



Presse Release

AI Essentials

NFON launches a new era of business communication

NFON launches
AI offensive

AI Essentials as a booster
for greater productivity

Apple CarPlay
as an integral step for mobile
business communication

[Press-Kit](#)



NFON kicks off the second half of the year with an AI offensive

NFON, a leading European provider of integrated business communications, is kicking off the second half of the year with an innovation package. The focus is on the launch of **AI Essentials**, an AI suite for NFON business telephony. "With this product launch, NFON is confirming its role as a thought leader in the industry and showing that the future is not happening sometime in the future, but right now," explains Chief Executive Officer **Patrik Heider**. "We are rethinking business communications, inspiring and connecting people to grow sustainably together. AI Essentials is a decisive milestone in this regard and clearly demonstrates how we are implementing our **NFON Next 2027** strategy: with a clear customer focus, close cooperation within our partner network and an organisation geared towards implementation, scaling and speed."

AI Essentials: AI-supported communication for the digital present

As a pioneer in the field of innovative communication solutions, NFON is setting new standards for the use of artificial intelligence in business communication. With AI Essentials, NFON is fundamentally expanding its business telephony solutions with AI-supported functions that go far beyond traditional tools and help companies accelerate their work processes, optimize information flows, and noticeably reduce the workload on teams. **Jana Richter**, Executive Vice President AI & Innovation at NFON AG: "In small and medium-sized businesses in particular, teams waste hours every day following up on conversations and scattered information. Intelligent automation reduces manual tasks, making communication easier and clearer."

AI Essentials makes NFON business telephony smarter and consists of **Call Transcription & Summary**, automatically recognized **Action Items**, **Unlimited Voicemail Transcription**, and the **integration of the NFON Intelligent Assistant (Nia) into the entire application suite** and **Administration Portal**.

Call Transcription & Summary: After each call, a complete and accurate transcript is automatically generated, making follow-up much easier. This is supplemented by an intelligent summary that clearly and concisely presents the most important content and decisions.

Action Items: The system automatically recognizes to-dos from conversations, assigns them to the right people, and delivers clearly formulated, actionable tasks. This means that no task is lost and everything can be processed immediately.

Unlimited Voicemail Transcription: All voice messages are automatically transcribed, can be searched at any time, and are quickly and clearly organized thanks to automatic read status. This creates maximum transparency and ensures that no important information is lost.

NFON Intelligent Assistant throughout the application suite and in the Administration Portal: AI Essentials is rounded off by the NFON Intelligent Assistant (Nia), the virtual AI assistant that is seamlessly integrated into the entire application suite and the Administration Portal. NFON Intelligent Assistant (Nia) supports teams with context-sensitive, quick answers on configuration, operation, and administration – intuitively, user-friendly, and in real time. Whether in web, desktop, or mobile business telephony, Nia is always available and answers questions such as “How do I set up call forwarding?” or “How do I change my extension?” in a matter of seconds.

What makes NFON special: The AI functions are not a complicated separate additional solution, but are directly embedded in NFON Business Telephony. They can be activated immediately and used without any development or configuration. All data is processed and stored in Germany, encrypted according to the highest security standards, and backed up in the NFON cloud. Consent and transparency are fundamental principles, and customer data is never used in AI training. NFON thus stands for maximum reliability, data sovereignty, and compliance with European standards, which creates a clear competitive advantage.

AI Essentials improves the quality of information, automates the collection of relevant content, and frees up time in everyday work. “Many companies struggle with increasing communication density, whether in sales, customer service, or project teams,” emphasizes Jana Richter: “AI Essentials ensures that no conversation wastes time: important information is immediately available, decisions are documented, and next steps are clear. This creates momentum where there used to be friction.”

The added value is particularly evident in areas with high communication density including

- sales, where quick decisions are required
- customer service, where response speed counts
- project teams that depend on clear information flows.

AI Essentials is available as an add-on for NFON Business Telephony starting at £4.99 per user, per month – including full integration into the entire application suite.

Apple CarPlay as an integral step towards an expanded communication environment

In addition to strategically expanding its AI portfolio, NFON is also addressing the issues of mobility, flexibility, and system integration – and is setting new standards in the mobile context with the integration of NFON Business Telephony into Apple CarPlay. **“Business communication on the road is becoming a real productivity lever, directly in the vehicle, seamlessly embedded in everyday digital work,”** says Jana Richter. This is an integral step toward an expanded, networked, and location-independent communication environment. Calls can be made and organized securely via the vehicle display or voice control with Siri. For those who are often on the road, this opens up a new dimension of mobile business telephony.

But NFON focuses on flexibility and efficient multitasking not only on the go, but also in the workplace itself:

Softphone Pro is a powerful desktop solution for companies with more complex requirements. Reception areas, support teams, and sales organizations benefit from advanced features such as CRM integration via TAPI, drag-and-drop call control, real-time overview of team availability, and centralized rollout via terminal servers. Softphone Pro thus supports even demanding user requirements in a flexible and well-designed communication environment.

At the same time, two central platform functions have also been expanded: **Single sign-on (SSO)** enables central identity management and reduces password fatigue in everyday work. The integration of multi-factor authentication not only increases user comfort, but also significantly enhances security (in accordance with international standards such as ISO 27001, HIPAA, and GDPR).

Andreas Wesselmann, Chief Technology Officer at NFON AG, summarizes: "AI Essentials is a crucial step in our NFON Next 2027 strategy. We are bringing artificial intelligence to where it delivers immediate, tangible benefits – in everyday communication. Companies benefit from faster decisions, clearly documented results, and a way of working that enables less friction and more focus. Our aim is to design communication in such a way that it not only reduces the burden on companies, but also drives growth and strengthens competitiveness."

Press-Kit

Patrik Heider, Chief Executive Officer, NFON AG

Andreas Wesselmann, Chief Technology Officer, NFON AG

Jana Richter, Executive Vice President AI & Innovation, NFON AG

Contact for media

NFON AG

Thorsten Wehner

Vice President Public Relations

+49 89 45 300 121

Deutschland

100zehn GmbH

Timm Caspari

+49 89 55 27 06 20

Österreich

PRofessional

Ulrich Toller

+43 1 524 97 07-0

United Kingdom

AxiCom

Mary Burt

+44 7917550774

About NFON

NFON is a leading European provider of integrated business communications with a focus on AI-based applications. The company, which is listed in the Prime Standard segment of the Frankfurt Stock Exchange, has nine branch operations and works together with over 3,000 partners. Every day, NFON supports around 55,000 business customers in Europe with intuitive communication solutions that make their businesses more efficient and flexible. NFON is active as a licensed telecoms company in 15 European countries.

As a long-term partner for small and medium-sized businesses, NFON combines technological innovation with user-friendly and efficient business communication solutions. With both AI-based technologies and operational excellence, NFON enables companies to harness the full potential that artificial intelligence offers – for optimised processes, more precise customer interactions and new growth opportunities.

With its core product, its smart cloud communications platform, NFON offers hassle-free voice calls, simple videoconferencing and seamless integration of CRM and collaboration tools for small and medium-sized companies. All of NFON's cloud services are operated in certified data centres in Germany, with 100% of their energy needs covered by renewable sources.

<http://www.nfon.com/>

Investor Relations

NFON AG

Friederike Thyssen

+49 89 45 300 449

Disclaimer

This notification is provided for information purposes only and constitutes neither an offer to sell nor an invitation to buy or subscribe for the company's securities. The securities discussed in this notification are not and will not be registered under the US Securities Act of 1933 as amended ("US Securities Act") and are only permitted to be sold or offered for purchase in the United States of America after prior registration or on the basis of an exemption under the US Securities Act. No public offer of the securities discussed in this notification will be made in the United States of America and the information contained in this notification does not constitute an offer to buy securities. This notification is not intended for direct or indirect distribution, publication or dissemination to or within the United States of America, Australia, Canada, Japan or in other countries where the distribution of this notification is unlawful, or to US persons.