



# AI TOOLS THAT WORK FOR YOUR BUSINESS

Elevate, enhance, and deliver high-quality customer journeys with BT and RingCentral.

Improve every step of your customer journey with our suite of AI tools, from handling time-consuming tasks to ensuring every call is answered, leaving you free to focus on growing your business.



## Quick and simple setup

Fast to set up with minimal effort and no complex integration required, so you can start delivering value with AI from day one.



## Designed for every business size

Get a solution tailored to your exact business needs that's easily scalable.



## Familiar look and feel

Seamlessly integrates with Cloud Work, so your team can adopt AI tools within a platform they already know.



## Secure AI tools

Built on a secure and reliable platform, with 24/7 support so you can harness AI with confidence.



## 24/7

Customers get a helpful, warm interaction whenever they call your business, giving them answers and support faster.



## Trusted by thousands

Thousands of businesses already rely on BT and RingCentral for their communications.



# THE RIGHT AI TOOLS FOR THE JOB

Help your team work smarter and deliver better customer experiences.

AI tools streamline tasks, capture key information, answer common questions and help customers find the support they need throughout the communication journey. Choosing one, some, or all can give your business the competitive edge.

BEFORE  
customers speak to an agent



DURING  
the conversation



AFTER  
the conversation ends

## CLOUD WORK

### AI Receptionist (AIR)

- Captures calls 24/7 so you never miss an important customer interaction.
- Answers common questions through voice.
- Delivers natural, warm conversations powered by AI.
- Delivers lead capture and integrates into multiple CRMs.
- Draws on knowledge sources to improve AI accuracy and response quality.
- Transfers callers seamlessly to the right person or team when needed.
- Intelligently routes calls using caller name, business location, and conversation context.

### AI Assistant (AIA)

- Instant information gathering during meetings or calls through live transcription.
- Enhances decision-making with structured summaries and action items.
- Supports creating messages and follow-ups based on meeting insights.
- Provides searchable meeting transcripts.
- Real-time closed captions and live transcripts in multiple languages.
- Automatically identifies actionable items and next steps.

### AI Conversation Expert (ACE)

- Automatically generates call summaries and structured notes after Cloud Work calls.
- Identifies customers at risk of churn by analysing sentiment and interaction trends.
- Post-interaction AI insights to help businesses improve agent behaviour for improved performance and customer satisfaction.
- Helps management build coaching plans to support agent upskilling.
- Analyses customer sentiment across voice and digital channels.
- Highlights coaching opportunities and performance trends.

## CLOUD WORK RING CX

### AI Agent Assist

- Listens to live customer conversations and pulls out relevant information instantly.
- Offers real-time guidance and recommended next steps during the call.
- Shows dynamic checklists for proper compliance and consistency.
- Generates live transcripts for visibility and post-call review.
- Searches across multiple knowledge sources and file types (PDFs, documents, and internal guides).
- Reduces average handle time while improving first-contact resolution.

### AI Quality Management

- Transforms agent performance with AI-powered insights.
- Automates performance feedback, scoring, and coaching.
- Monitors trending topics, competitor mentions, objectives and customer sentiment.

# WHY BT AND RingCentral

Because innovation works best when it's backed by experience.

Together, BT and RingCentral provide more than a communications platform. We deliver an intelligent engagement ecosystem that improves customer experience, increases operational efficiency, and unlocks actionable business insights. As leaders in our fields with a proven track record in innovation and a deep understanding of today's business challenges, you couldn't be in better hands.

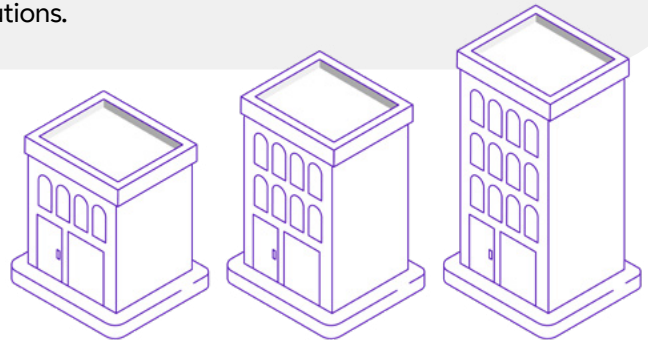


## Trusted by over 40,000 customers in the UK

Including **2,500 organisations** supported in critical services, where we design, deploy and proactively monitor, manage and optimise technology solutions.

## For businesses of all sizes

Our products are designed with businesses in mind, built on a deep understanding of their unique needs and challenges, whatever their size.



## Trusted security

BT and RingCentral help keep your business protected with AI tools built on a combination of proprietary models and trusted third-party technologies, including Microsoft OpenAI and Google Gemini. Customer data is not used to train AI models.



## Core partnerships

We partner with industry leaders across technology to give customers comprehensive and innovative solutions tailored to their needs.



## Proven reliability

With **99.99% uptime**, 24/7 support and flexible APIs.

## Transparent costs

No bill shocks and **no hidden fees** with predictable billing.



## Offices Worldwide

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