



Built for business.

Powered by AI.

Trusted in Europe.

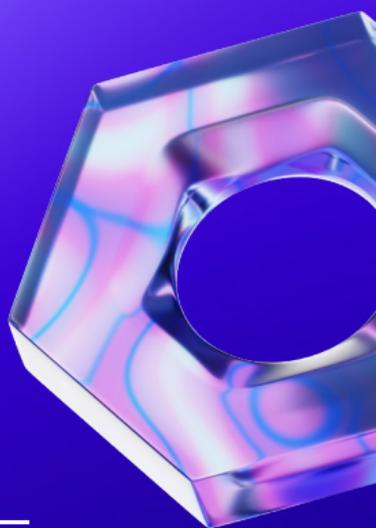


Image-
brochure

WHY NFON?



Comprehensive business communication. Your strong AI suite for simple business communication.



Customer orientation. Our solutions are designed to flexibly adapt to scalable business needs.



Always there, always secure. Our fully geo-redundant architecture with end-to-end data security guarantees 99.9%.



Made in Europe. We develop and manufacture in-house in our ISO-certified technology centres across Europe to ensure the highest quality.

Kontakt:

Visit our website and in case of questions get in touch with us.
www.nfon.com

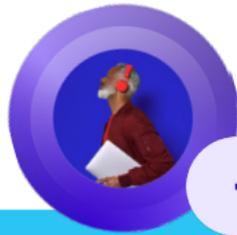
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BUSINESS TELEPHONY

Simplify your communications with flexible, reliable cloud telephony that can be seamlessly integrated into all business applications and makes your work more straight forward with intelligent AI functions.

Or get the most out of your existing PBX and devices and take advantage of the full power and cost effectiveness of the cloud with our SIP trunk.



✦ AI

Fully packed with functions

- » Enables remote & hybrid work
- » Integrable with over 300 CRM platforms
- » Flexibly extend solutions without additional hardware
- » Read voicemails instead of listening to them
- » Conversation summaries and action points clearly organized in the App Suite
- » Can be integrated into other solutions such as Microsoft Teams* or contact center solutions

Ready for intelligent
Business Communication?

INTELLIGENT ASSISTANT

NFON Intelligent Assistant is a powerful suite of AI-based applications that takes your business communication to the next level. It combines intelligent automation, smart customer interaction and seamless collaboration for more efficient operations and improved service.

Whether you're a start-up or an established business, our AI functions help you to work faster, connect better and take a targeted approach to optimising processes, transforming everyday communication into a real strategic advantage.



✦ AI

The future of Business Communication – today.

- » Voicemail transcription: read your voice messages anytime via app or e-mail instead of listening to them.
- » Multichannel AI bots: chatbots, voicebots and live chatbots, seamlessly integrated into existing systems, multilingual and GDPR-compliant.
- » Automate routine tasks and actively support your service employees.
- » Nia gives you instant answers based on product documentation, portfolio details, investor news and current service status messages

CUSTOMER ENGAGEMENT

Simplify your contact centre operations while providing faster, personalised support.

NFON Contact Center combines AI-based automation, omnichannel communications and real-time insights to help your teams resolve issues faster, stay connected across channels and create better customer experiences via one central platform.



Turn every conversation into a powerful customer experience.

- » Telephone, e-mail, live chat, SMS or social media, all centrally via a standard interface.
- » Voicebots, chatbots, e-mail bots, intelligent routing: shorten waiting times, make conversations more personal.
- » Real-time tracking of agent activities, call history and service quality.
- » By combining customer history, preferences and conversation context in one view

MARKETPLACE

Connect what belongs together.
System integrations and APIs.

OUR PORTFOLIO IN A BRIEF

BUSINESS TELEPHONY

SIP TRUNK

Cloud-telephony



Flexible telephony solutions that simplify communication and accelerate growth. Efficient collaboration - with no complicated processes.

INTELLIGENT ASSISTANT

Nia

 **botario**
AN NFFON COMPANY



Effortless automation thanks to multilingual chatbots, voicebots and intelligent transcription. Efficiency meets intelligence.

CUSTOMER ENGAGEMENT

Contact Center



Better customer experiences thanks to a standard cloud experience: smarter service, happier customers, smooth processes.

MARKETPLACE

Connect what belongs together.

Integration and connection of large language models (LLMs) with familiar tools such as Microsoft Teams* and applications such as CRM or ERP systems - directly integrated into your portfolio for optimised business processes.

*Microsoft Teams is a brand of the microsoft group of companies.