

The new era of Cloud Communications with Artificial Intelligence

How AI transforms collaboration, voice and productivity in hybrid work.

AI and the Cloud: the new engine of business collaboration

Today's work ecosystem is characterized by unprecedented dynamism. Organizations are facing constantly changing environments that are forcing them to **rethink their collaboration and communication models**. Hybrid work is no longer the exception, and **cloud communications solutions (UCaaS)** are now essential to ensuring business continuity.

Under this premise, **Artificial Intelligence** adds a new layer of value to cloud communications, making interactions more agile, natural, and efficient.



Optimizes the audio and video experience.



Automates key processes.



Enables more human, smarter, and more secure communications.

More than 80% of business software providers will have incorporated generative AI capabilities into their applications by 2026, up from 1% today.

Source: Magic Quadrant for Unified Communications as a Service 28 November 2023, Gartner.

More productive and innovative collaboration

Digital interactions are no longer merely technical, but have become **more human, fluid, and personalized experiences** thanks to the incorporation of AI. This evolution turns every meeting, message, or call into an opportunity to boost productivity and innovation.

New collaboration experiences

Virtual spaces are evolving into productivity hubs thanks to smart features:

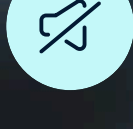


AI audio codec

Reconstructs lost voice on unstable networks.



Automatic transcription and real-time translation



Advanced noise cancellation

Eliminates background noise (keyboards, doorbells, external voices).



AI video optimization

Improves clarity on low-quality cameras or low bandwidth.

Virtual assistants and increased productivity

AI is integrated as a true co-pilot in meetings and messaging:



Automatic summaries

With tasks and action points in real time or at the end of the meeting.



Smart "catch-up"

Catch up on what happened during absences.



Mind map generation and idea organization

On digital whiteboards.



Automatic task lists

From voice messages or chats.



Smart message editing

Change tone, summarize, or translate.

Your strategic partner in AI adoption

At Telefónica Tech, we offer a **consultative approach** to our clients, recommending the tools and services that best suit their circumstances thanks to our **strategic partners**.

We enhance customer service with **secure, global platforms** that are up to date and feature **AI-based automation, real-time** information, and personalized experiences.

Our **end-to-end managed services** guarantee security, flexibility, and continuous updates, delivering a frictionless experience and greater organizational performance.



Single application and platform

Modular, customized, and configurable proposal on a single platform that provides calls, meetings, collaboration, and messaging.



Easy to use

Intuitive interface that is easily accessible to everyone (inside and outside the organization).



Professional and managed services

Assessment and analysis of customer needs, design, migration, testing, and adoption.



Delegated administration

Administration and management of customer sites carried out by Telefónica.



Integrated AI capabilities

Virtual assistants, simultaneous translation, noise suppression, etc.

Ready to transform your business?

Telefónica Tech is the leading company in digital transformation.

It offers a wide range of integrated technology services and solutions in Cyber Security, Cloud, IoT, Big Data, Artificial Intelligence, and Blockchain.

About our UCaaS solutions:

- +200 specialized experts.
- +3,300 corporate customers.
- +1.5 million users who already trust Telefónica.