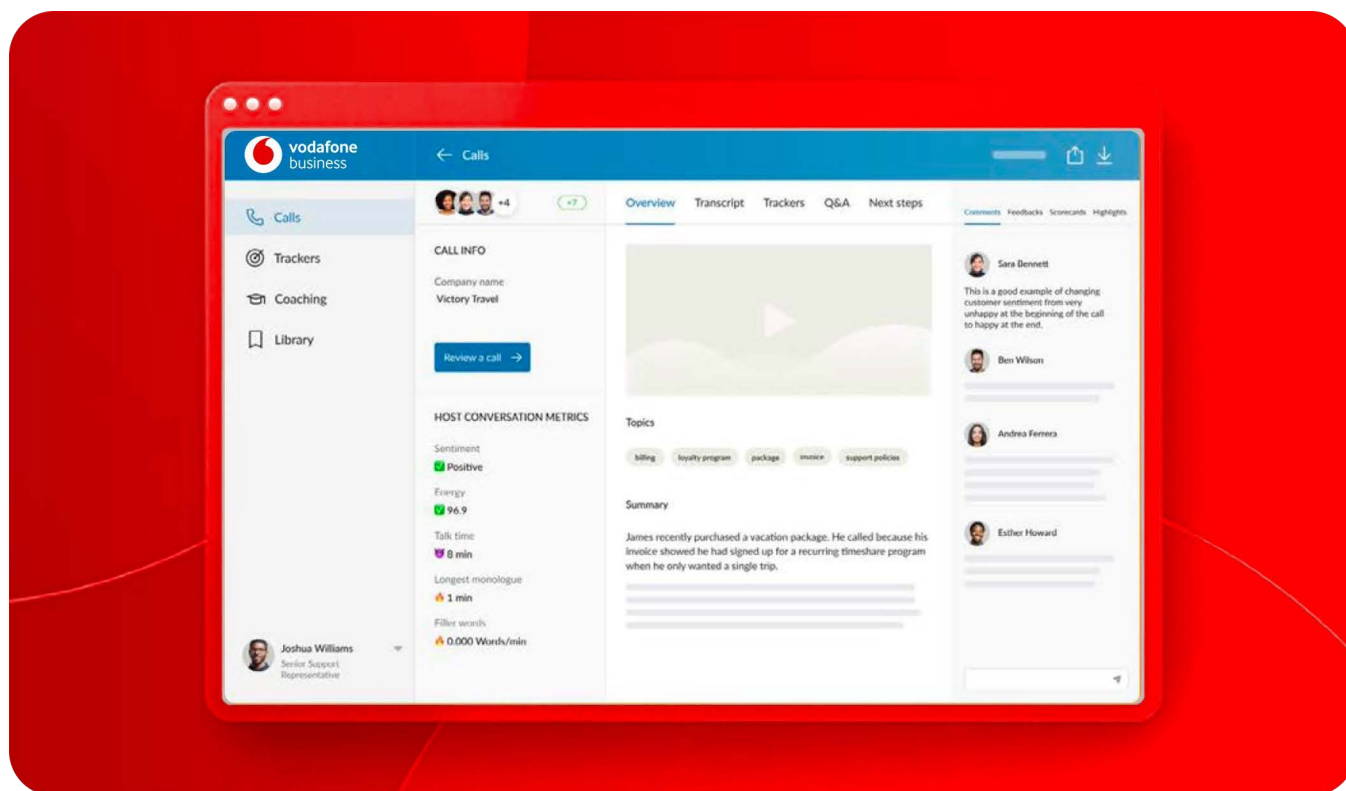
350+ available metrics to build custom reports



RingSense™ AI-driven transcripts, summaries, and scoring

Deep dive into agent activity

- Identify top and bottom performers by time period, channel type, or other categories
- Track key metrics such as Average Handle Time, Average Speed of Answer, Call Abandonment Rate, and and more to make data- driven decisions and take corrective actions
- Review automated conversation scores and summaries through RingSense™ AI and provide direct feedback to agents

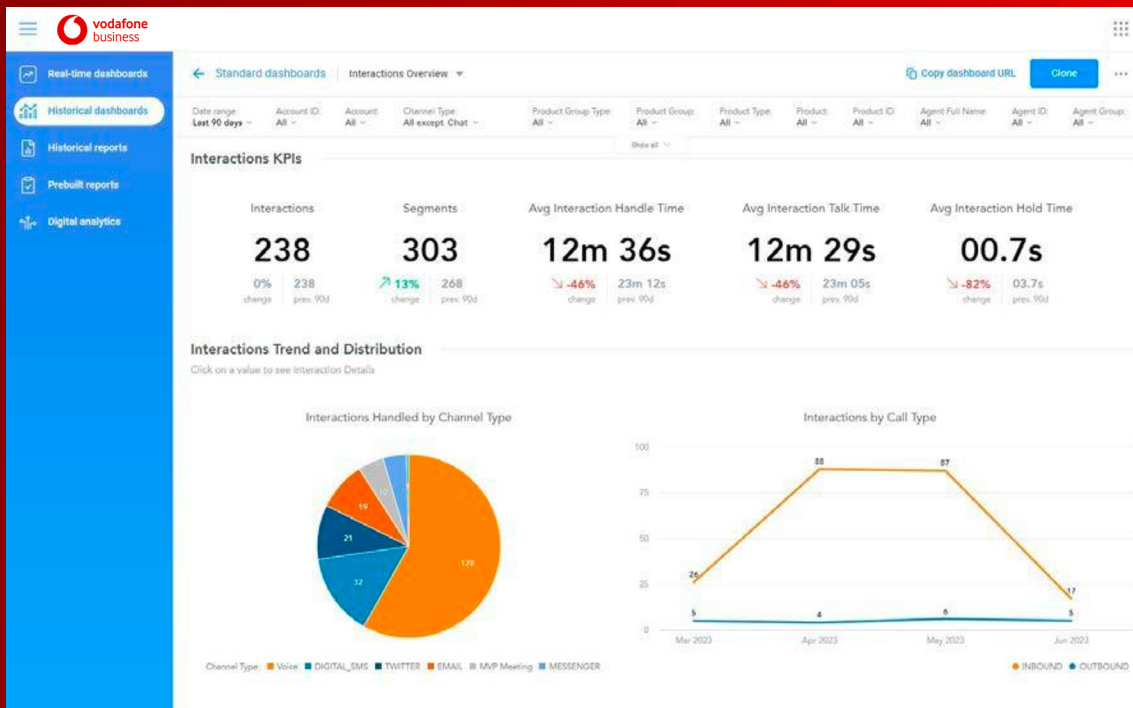


Track historical trends

- Choose from a broad list of visual dashboards or downloadable reports
- Easily distill data to home in on teams, locations, channels, and more
- Spot trends over time and make adjustments as needed

Get real-time insights

- Select from a variety of available real-time widgets to build custom views
- Filter, move, and resize widgets to meet specific needs
- Instantly share dashboards with other stakeholders for a collaborative view of key metrics



Reporting your way

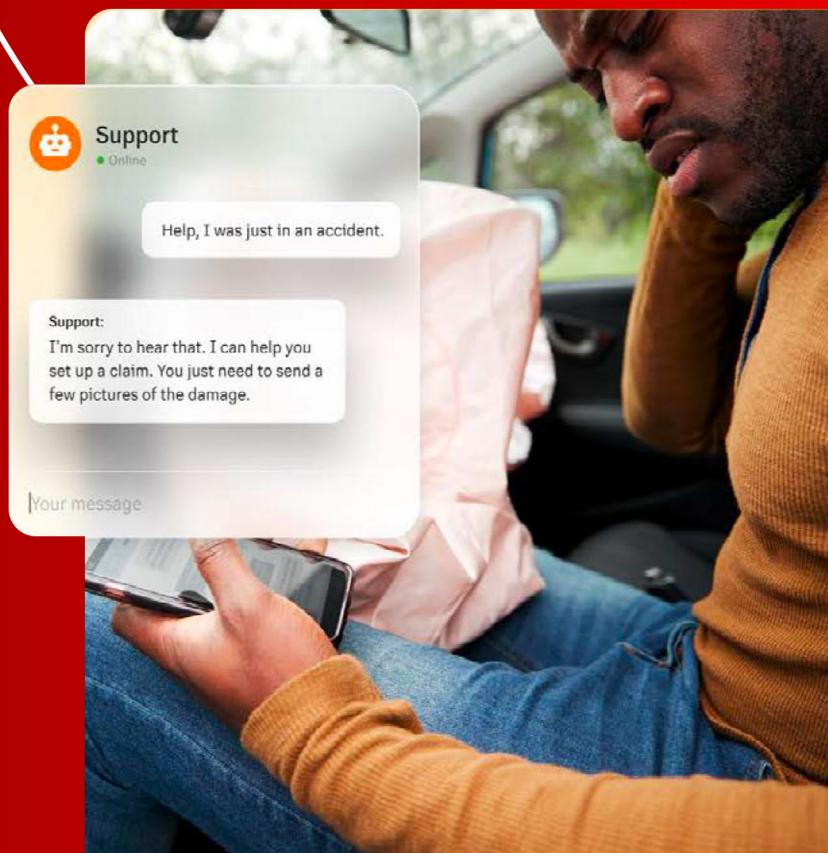
- Use a custom report builder and customisable dashboards to monitor key datapoints
- Set up flexible run schedules from every minute, hourly, daily, weekly, monthly, or custom
- Get data in the format that meets your needs the best - CSV, PDF, HTML, ODS, XLS, XML, or ZIP

RingCX™ from Vodafone Business

Business Digital Engagement

Expand your reach with digital customer service

Today's consumers have more options than ever when choosing where to do business. The key to getting them to spend more with you? Offering them their preferred channel when they need to contact you. With RingCX™ from Vodafone Business, you can interact with your customers on any of 20+ available digital channels, all from a single interface.



RingCX™ from Vodafone Business provides an easy way to route all incoming messages and create a comprehensive customer profile that unifies their digital identities into a single, omnichannel view of their journey.

Key benefits

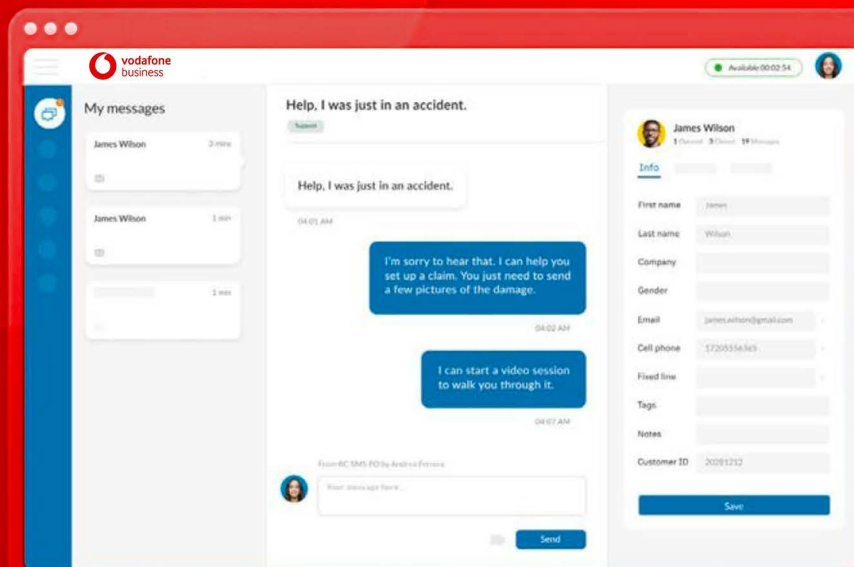
- Increase CSAT by offering the channels your customers prefer
- Boost agent performance with a unified view of customers across all channels
- Streamline digital administration and management under a single platform

Key features

- 20+ available digital channels
- One-click escalation to video

Meet customers where they are

- Chat on live chat, and messaging apps like WhatsApp, Facebook Messenger, Apple Business Chat, Google Business Messages, and in-app messaging on iOS or Android
- Maintain your online presence by engaging on Facebook, Twitter, Instagram, and other social channels
- Add video with a single click for richer conversations



Maximise agent productivity

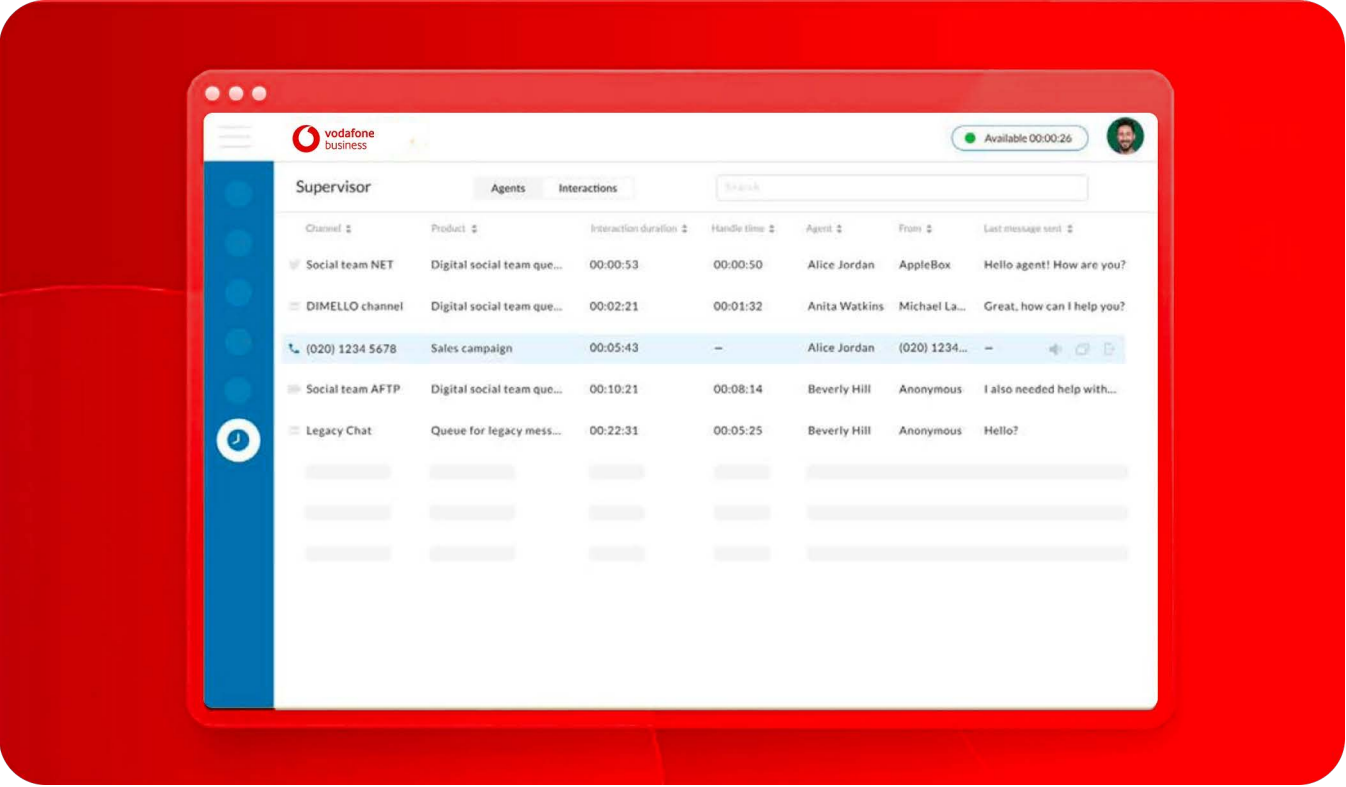
- Eliminate app switching by handling all interactions in a single interface
- Work efficiently by handling multiple conversations simultaneously
- Get a complete view of customer journeys by merging digital identities across channels

Boost efficiency and performance with AI

- Build a library of pre-built responses for faster conversations
- Reduce after-contact work with AI-generated post-interaction summaries and time upfront gathering manual information from the customer by automatically attaching to the customer's conversation history for quick reference.
- Target a first-time contact resolution serving-up smart replies based on customer intents to assist agents in real time and make them more productive.

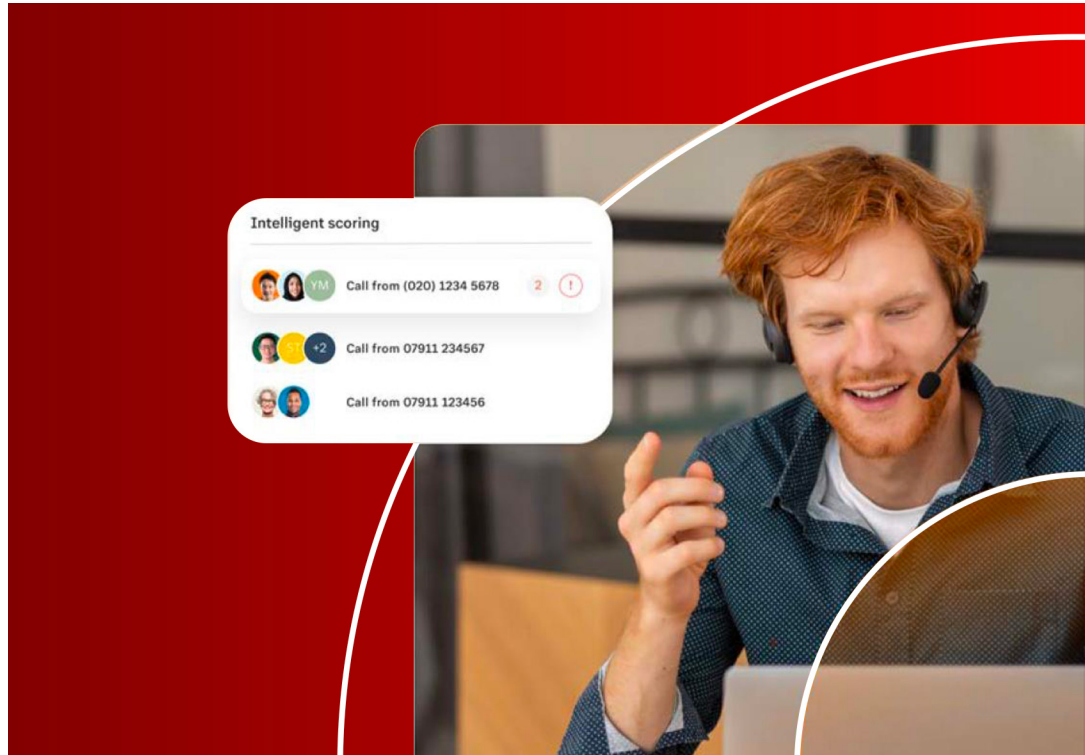
Streamlined
administration and
management

- Easily configure all channels using a comprehensive admin portal
- Get a complete view of digital performance with unified reporting and dashboards
- Monitor all interactions - voice and digital- from a single supervisor interface



RingSense™ from Vodafone Business

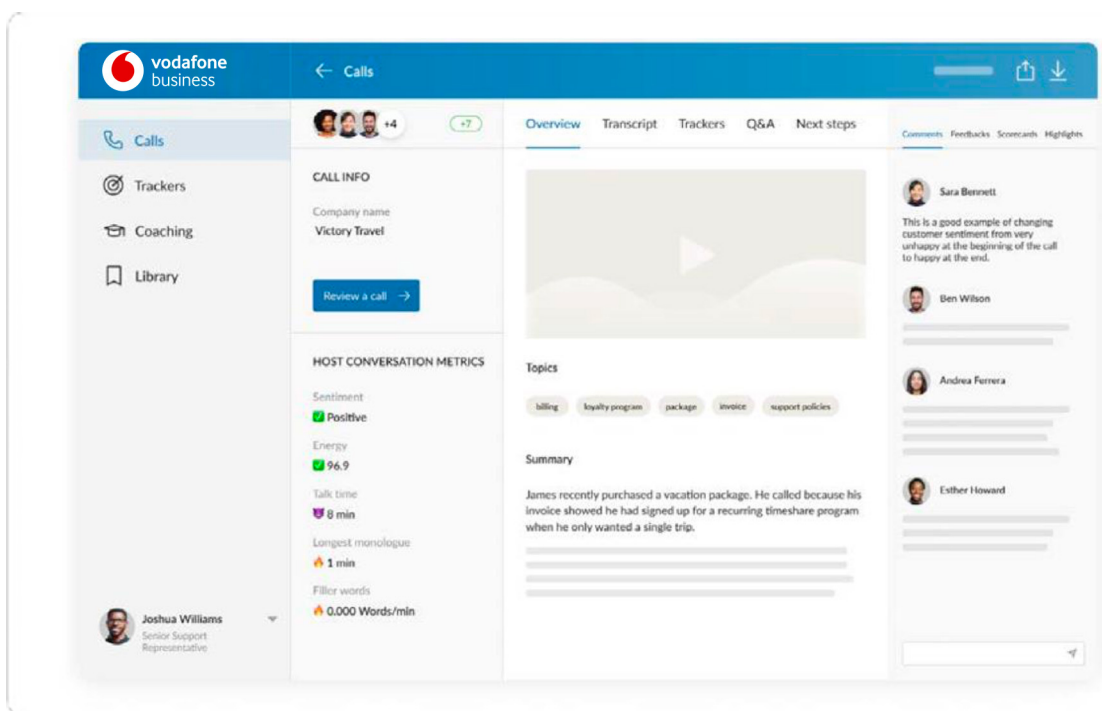
Get AI-driven insights
to boost customer
experiences and agent
performance



Many customer service organisations struggle to have a complete picture of their operations. Without this information, poor customer sentiment and undesired agent behaviours can go unnoticed.

RingSense™ from Vodafone Business is a native AI solution that solves this problem by monitoring all interactions - streamlining post-call analysis with auto-generated transcripts, summaries, call scores, and sentiment analysis.

Tightly integrated with RingCX™ from Vodafone Business, it's a one-stop-shop solution that helps contact centers stay on top of their operations.



Key benefits

Identify coaching opportunities. See where agents struggle and provide targeted feedback through scorecards and annotated notes.

Automate agent and supervisor processes. Reduce the workload on your teams by eliminating manual post-contact summaries and call scoring.

Uncover customer service trends. Make data-driven decisions to improve the customer experience.

Key features

Call summaries and transcripts

Reduce tedious, error-prone post-call workflows for agents and give supervisors an instant view of highlights without having to listen to entire calls, allowing them to focus on coaching and other operational value added tasks.

Quality Management

Automate scoring so each agent is reviewed consistently and fairly on all interactions without requiring additional resources. Use time-based annotations and scorecards to pinpoint specific problem areas to use as coaching opportunities to improve agent performance.

Conversation Analytics

Deep dive into customer sentiment with keyword identification, competitor mentions, and objections. See the top moments of customer frustration for each call. The more data it analyses, the more effective RingSense™ from Vodafone Business will be.

Tightly integrated with RingCX from Vodafone Business

Avoid the complications of 3rd party quality management and analytics tools. Easily access RingSense™ from Vodafone Business and other RingCX™ from Vodafone Business tools from one screen. Combine AI insights with RingCX™ from Vodafone Business Analytics for a complete picture of performance.

To find out more, please contact your Account Manager or call us on: 0800 092 5825

enterprise.vodafone.co.uk

© Vodafone Limited, 2026.

Vodafone Limited is authorised and regulated by the Financial Conduct Authority for insurance distribution activity (Financial Services Register No. 712210) Registered in England and Wales. Company Number 01471587. Registered Office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.

Vodafone Corporate Insurance is underwritten by Assurant General Insurance Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 202735) Registered in England and Wales. Company Number 02341082. Registered Office: Emerald Buildings, Westmere Drive, Crewe, Cheshire. CW1 6UN.

Vodafone Corporate Insurance is administered by Lifestyle Services Group Limited. Vodafone Insurance Services is a trading name of Lifestyle Services Group Limited which is authorised and regulated by the Financial Conduct Authority (Financial Services Register no. 315245) Registered in England and Wales. Company Number 05114385. Registered Office: Emerald Buildings, Westmere Drive, Crewe, Cheshire. CW1 6UN.

