

Vocus Collaborate

Powered by Zoom

Seamless communication in one unified platform. Backed by Vocus Managed Service and delivered over our sovereign network.



Solutions:

Voice, Video, Messaging, Meetings, Collaboration, and Network

Built for:

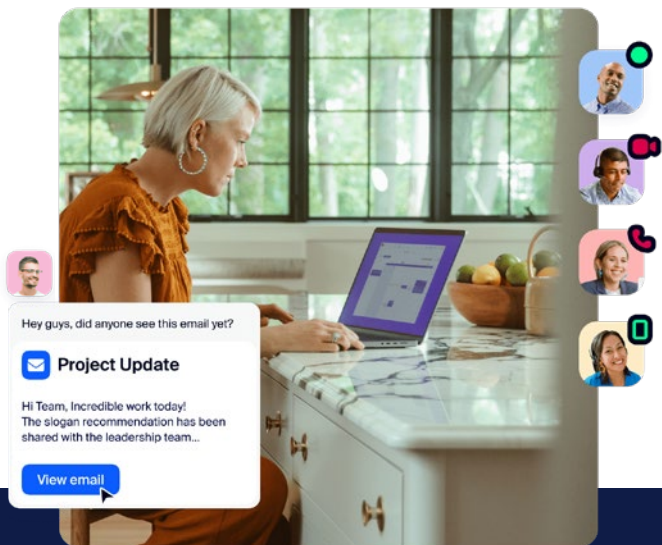
Small-to-Medium Enterprises

Service:

Vocus managed delivery, assurance, and support

Outcomes:

Improved productivity, a modern workforce, enhanced EX and CX



- **Unified platform.** A modern solution that seamlessly integrates Vocus cloud-based voice and network, with the latest Zoom AI Companion features within messaging, meetings and collaboration.
- **Single point-of-contact.** Vocus will handle delivery, implementation, service, support and assurance. It's endless collaboration made simple.
- **Built with simplicity.** Reimagine teamwork and modernise communication in a simple, cost-efficient, resilient and secure way.
- **Zoom AI Companion.** Seamlessly incorporated across the platform to reimagine collaboration and enhance productivity. Included in all Vocus Collaborate plans.

Two starter packs to enable a modern workforce.

Phone Essentials

Keep your business connected with advanced AI-infused phone features across flexible mobile and cloud-based phone systems.

Complete UC

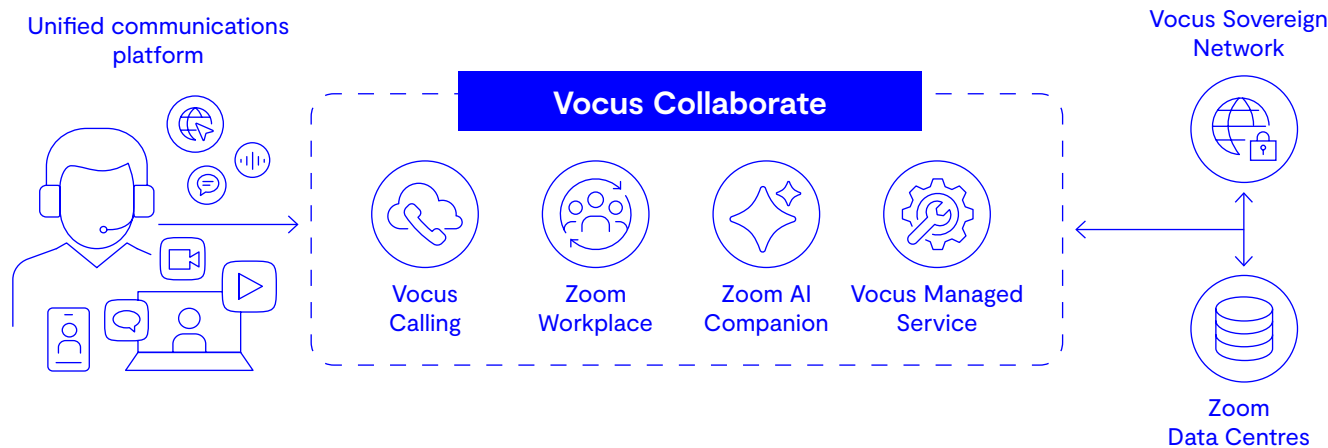
All of Phone Essentials, plus an AI-infused collaboration platform with reliable video conferencing experience.

From \$20 per user / month*

From \$42 per user / month*

*Pricing per user displayed is based on a 3-year contract excluding GST. See full pack inclusions on page 5.

Reimagined collaboration delivered over the Vocus sovereign network.



Made simple with Vocus managed service.

Vocus takes care of setting up users, adding phone numbers, raise tickets to Zoom, manage issues with voice, hardware or the Zoom Admin Portal, P1 incident handling, and so much more.

Resilience with the Vocus sovereign network.

Vocus is a Tier 1 carrier and provides the resilient network with a direct encrypted connection to Zoom data centres. Plus, Vocus voice services are only connected to Zoom data centres in Sydney and Melbourne.

Low cost to start, and own.

Little CAPEX is required to get started. There's no need to pay for channels or lines and plug and play hardware is available. A single pricing structure with two starter packs that includes Zoom AI Companion across all Vocus Collaborate plans.

One Platform for a total experience anywhere. Empowering a flexible, modern workforce.

- **Reduce friction.** A communication platform equipped with the latest phone, collaboration and meetings features in one place to improve team collaboration - everywhere and any time, across all devices.
- **Retain familiarity.** Enhance current workflows your employees are familiar with. App Marketplace brings together integrations built by Zoom and third-party developers including Microsoft, Salesforce and more.
- **Uncover CX unknowns.** The *Power Pack* add-on unlocks insights to improve customer experience such as real-time analytics and dashboards, KPI customisation, call queue analytics, opt-out reason codes and more.

80%

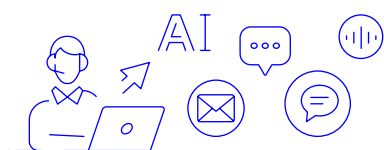
of Australians care about having a say in where they work.

Source: Zoom, Flexible work is now almost as important as compensation. <https://explore.zoom.us/en/survey-workers-want-flexible-work/>

zoom AI Companion

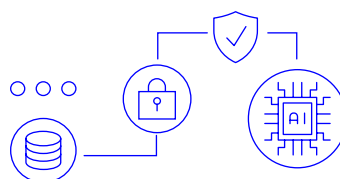
Boost how you collaborate, connect and create.

Vocus Collaborate - Powered by Zoom is seamlessly integrated with high-quality, user friendly AI features that improve the employee experience and delivers real business benefits. Zoom AI Companion is included across all our plans because powerful AI should be made accessible to Australian SMEs.



Superpowers for a modern workforce.

Modernise and supercharge your business phone and communications with AI. Get help drafting emails and chat messages, summarising meetings, calls, and chat threads, schedule a meeting based on a conversation, and much more.



AI that is private and secure.

Vocus provides the sovereign, resilient network solution for AI data aggregation to Zoom's data centres. Zoom does not use any customer communications to train Zoom's LLM model, or the models of its third-party subprocessors.



Enterprise-grade LLMs for all businesses.

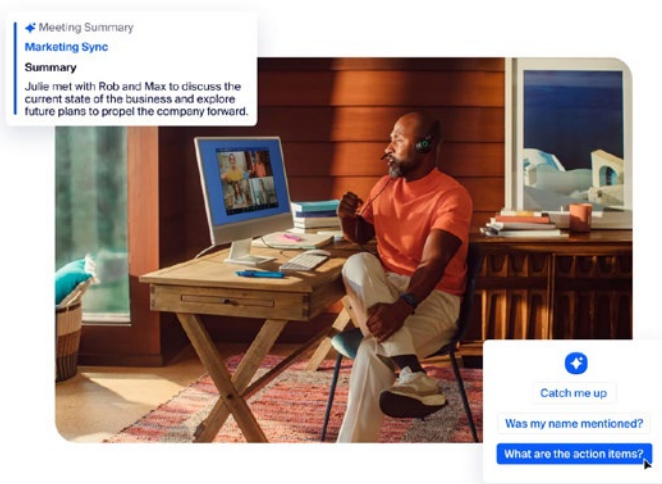
Zoom's federated approach to AI helps deliver high-quality results and lowers costs by dynamically incorporating its own large language models, along with third-party models such as Meta Llama 2, OpenAI, and Anthropic.

Naturally integrated so you're in the flow.

Zoom AI Companion capabilities are embedded within the intuitive, easy-to-use Zoom experience to drive usage and adoption. Users can additionally have interactive capabilities with Zoom AI Companion via a side panel accessible directly within the Meetings experience.

zoom AI Companion

Key use cases with Zoom AI Companion that reimagines collaboration and the employee experience.

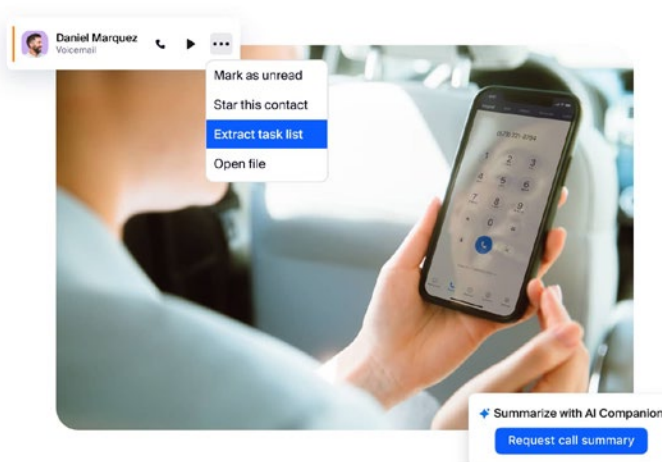


Team Chat

- **Compose messages**, get topic prompts, and adjust the tone.
- **Summarise chat threads** to quickly catch you up on long conversations.
- **Schedule a meeting** for you based on the conversation right in Team Chat.

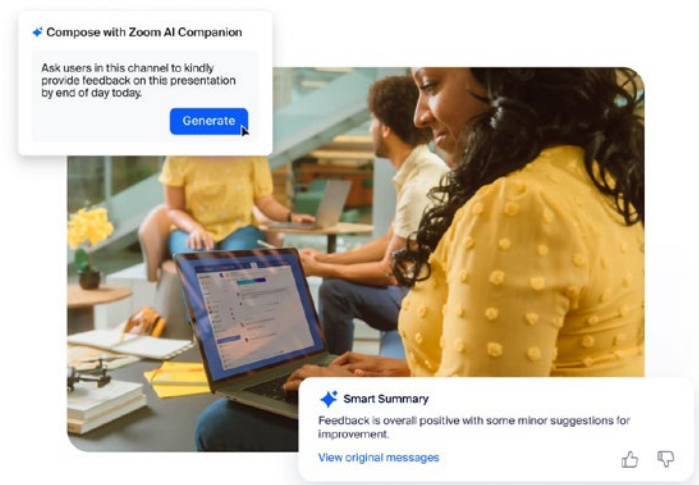
Mail

- Drafts emails and **adjust the tone and length of your responses**.



Meetings

- Chat with Zoom AI Companion to **summarise what you missed if you join late**.
- With smart recordings, Zoom AI Companion **divides meeting recordings into chapters** so you can review highlights.
- Ask queries during meetings and engagement.



Phone

- **Request a post-call summary** so you can focus on the call instead of taking notes.
- **Extract action items from voicemail transcripts** so you can get caught up and understand next steps.
- **Prioritise urgent voicemails** to help you better organise your day.

Whiteboard

- Jumpstart brainstorming by **generating topics for discussion**.
- **Generate content** for your whiteboard.
- Organise your brainstorming sessions with **generated mind maps and flowcharts**.

Starter packs for all types of businesses.

Suite	Feature	Phone Essentials Starter Pack	Complete UC Starter Pack
Services	Phone Number (New or Ported*)	✓	✓
	Local, National & Mobile Calls [^]	✓	✓
	Vocus Delivery & Assurance	✓	✓
	Minimum Licences	5	10
Core	Native PC and Mobile App	✓	✓
	App Integrations (Salesforce, Slack, Microsoft, Google)	✓	✓
	Single Sign-On via SAML 2.0	—	✓
	Managed Domains	—	✓
	Real Time Reporting and Quality Dashboards	—	✓
Phone	Support for Softphone and Desk Phones	✓	✓
	Support for Plug-and-play VoIP Phones	✓	✓
	Support for Analog Devices	✓	✓
	Hot Desking	✓	✓
	Holiday and Business Hours Routing	✓	✓
	Call Recording and Queues	✓	✓
	Unlimited Auto Attendant/IVR	✓	✓
	3-Way Ad Hoc Conference Calls	✓	✓
	Call Handoff between Devices	✓	✓
	Call Park	✓	✓
	Voicemail with Transcription	✓	✓
	Barge, Monitor, Whisper, Takeover	✓	✓
	Shared Line Appearance/Delegation	✓	✓
	Power-Pack User Add-On: Real Time Analytics and Historical Reports, Real Time Analytics Dashboards, KPI Customisation, Call Queue Analytics, Call Queue Management with Opt-out Reason Codes, Enhanced Desktop User Experience	Optional Add-On	Optional Add-On
Meetings and Team Chat	Presence, 1:1 and Team Chat	✓	✓
	Meeting Duration	40 minutes duration, Unlimited meetings	30 hours duration, Unlimited meetings
	Participant Capacity	100 participants	500 participants
	Elevate a Call to a Video Conference	✓	✓
	Transfer a Call to a Zoom Meeting or Zoom Room	✓	✓
	Local and Unlimited Cloud Recording	—	✓
	Automated Meetings Captions and Translated Captions	—	✓
Zoom AI Companion	Phone	✓	✓
	Meetings	—	✓
	Team Chat	—	✓
	Mail & Calendar	—	✓
	Whiteboard	—	✓
Other Features	Productivity: Mail & Calendar, Whiteboards (Unlimited), Notes, Clips, Huddles, Surveys	—	✓
	Spaces: Workspace Reservation	—	✓
	Marketing: Webinar 500	—	✓

* Porting fees may apply ^Reasonable Usage Policy applies

Want to learn more about how we can help you?
Reach out to your authorised Vocus Partner.

