



How an all-in-one communication tool can enhance kiwi businesses

Vodafone New Zealand
Unified Communications Interactive Guide





Introduction

An all-in-one communication tool is changing the way New Zealand businesses work.

Experience all the benefits of an office communication system without the physical hardware, with a solution that connects all your team's devices in a simple and intuitive cloud-based system.

It allows businesses to be more flexible and effective thanks to tools that let teams collaborate from almost anywhere.

Whether you're managing a small retail business through to a large architecture firm, learn how Vodafone One Business can solve your communication problems.



Real Estate



Trades



Retail



Logistics



Information Technology



Real Estate

Meet Sarah, she runs a small real estate agency and is always on the go. She needs to stay connected to clients and contacts right across the country, while also maintaining a professional service. Sarah needs an all-in-one communication system that makes her life easier.

What are Sarah's challenges?

▼ Solutions



Missed calls = missed business

Sarah is constantly missing calls, while she's on the go or with clients which means she's missing potential business.



Inefficient customer service

Sarah spends precious time taking calls on her mobile from clients who would be better served dealing with her assistant back at the office.



Sarah vs Voicemail

Sarah is constantly having to call her voicemail. Which means listening to the instructions, then pressing multiple buttons, all before she gets the actual message. She then has to replay the message to write down all the details which occasionally leads to Sarah accidentally deleting it.

85% of people whose calls are not answered will not call back.*

* BT Business



Real Estate

By connecting all of her team's mobile phones with 'Vodafone One Business Mobile', Sarah can manage her team's and business efficiently thanks to its smart features.

What are Sarah's challenges?

▼ Solutions



Hunt Group

If Sarah is unable to answer her phone, the call will be automatically forwarded to one of her team who can answer. Which means no more missed calls or business.



Call transfer from mobile

Now when a customer calls Sarah with a request she needs to pass on to a colleague, she can easily transfer them directly from her mobile.



Auto Attendant

Sarah's calls are answered by a virtual receptionist who provides a personalised list of options for the caller to select from. And Sarah can be emailed any voice messages which means no more time wasted calling voicemail or transcribing messages.

85% of people whose calls are not answered will not call back.*

* BT Business



Connected employees give organisations a 20-25% productivity increase.*

* McKinsey Study

Trades

Mike has just started his own construction business. He prides himself on delivering great service, exactly when his customers need it. Mike spends a great deal of his day checking jobs at several sites, and constantly has to juggle calls from suppliers, customers and his team. He needs an all-in-one communication system to keep on top of everything.

What are Mike's challenges?



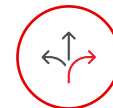
Inability to collaborate

Mike is constantly on the go, traveling from one site to another and finds it hard to communicate with his small team who are all out working on other sites.



Missed calls = missed business

Mike is constantly missing calls, as he doesn't have a receptionist and he's often too busy to answer his phone.



A flexible plan

Mike runs a growing company with a fluctuating workforce, which can increase and decrease during the year. So he needs a communication solution that can flex alongside his business.

▼ Solutions



Connected employees give organisations a 20-25% productivity increase.*

* McKinsey Study

Trades

By connecting all of his team's mobile phones with 'Vodafone One Business Mobile', Mike can manage his time and business efficiently thanks to its smart features.

What are Mike's challenge?

▼ Solutions



Instant messaging and audio conferencing

Using audio conferencing on his mobile, Mike can have a group call and talk to all his team leaders at the same time, no matter where they are. Or, he can set up a group chat in instant message to share quick updates and files.



Hunt Group and Auto Attendant

If Mike is unable to answer his phone, he can set up a Hunt Group so that calls are automatically forwarded to one of his team who can. Mike's calls can also be answered by a virtual receptionist who provides a personalised list of options for the caller to select from.

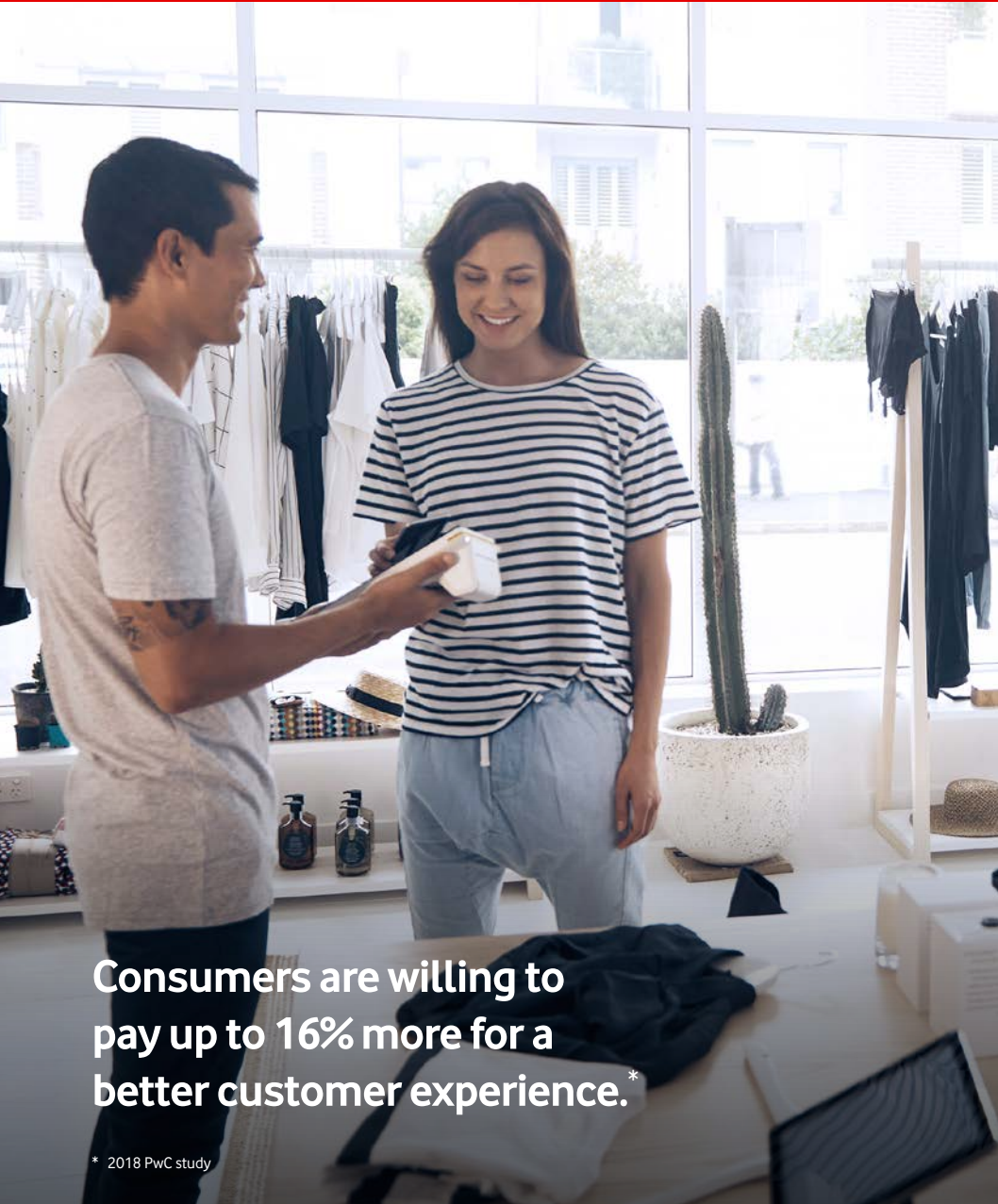


Self-service portal

Mike can add or stop connections so he only pays for what he needs, which is perfect for his fluctuating workforce.

If you run a small company like Mike then we recommend **Vodafone One Business Mobile** for your business. [Find out more about all the features here.](#)





Consumers are willing to pay up to 16% more for a better customer experience.*

* 2018 PwC study



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Retail

Meet Jessica, she owns and operates two clothing stores. She is constantly busy dealing with customers and suppliers, so she barely has time to check, let alone answer her phone. Jessica needs an all-in-one communication system to help enhance her business communications.

What are Jessica's challenges?

▼ Solutions



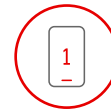
Hello... is anyone there?

Jessica is constantly missing calls, while she's in between stores or with customers or suppliers which means she's missing potential business opportunities.



One flexible system

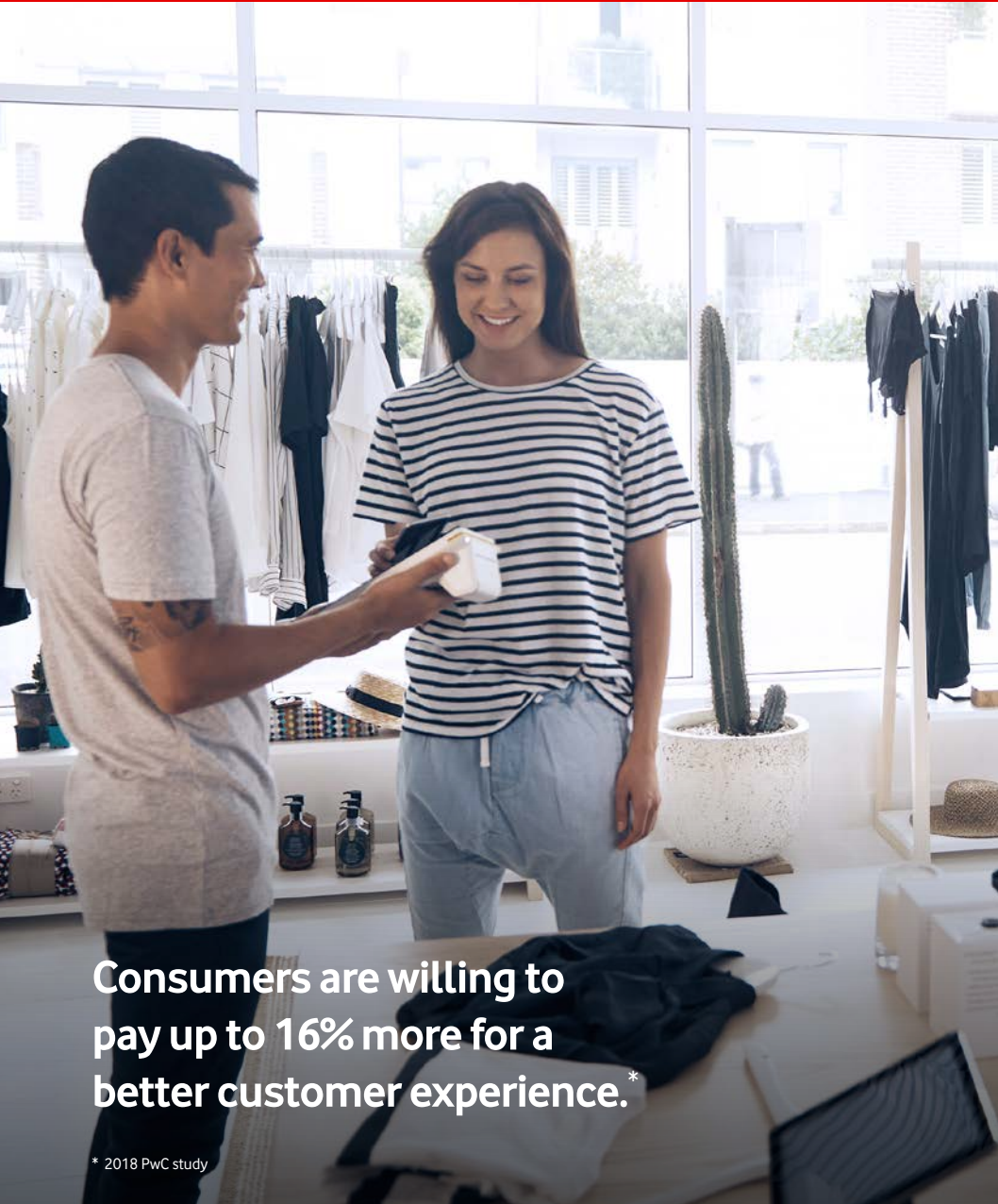
Jessica doesn't have a unified communications system as she believes it's too complicated and not suited for her smaller business.



Advertise one number

Jessica wants to but is hesitant to use her store's number in advertising as she's worried it won't always be answered.





Consumers are willing to pay up to 16% more for a better customer experience.*

* 2018 PwC study

Retail

By connecting all of her team's mobile phones with 'Vodafone One Business Mobile', Jessica isn't missing out on business opportunities, thanks to its smart features.

What are Jessica's challenges?

▼ Solutions



Auto Attendant

If Jessica and her staff are unable to answer the phone their calls are answered by a virtual receptionist who provides a personalised list of options for the caller to select from. e.g. Press 1 for sales, 2 for service. This means no more missed calls.



Simultaneous ring

This smart calling feature enables all of Jessica's employees phones to ring when the store number is called, so that if she is unable to answer the call someone else will be. Again, avoiding any missed calls or business opportunities.



Self-service portal

A simple online portal allows Jessica to take charge of her all-in-one communication tool and easily scale it to her needs as they change.

If you own retail stores like Jessica then we recommend **Vodafone One Business Mobile** for your business. [Find out more about all the features here.](#)



Logistics

Leila runs a delivery business. She has a warehouse and a fleet of vehicles working around the country. Her biggest challenge is trying to communicate with her staff across multiple sites, devices and systems. Leila needs an all-in-one communication system to help her business become more efficient.

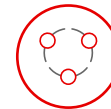
What are Leila's challenges?

▼ Solutions



Multiple comms systems

Currently Leila and her staff use multiple PBX and on-site communication systems, with different hardware and plans.



Communication with her offsite employees

With so many of her employees out of the office and in different parts of the country, Leila struggles to get in touch with them to collaborate as a group.



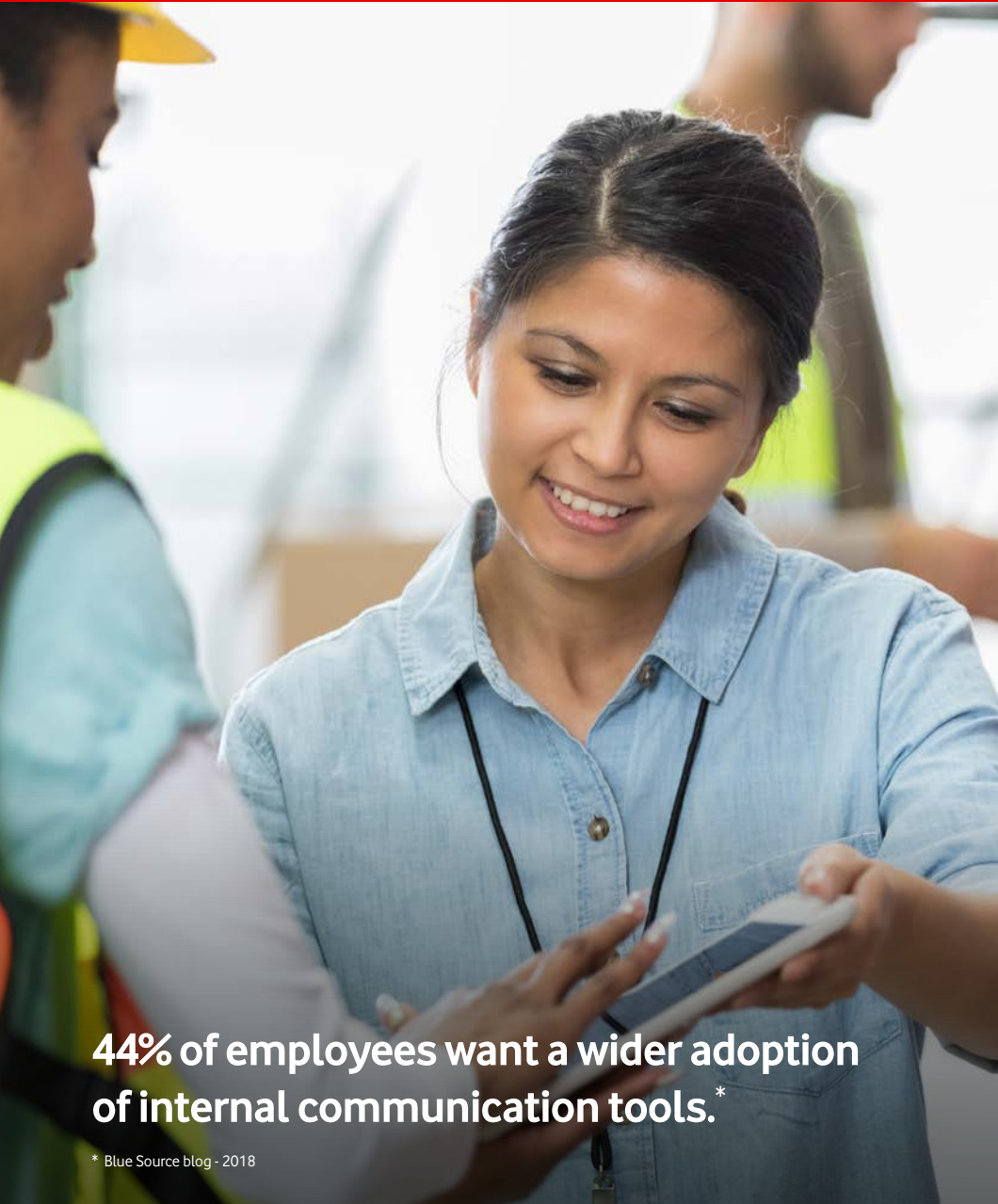
Busy or free?

As many of her staff are driving or traveling around the country, Leila would like everyone to be able to display their current status. For example, if they're busy in a meeting or driving and unable to talk.

44% of employees want a wider adoption of internal communication tools.*

* Blue Source blog - 2018





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Logistics

Leila can improve her business communication and efficiency thanks to the smart features of 'Vodafone One Business'.

What are Leila's challenges?

▼ Solutions



One single cloud-based system

Vodafone One Business is the all-in-one communication tool she needed. As every communication device is connected to one cloud-based system.



Video and audio conferencing

With the Video and Audio Conferencing feature Leila and her staff can collaborate on the go in real-time. Up to 14 people can all be on one conference call or video via their mobiles.



Presence

Using the 'Presence' feature Leila can see her teams availability, including who is free for a call, or who might be driving or busy.

If you own or manage a company like Leila then we recommend **Vodafone One Business** for your business. [Find out more about all the features here.](#)





30% of people say the most important aspect of customer service is speaking with a knowledgeable and friendly agent.*

* Microsoft

Information Technology

Raj runs an I.T. service and support company. It's a business that relies heavily on customer service, so he can't afford to let any of his customers wait too long. But sometimes he doesn't have the staff on hand to answer every call. Raj needs an all-in-one communication system to help his business flourish.

What are Raj's challenge?



Poor service = lost customers

Raj and his team don't always have a customer service agent available to answer the phone, which leads to long wait times, calls being missed and an unhappy customer experience.



Remote staff unable to answer

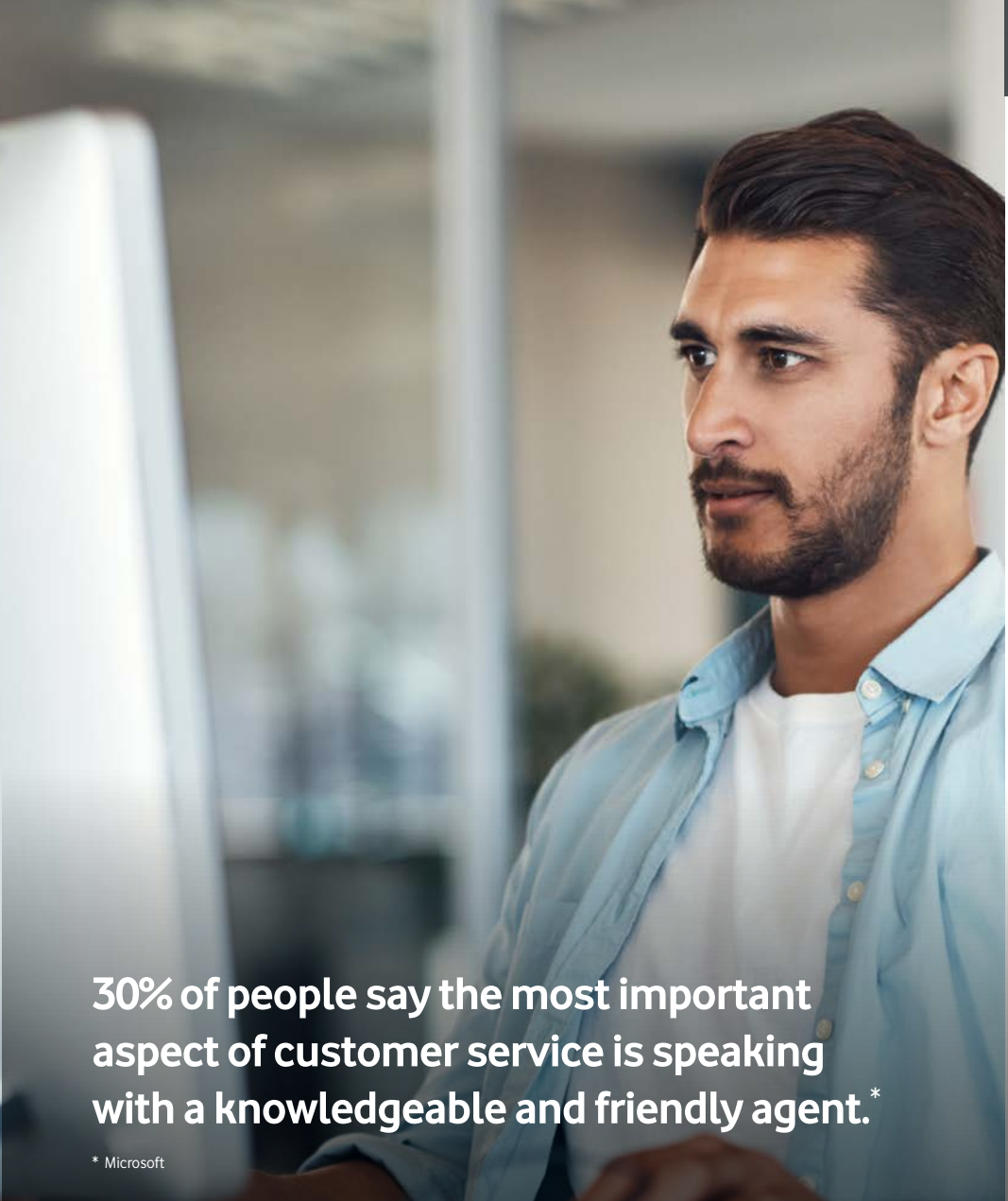
Raj's service technicians work remotely, usually at a clients office or warehouse. They are often too busy dealing with the customers needs to answer their phones.



Need for collaboration

Sometimes Raj needs his team to collaborate over an urgent customer problem. However, they lack the ability to share screens and documents easily across the team.

▼ Solutions



30% of people say the most important aspect of customer service is speaking with a knowledgeable and friendly agent.*

* Microsoft

Information Technology

By connecting all of his team's devices to a single cloud-based system, Raj can ensure his customer service is first class, thanks to its smart features.

What are Raj's challenge?

▼ Solutions



Auto attendant

If Raj and his staff are unable to answer the phone, their calls are answered by a virtual receptionist who provides a personalised list of options for the caller to select from. e.g. Press 1 for sales, 2 for service. This means no more missed calls, and callers can be redirected through to the right person first time.



Hunt Group

Raj can now set up a Hunt group so that all phones within a set group of his employees ring at the same time, to ensure the first person available answers.



Screen share

Raj's team can share screens or documents instantly and easily with up to 14 others across tablets, laptops and desktops, wherever they're based. Leading to a far more efficient problem solving operation.

If you run an IT company like Raj then we recommend **Vodafone One Business** for your business. [Find out more about all the features here.](#)



Smart calling features



Hunt Group VOB VOBM

Hunt Group allows you to distribute an incoming call around a group of defined users in a sequence of your choice.



Auto Attendant VOB VOBM

Calls are answered by an automated receptionist who provides a personalised greeting and menu options, e.g. 'Press 1 for sales'.



Call Transfer VOB VOBM

Transfer calls to another phone number – including calls on your mobile device.



Call Scheduling VOB VOBM

Set up Hunt Group schedules and Auto Attendant business hours and after-hours different greetings and options.



Call Pull VOB

Enables you to switch between devices during a call, e.g. from your IP desk phone to your mobile.



Simultaneous Ring Personal VOB

Enables multiple devices (either yours or your team's) to ring when your phone number is called



Voicemail VOB VOBM

Single voicemail across all your devices, with the option to receive voicemail via email.



Call Recording VOB VOBM

Make a recording of all of your customer conversations which you can playback or download using the online portal. This is an administrator controlled feature. Additional costs apply.

VOB Vodafone One Business

VOBM Vodafone One Business Mobile



Collaboration features



Instant Messaging VOB VOBM

Real time written conversation with your colleagues across tablet and laptop.



File Share VOB

Share documents with colleagues through chat across tablet and laptop.



Screen Share VOB

Invite up to fourteen participants to screen share in real time so everyone has the same view.



External Collaboration VOB

Use a simple link to invite anyone to collaborate – even if they don't have Vodafone One Business.



Presence VOB VOBM

Displays your status to colleagues across all devices, e.g. 'busy'.



Audio Conference VOB VOBM

Invite up to fourteen participants to join you on an audio conference.



Video Conference VOB

Invite up to fourteen participants to join you on a video conference.

VOB Vodafone One Business

VOBM Vodafone One Business Mobile



These are the benefits



Better connected

Make your business more agile and effective thanks to communication tools that let your team stay connected from almost anywhere.



Work your way

Take advantage of flexible working opportunities and deliver a better experience for your customers, with collaborative tools that let your team work together, even when they're apart.



Future proofed

Vodafone One Business is cloud-based so you'll always have the latest updates and communications at your fingertips.



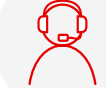
Easy

Get up and running quickly, by using your existing broadband connection, with Vodafone One Business Unified. An easy to use online portal lets you take control and keep track of your team's usage.



Cost certainty

Pay one flat fee per user per month. It also gives you the flexibility to scale up or down as your business needs change.



Support when you need it

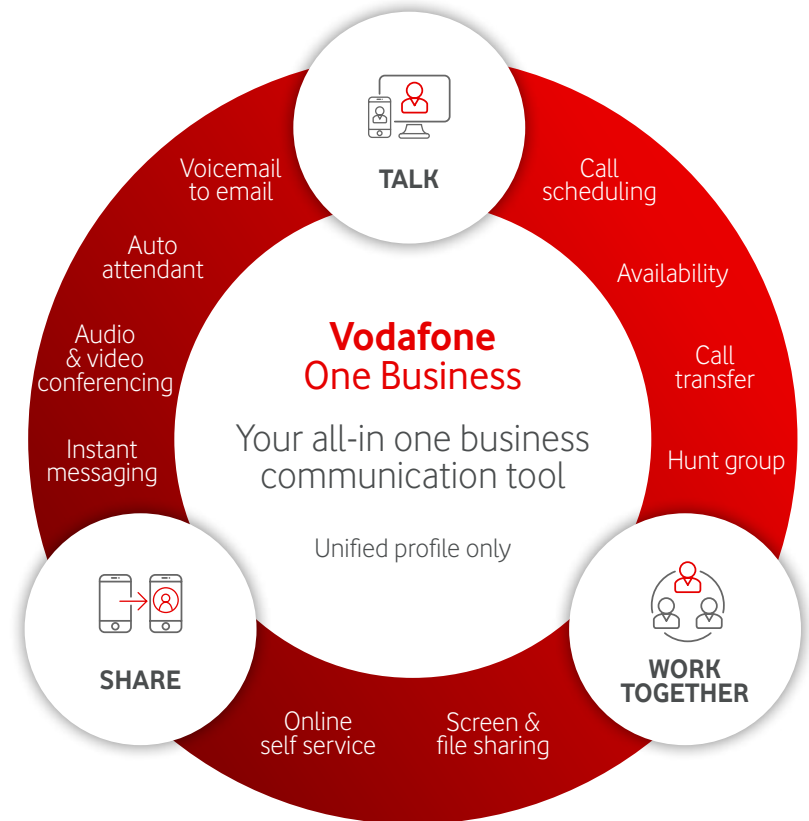
We'll take care of the technical stuff so you and your team can stay focussed on the task at hand. A Vodafone Solution Designer makes sure Vodafone One Business is set up exactly how you want it. Our business support team is also on hand to help, 24/7.



Summary

Talk to us about how Vodafone One Business or Vodafone One Business Mobile can improve your business communications.

Call us on 0800 888 394 or we can give you a call back.



Vodafone One Business and Vodafone One Business Mobile are only available on selected Vodafone Business mobile plans. Minimum of three users. Eligibility criteria and terms apply. See vodafone.co.nz/vodafone-one-business/ or vodafone.co.nz/vodafone-one-business-mobile/ for details.

