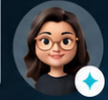


Hi, I know it's late, but can I schedule an appointment for tomorrow morning 11AM?

Of course! I've just texted the appointment details to your phone number.



SOLUTION GUIDE

RINGCENTRAL AI RECEPTIONIST

Market Driver

Organisations are under pressure to deliver instant, intelligent, and always-on customer engagement while controlling operational costs and reducing reliance on manual processes.

Traditional reception models and legacy IVR systems create friction:

- ▶ Missed calls and lost business opportunities
- ▶ Poor caller experiences and long wait times
- ▶ High staffing and operational costs
- ▶ Limited visibility into customer interactions
- ▶ Lack of integration with business-critical systems like CRM and scheduling tools

At the same time, IT and Operations teams are tasked with modernising communications ecosystems, improving workflow automation, and enabling better data capture across the business.

The demand is growing for AI-powered, integrated solutions that don't just handle calls but turn every interaction into actionable business insight.

SOLUTION DESCRIPTION

RingCentral AI Receptionist is an intelligent, cloud-based virtual receptionist that transforms how organisations manage inbound communications.

Using advanced AI and natural language processing, it:

- ▶ Answers and routes calls autonomously
- ▶ Captures and records key interaction data
- ▶ Understands caller intent conversationally
- ▶ Integrates seamlessly with CRM platforms and productivity tools

More than just a call-routing solution, it acts as a front-line engagement and data-capture engine, ensuring every interaction contributes to improved service and business outcomes.

With Vohkus, organisations benefit from expert deployment and integration ensuring AI receptionist capabilities are fully aligned with existing systems, workflows, and strategic goals.

Key Benefits

1. Reduce Operational Costs

- ▶ Minimise or eliminate the need for manual call handling while improving efficiency across front-desk operations.

3. Enhanced Customer Experience

- ▶ Leverage natural conversation flows and intelligent routing to deliver faster, more accurate responses.

5. Seamless System Integration

- ▶ Connect effortlessly with CRMs, calendars, and unified communications platforms to streamline workflows.

2. 24/7 Intelligent Engagement

- ▶ Provide consistent, always-on service without increasing staffing ensuring no missed opportunities.

4. Turn Conversations into Actionable Data

- ▶ Automatically capture caller intent, summaries, and outcomes creating measurable business value from every interaction.

6. Scalable Communication Infrastructure

- ▶ Easily manage high call volumes without infrastructure changes or additional resources.

Key Capabilities

Smart CRM Integration

- ▶ Syncs with platforms like Salesforce, HubSpot, and Zoho
- ▶ Automatically creates or updates lead and contact records
- ▶ Captures caller information and reason for contact in real time

Contextual Call Transfer (Warm Handover)

- ▶ Passes full call context, summaries, and caller intent to human agents
- ▶ Eliminates repetition for callers and improves resolution times
- ▶ Enables seamless escalation from AI to human support

Automated Call Summaries

- ▶ Generates intelligent summaries for every interaction
- ▶ Captures reason for call, key topics, keywords, and action items
- ▶ Reduces manual notetaking and improves visibility across teams

Lead Capture & Qualification

- ▶ Uses customisable questions to qualify inbound leads
- ▶ Automatically records responses and sends data directly to CRM systems
- ▶ Ensures sales teams receive enriched, ready-to-action leads

Calendar & Scheduling Integration

- ▶ Integrates with Google Calendar and Microsoft Outlook
- ▶ Allows callers to book appointments directly during interactions
- ▶ Reduces friction and accelerates sales or service workflows

Unified Workflow Enablement

- ▶ Connects front-end customer interactions with back-end business processes
- ▶ Ensures communication, scheduling, and CRM data flow seamlessly

Challenges It Overcomes

Challenge	How AI Receptionist Solves It
High cost of reception staffing	Automates call handling with AI
Missed calls and inconsistent service	Provides 24/7 intelligent availability
Limited insight into customer interactions	Captures summaries, intent, and data automatically
Inefficient IVR systems	Uses natural language conversations
Poor handovers between AI and staff	Enables contextual, warm transfers
Disconnected systems (CRM, calendars)	Integrates seamlessly across tools
Manual lead capture and qualification	Automates lead data collection and CRM updates
IT complexity and integration challenges	Simplified deployment with Vohkus expertise

Why Vohkus

Vohkus delivers more than technology, we enable fully integrated communication ecosystems.

By partnering with Vohkus, organisations gain:

- ▶ **Strategic consultancy** to align AI capabilities with operational goals
- ▶ **Deep integration expertise** across UC, CRM, and productivity tools
- ▶ Customised deployment to fit existing infrastructure
- ▶ Ongoing optimisation to continuously improve performance and ROI

We ensure your AI receptionist doesn't operate in isolation; it becomes a core part of your digital workflow and customer engagement strategy.

Get in touch

Transform your front desk into a data-driven, AI-powered engagement hub.

With RingCentral AI Receptionist and Vohkus, you can:

- ▶ Reduce costs
- ▶ Capture and convert more leads
- ▶ Streamline workflows
- ▶ Deliver exceptional customer experiences

Get in touch today to explore how AI Receptionist can modernise your communications and drive smarter business outcomes.

ABOUT VOHKUS

Vohkus delivers IT enabled business solutions and services, and is a trusted technology partner for both private and public sector clients, many of whom operate across the globe.

Our capability is end 2 end: Consult >>> Design >>> Supply >>> Deploy >>> Manage >>> Support

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