



FROM EUROPE WITH INTELLIGENCE:

NFON's AI Capabilities for Smarter
Business Communication



[NFON.COM](https://nfon.com)



Smarter Communication, Real Business Value

It starts like a normal day in your business. The phones ring, emails and chat messages arrive, and customers ask about opening hours, invoices, orders, appointments, or technical issues. Your teams know the answers, but much of their time goes into routing calls, repeating standard information, taking notes, and updating systems. Meanwhile, customers expect fast, consistent service, anytime and anywhere.

Now picture the same day through NFON's AI Capabilities. The AI voice assistant answers the main number immediately, greets callers in a professional way, understands why they are calling, and either answers simple questions or routes them directly to the right person or department. Many routine requests that come in via email or chat are handled automatically. In the background, AI supports your teams with notes, summaries, and follow-ups, so they spend less time on manual admin and more on conversations that really need their attention. Customers experience quicker, more consistent responses, and your team members feel more in control of their day and happier with more value adding tasks.

At NFON, artificial intelligence is a strategic enabler that improves how people communicate and work. Our AI solutions focus on automating workflows and routine tasks, enhancing customer experiences, and supporting teams across the business with intelligent, scalable technology. Whether you are a business leader looking for quick, cost-effective wins, an IT team prioritising secure and compliant solutions, or a frontline team that simply needs tools that work, NFON AI delivers. With transparent pricing, full GDPR and AI Act compliance, and native European hosting, it makes it easy to adopt AI with confidence.

The State of AI Adoption in Europe



92%
AI
Adoption

AI adoption in Western Europe has surged by nearly 92% over the last three years.



5.4%
Growth Per
Year

AI adoption across EU enterprises rose by 5.4%, making AI one of the fastest-growing enterprise technologies.



63%
Business
Growth

63% of organizations have experienced business growth as a result of GenAI solutions.

Source: Statista

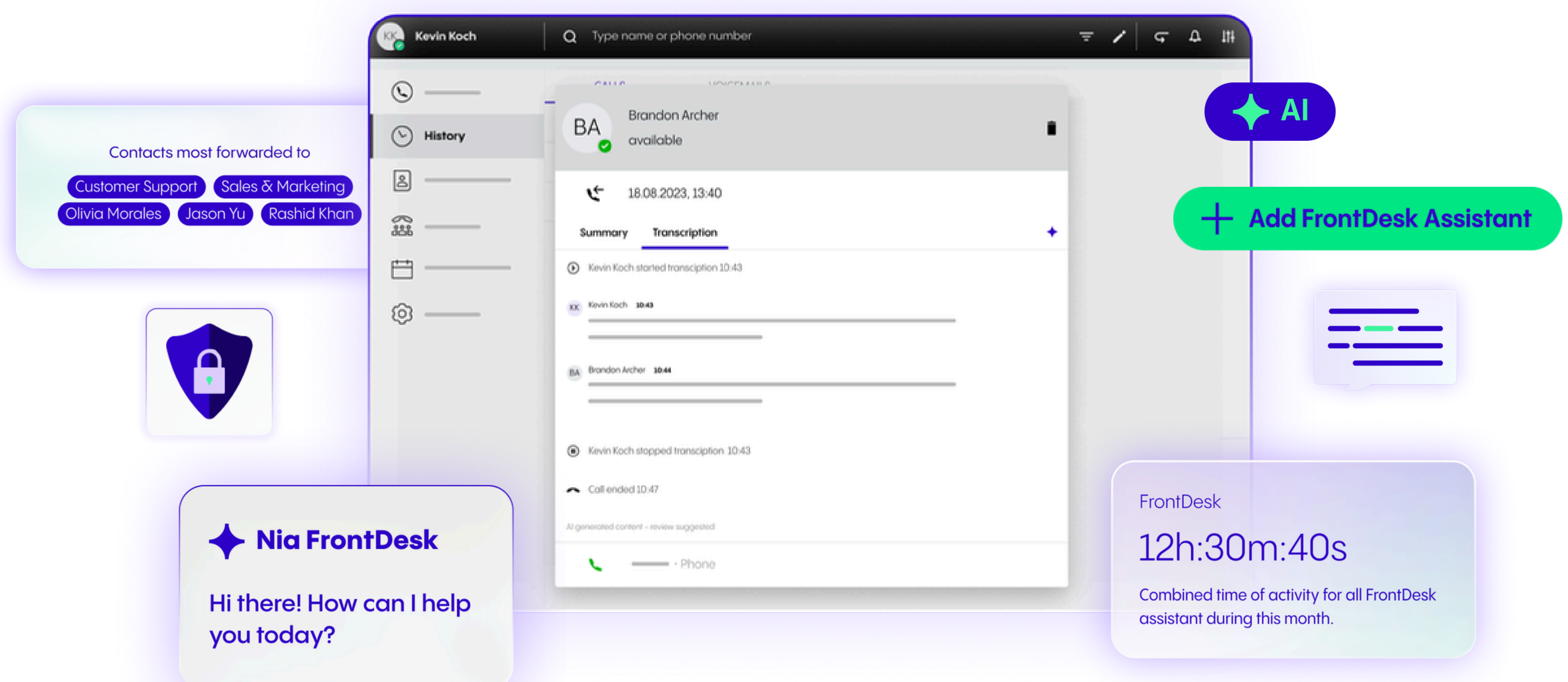


The Challenge: Two Realities, One Growing Gap

From the outside, your organisation looks well equipped. There is a main line for general enquiries, digital channels, email and chat and support teams working cases. Customers see one company and one promise. Inside, the same journey runs across cloud telephony, contact center software, CRM, ticketing tools, and internal knowledge bases. Each team sees a piece of the puzzle, but rarely the whole picture

For customers, the expectation is simple. Whether they call about a contract, write about an invoice, chat about an order, or follow up on a service incident, they want a fast, clear answer. They assume the person they speak to knows who they are and what has happened before. They do not care which system holds the information or which department is responsible. When they are transferred, kept waiting, or asked to repeat their story, they experience your internal complexity directly.

Inside the organisation, every “simple” request triggers a chain of manual steps. A call is answered, interpreted, and routed. An email is read, categorised, copied into a ticket, and answered with information from another system. A chat requires switching between several screens to find the right details. Afterward, notes are written and fields are updated. None of these tasks are complex, but at the scale of hundreds or thousands of interactions per day, they create a heavy operational load. Service slows, queues grow, costs rise and your team gets more and more frustrated each day.





Employees feel this load as a constant drain on their focus. They want to solve complex issues and use their skills, but much of their time goes into repetitive questions, manual lookups, and basic administration. When volumes spike, they are forced into a reactive mode, doing whatever it takes to keep up. Over time, this makes the work more stressful and less rewarding.

Leaders and operations teams see the same story in the numbers. A large share of staff time is consumed by routine enquiries. Handling times remain high, even for simple topics. Hiring more people helps only temporarily and pushes costs up. They know they need to handle more interactions without multiplying headcount, and to deliver a better, more consistent experience across channels.

IT and compliance teams look at the problem through the lens of risk. They see clear potential for automation and AI to take over standard steps, summarise conversations, and route interactions more intelligently. But they work in a European regulatory environment where GDPR, the AI Act, and industry rules are non-negotiable. Moving sensitive communication data into opaque, non-European AI tools or adding poorly governed systems is simply not acceptable.

This creates a familiar paradox. The need for AI is obvious, but the wrong AI approach feels dangerous: too hard to integrate, not clearly compliant, or adding complexity instead of reducing it. Many organisations stay in a holding pattern, experimenting at the edges while core communication flows remain manual and fragmented. Customers still feel delay and inconsistency. Employees still carry the routine workload. Leadership still sees efficiency and experience targets held back.

This is the environment in which NFON's AI capabilities are designed to operate: high-volume, multi-channel communication landscapes where the outside experience must be simple and consistent, even though the inside is complex, and where any AI solution must be scalable, secure, compliant, and integrated into the tools already in place.



**All-in-one
communication suite**



**AI-powered
productivity for
everyone ("AI for
All")**



**Simplicity and
ease of use**



**European compliance
and trust**



**Integration and
extensibility**

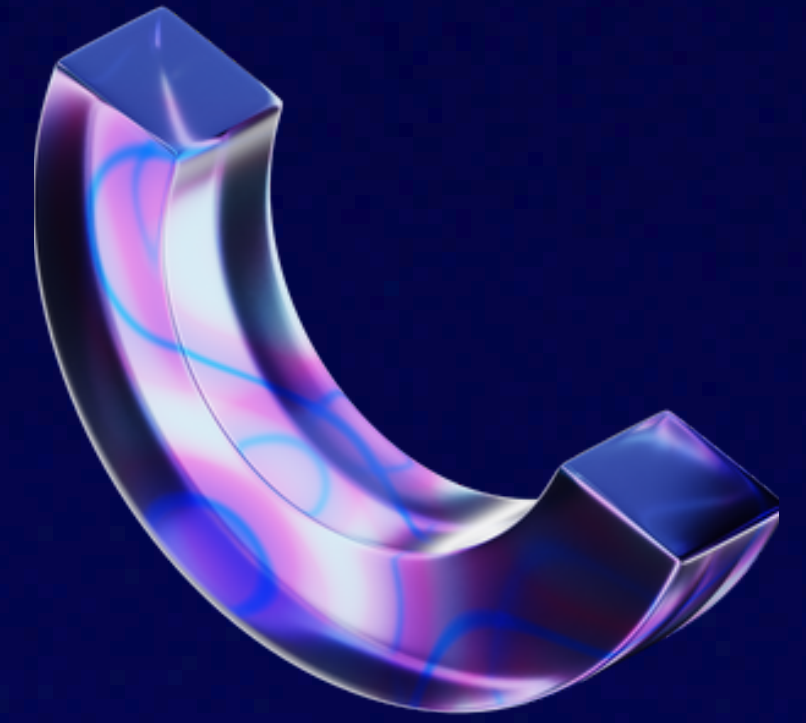


Intelligence at Every Touchpoint

**From Europe
with Intelligence**



**Smarter
Communication**



**Real Business
Value**



**AI You Trust,
At Scale**

NFON AI acts as an intelligent layer across your existing communication setup.

The challenges described so far do not come from a single channel or system. They appear wherever customers and employees interact: on the phone, in the contact center queues, on digital channels, and inside the tools your teams use every day. NFON's answer is to bring one consistent layer of intelligence across all these touchpoints, rather than adding yet another isolated tool on top.

At NFON, artificial intelligence is a strategic driver that empowers smarter communication and more efficient ways of working not as a standalone product. The focus is always the same: automate workflows and routine tasks, enhance customer experiences, and support teams across the business with technology that can scale as needs grow. Instead of forcing you to redesign everything at once, NFON AI works with the communication landscape you already have and makes it smarter step by step.

In cloud telephony, NFON AI shows up as real-time support and time-saving automation. Everyday calls can be transcribed and summarised, and important action points can be captured automatically. This means that the information from a conversation is no longer locked in someone's memory or handwritten notes. It becomes structured, searchable, and available to everyone who needs it, without extra effort from your teams.



NFON AI connects what customers expect on the outside – fast, consistent, personalised service – with what your teams can realistically deliver on the inside.

At the main line and front desk, NFON's Nia FrontDesk acts as an AI voice assistant that greets callers professionally, understands why they are calling, answers standard questions, and routes them to the right person or team when needed. For the caller, this feels like reaching someone competent straight away. For your organisation, it means fewer missed calls, fewer wrong transfers, and fewer interruptions for simple requests.

On digital channels and in automated flows, NFON AI Bots take over a large share of routine interactions. They can handle common questions, collect information, and complete simple processes using intelligent voicebots, chatbots, and phonebots that are always available and multilingual. This reduces the pressure on live agents and support teams, while giving customers faster answers at any time of day.

In the contact center, NFON Contact Center AI gives agents a clearer view of the customer and stronger support in real time. It brings together information from previous interactions and channels so that agents see the full context and can respond faster and more accurately. Routine enquiries can be handled by AI-driven bots in the background, while human agents focus on complex cases where empathy and judgment really matter.

Across NFON's own platforms, Nia — the NFON Intelligent Assistant — supports customers, partners, and employees in their daily work. Embedded in the website, Partner Portal, Admin Portal, and Apps Suite, Nia answers questions, guides workflows, and automates recurring tasks. This turns scattered knowledge and processes into a single, accessible experience, making it easier for people to find what they need and get their work done.

All of these capabilities share the same foundations. NFON combines European trust and compliance with intuitive, modern technology. With native European hosting, full GDPR and AI Act compliance, and transparent pricing, NFON AI is built for organisations that cannot compromise on data protection but still want to benefit from cutting-edge AI. You can start by automating selected parts of your communication journey, prove the value quickly, and then scale to more channels and teams without adding unnecessary complexity.



AI for Cloud Telephony

On a normal day, your phone system never really rests. Customers call with questions, colleagues talk to partners and suppliers, and voicemails pile up when nobody is available. After every call, someone has to remember key details, write notes, and update systems. Over time, this slows people down and makes it harder to keep track of what was said and what needs to happen next.

AI for Cloud Telephony changes this by adding an intelligent layer on top of your existing NFON Cloud Telephony. Instead of treating calls and voicemails as something that disappears once you hang up, it turns them into clear, usable information and helps steer callers more quickly to the right place.

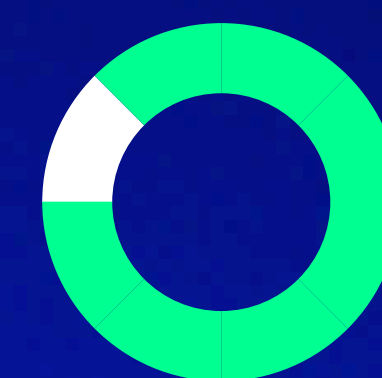
Nia FrontDesk

One way this becomes visible is with Nia FrontDesk, your AI-powered voice assistant for smarter call handling. Nia FrontDesk greets callers professionally every time, understands their intent in natural language, answers frequent questions, and routes callers to the right person or team when a human is needed. Customers always reach real help instead of bouncing between agents, and your teams are no longer tied up with basic front-desk traffic but can focus on what matters most.

AI Essentials

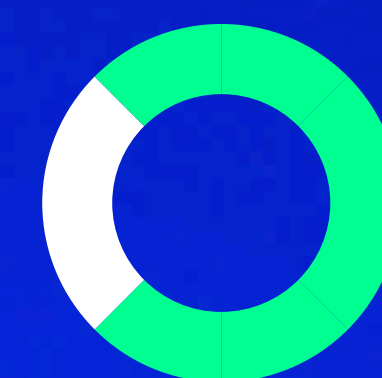
The same intelligent layer also appears in the AI Essentials add-on. AI Essentials brings core AI-powered features like voicemail transcription, call transcription and summarisation, action items, and the embedded Nia digital assistant in the NFON App Suite and Admin Portal. Calls and voicemails are automatically transcribed, key points are summarised, and follow-up tasks are captured without extra typing. Together, AI for Cloud Telephony, Nia FrontDesk, and AI Essentials turn everyday calls from a source of manual work into a steady stream of clear, actionable information.

AI Impact & User Adoption



73%

Contact center respondents said that AI improved non-interaction work, such as notes and call logging.



57%

Contact centers using generative AI reported improved customer effort scores.

Source: Statista



NFON AI Bots: Smarter Self-Service and 24/7 Support

Later in the same day, all communication channels start to feel the pressure. Phone lines and inboxes fill with familiar questions: "Where is my order?", "Can I change my appointment?", "My bill doesn't look right", "Is there an outage in my area?". Each request is important for the customer, but inside the organisation it is yet another repeat of something that has already been answered many times before.

**Companies adopting
AI bots save over
€250,000 per year**

90.5%

First call resolution

NFON AI Bots handle
100,000+ calls per day

< 1 Sec

Response time

With around-the-clock
availability

NFON AI Bots step in as an always-on digital front line across phone and digital channels. With intelligent voicebots, chatbots and phonebots, customers can simply speak or type their request in natural language, get instant answers to their questions, check a status, update their details, or be guided step by step through a straightforward process. If at some point a customer wants to speak with a real person, our live chat capabilities makes the transfer to an agent as smooth as possible and with the context already captured, so the customer does not have to start again from zero.

Because NFON AI Bots are always-on, multilingual, and fully compliant, they fit naturally into high-volume, regulated environments. A healthcare provider can automate patient inquiries, appointment scheduling and benefit questions; a financial services company can securely assist with account queries and transactions; an e-commerce retailer can handle order tracking, returns and product questions across channels; and a utility can offer self-service for billing, service requests and real-time outage updates. Customers get faster resolutions and can help themselves around the clock, employees spend less time on repetitive requests and more time on cases where their expertise really matters, and the organisation gains a scalable way to handle growing interaction volumes without simply adding more staff or taking risks with sensitive communication data.



NFON Contact Center AI: Smarter Service in a Multi-Channel World

In a modern customer service operation, conversations rarely stay on one channel. A customer might start with a webchat, follow up by email, and call when the issue feels urgent. Voice, email, chat, messaging apps and social media all feed into the same organisation. Without the right tools, agents see only fragments of this story in different systems. Customers repeat themselves, agents spend time catching up instead of solving the problem, and the backlog quietly grows.

NFON Contact Center AI brings this picture into one place and then adds intelligence on top. All popular channels are handled in a single interface, with customer and ticket history recorded so agents can see what has already happened as soon as they open a case. AI-powered automation in this environment takes care of many routine requests across chat, voice and email, so standard questions and simple updates are handled quickly in the background, while more complex matters reach your team with the essentials already captured.

- When an agent steps in, they are **no longer starting from a blank page**.
- Draft replies are suggested and can be adapted, helping **agents respond faster and more consistently**.
- Long ticket histories and past conversations are condensed into a clear overview, so they can **immediately understand the situation without reading through every message**.



Incoming emails are pre-sorted so that the most important requests surface first. Even phone calls can be captured and turned into text with key points and sentiment identified, giving a reliable record of what was discussed without extra manual effort.



Behind the scenes, AI also helps you understand and improve your operation. Communication is automatically analysed for recurring topics, keywords and overall mood, and quality assessments can be generated based on criteria you define. Real-time views, wallboards and tailored reports make it easier to monitor performance and plan ahead across all channels, instead of relying only on manual checks and sampling.

In practice, this means a service operation where customers choose the channel they prefer and still get a fast, seamless experience; agents see complete history at a glance and are supported by AI rather than buried in admin; and operations teams have the data and insight they need to keep improving. NFON Contact Center AI turns a busy, multi-channel contact centre into a place where automation and human service reinforce each other, instead of getting in each other's way.

AI Automation Efficiency

Driving productivity by automating routine work

Up to 70%



Of repetitive tasks can be automated with NFON Contact Center AI.

Up to 86%



Of routine customer emails are automated by the AI Emailbot.

Up to 90%



Of customer inquiries are solved by the bots with ChatGPT integration.

Nia — NFON Intelligent Assistant

Across the day, people inside and around your organisation constantly look for answers: a customer trying to understand a feature on the website, a partner searching the Partner Portal for the right document, or an admin clicking through the App Suite to remember where to change a setting. Each request is small on its own, but together they cost time, create tickets, and break people's focus.

Nia — NFON Intelligent Assistant — is designed to sit right where these questions appear.

For customers, this means they can understand products, find information and solve simple issues without opening a ticket. For partners, it reduces the time spent hunting for the right document, process or configuration step.



For admins and employees, it centralises knowledge and offers concrete guidance during daily work, cutting down on “How do I...?” questions and repeat tasks. In practice, Nia turns every NFON touchpoint into a smarter, more intuitive experience, where people get what they need quickly and can focus on higher-value work.

10.000+

Questions handled in the first two months. After her launch, Nia handled more than ten thousand internal questions in a short time, saving time for both users and support teams by resolving many issues instantly where people work.

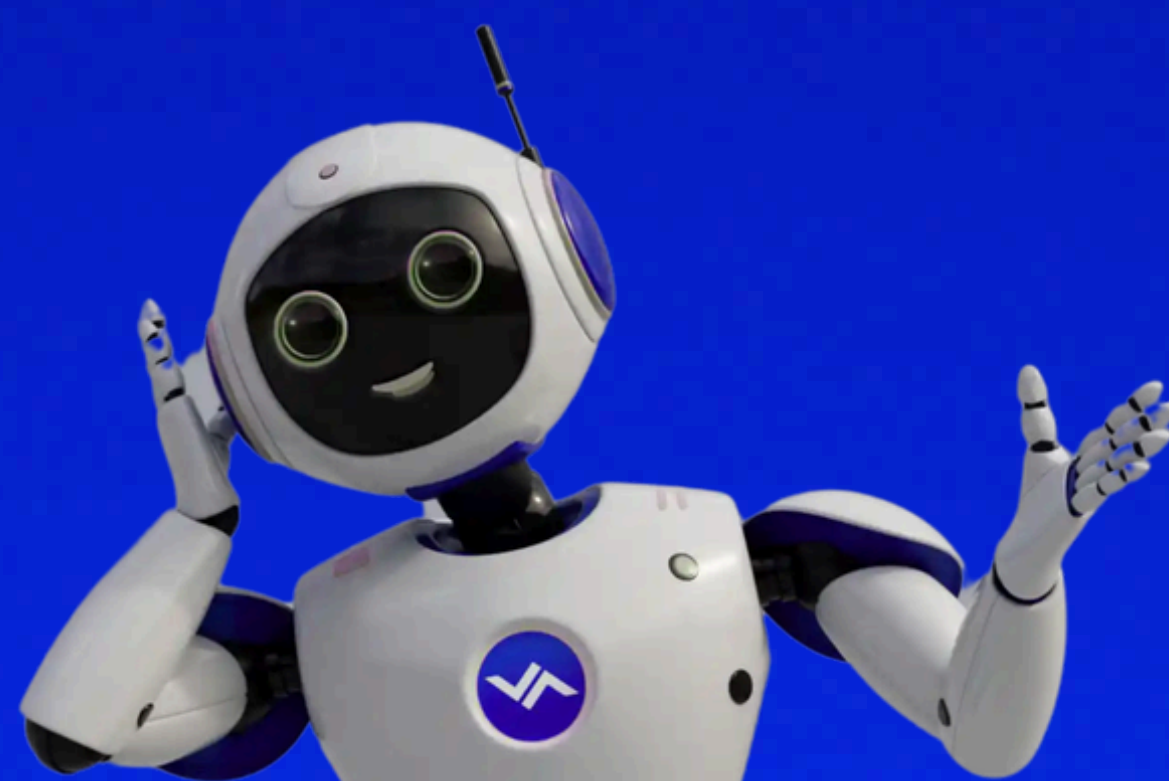
60%

Less time on complex documentation tasks. A multi-day documentation task that previously required 5–6 days of effort was completed in about 2 days by using Nia to locate, summarise and organise the relevant information—cutting the workload by roughly two thirds.

One guided flow for complex integration questions

Nia brings scattered technical and integration details into a single guided flow, so teams get clear, consistent answers faster without digging through multiple systems and documents.

Embedded across the NFON website, NFON Partner Portal, NFON Admin Portal and NFON Apps Suite, it provides instant, context-aware support by answering questions, guiding users through workflows, and automating routine tasks directly in the tools they already use. Instead of switching between manuals, FAQs and support channels, users can simply ask Nia in natural language and get a clear, tailored response on the spot. And the same approach can be applied to your own business: the AI capabilities behind Nia can power assistants on your website, portals and internal tools as well, so your customers and teams benefit from the same simple, guided experience across your own channels.



Your Everyday Intelligent Companion



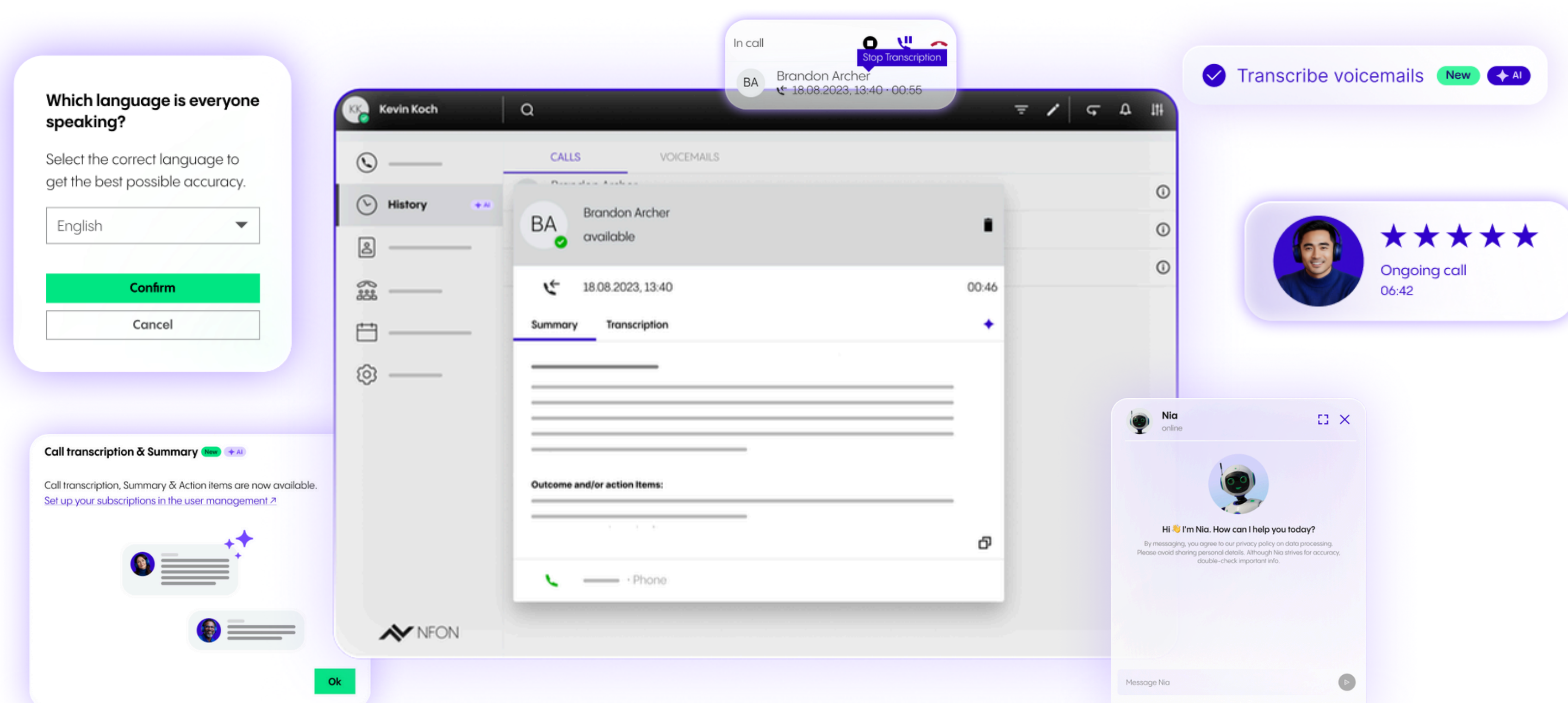
Built for business. Powered by AI. Trusted in Europe.

For many organisations, the real barrier to using AI is not a lack of ideas, but a lack of trust. Communication data is sensitive. Calls, emails and chats often contain personal information, contracts, health details or financial data. In Europe, GDPR, the AI Act and industry-specific rules are not background noise — they define what is acceptable. This makes it hard to justify “black box” AI tools that send data who-knows-where or are difficult to govern.

NFON AI is built with this reality in mind. All AI capabilities are designed around native European hosting, full GDPR and AI Act compliance, and clear data-handling principles. Communication data stays under control, is processed in Europe, and is not used to train public models. This means organisations can tap into modern AI — from call transcription and summarization, intelligent assistants to ai-powered bots and ai agents — without stepping outside their regulatory comfort zone.

Simplicity is the second part of that trust. NFON AI is not a separate, experimental platform; it is embedded into NFON’s cloud telephony and can be embedded into your existing infrastructure. You do not need a large IT project to get started. You can activate specific capabilities like AI Essentials, Nia FrontDesk, NFON AI Bots or Contact Center AI where they make the most sense, measure the impact, and extend from there.

For businesses and organizations, this combination of European hosting, regulatory alignment and step-by-step activation turns AI from a risky idea into a manageable decision. They can say “yes” to automation and smarter communication, knowing that complexity, cost and risk remain under control.





Start Your AI Journey Today

In an organisation that uses NFON's AI capabilities to the fullest, a normal day looks very different from the one we started with. Calls, messages and requests still arrive from every direction, but the way they are handled feels calm, structured and under control.

Everyday telephony runs on the high quality NFON core cloud telephony platform. Calls and voicemails are transcribed and summarised, action items are generated, and conversations no longer vanish when the line goes dead. People know what was agreed, what needs to happen next and who is responsible.

On the main business number, Nia FrontDesk answers every call in a professional way. It understands what your callers want, responds to FAQs on the spot and routes them to the right person or team when needed. The main line feels like an organised front door instead of a bottleneck. Customers reach real help quickly. Internal teams are no longer pulled out of their work to deal with basic, repeated queries.

Across phone and digital channels, our AI Bots form an always-on first layer of support, handling even the toughest requests. They take care of topics such as orders, appointments, billing questions or stock availability information. Customers can help themselves at any time of day by authenticating themselves quicker or changing their information on the spot. And when they need to speak with a human team member, they are handed over smoothly to a live agent that also received all context already collected. Routine volume shrinks, while service availability, consistency and customer satisfaction go up.

Across portals, apps and teams, everything is tied together. Customers, partners and employees receive clear guidance without digging through manuals or sending extra emails. Knowledge and processes that were once scattered are now accessible through a single, intelligent assistant.

The ideal NFON AI customer is not one without complexity, but one where that complexity is managed intelligently. Our AI capabilities work together in the background, turning a high-volume communication environment into a smarter, more resilient one. Customers experience fast, consistent service. Employees spend more time on work that matters. All secure and compliant with all the required GDPR and AI Act regulations.

This is the point where AI is no longer a separate topic, but a natural part of how the organisation communicates and works every day.

Now it's the perfect time to start your AI journey with NFON – Europe's trusted partner for AI-powered business communication.

Reach out to us and let's explore how we can enhance your business with AI done right.

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