

With unified communications, you can supercharge your customer experience

Here's how Vodafone Business UC with RingCentral could help a global auctioning group boost efficiency and develop its customer service offering



Key facts

Sector:
Retail

Key features:

unified phone, video and messaging, consistent experience across mobile and desktop, seamless integration with business apps, auto-receptionist multi-level IVR for call routing



The challenge

Comms issues on a global scale

A global auctioning group finds that its communications setup is causing collaboration and workflow problems.

As the company grows in different markets around the world, it turns to a variety of communication providers for different services. This includes several phone carriers as well as separate providers for audio/video conferencing.

The result is a complicated web of communications tools. Costs rise, and the system often gets in the way of the

company's 24/7 customer service operation. For example, collating and printing staff phone numbers becomes a frustrating, time-consuming task.

The company's Director of Operations realises they need smarter communication features and better pricing. She decides to replace the company's existing setup with a unified communications solution.



The solution

One system all around the world

By switching to our solution, the company's communications could help rather than hinder customer service and growth.

With unified telephony, messaging and audio/video conferencing, team members around the world don't have to switch between apps. Collaboration becomes easier, leading to improved efficiency. We also deliver all our features through a single, cheaper contract. And, with the same features and experience on mobile as well as desktop, teams on the move could stay productive.

Our centralised dial-by-name directory removes the pain point of updating staff names and phone extensions, improving workflows and saving time. On top of that, advanced telephony features like auto-receptionist multi-level IVR for call routing could support and develop the company's customer service offering.

Lastly, our solution can seamlessly integrate with the company's helpdesk software as well as Salesforce and Office 365.



The benefits

Worldwide collaboration – and cheaper, too

- Improved collaboration and efficiency through unified video, phone and messaging
- Improved productivity through centralised dial-by-name directory
- Reduced costs as all communication features are paid for in a single contract
- Seamless integration with current and future business apps
- Improved customer service offering through auto-receptionist multi-level IVR for call routing



Make work easier

Get to know all the features behind Vodafone Business UC with RingCentral and see how a more flexible communications solution can help you remove workflow pain points and improve customer service.

[Find out more](#)