

Be the maestro of your

UNIFIED COMMUNICATIONS ESTATE

with Unified Communications Orchestrator

Managing a unified communications environment across multiple technologies, sites and service levels within a large enterprise is more complex than ever.

Unified Communications Orchestrator (UCO) provides the control, clarity, and confidence to manage it all from a single, secure platform.

Vodacom Business is replacing the legacy Service Configurator with a modern, intuitive portal that puts you in control of your One Net Business and Unified Communications services without disrupting a single call, line, or configuration.

WHAT IS UCO?

UCO is Vodacom Business's next-generation platform for managing your One Net Business and Unified Communications services. Designed for organisations that require greater visibility, faster control, and reduced reliance on manual support processes, UCO replaces legacy Service Configurator portal with a modern, feature-rich experience.

In Phase 1, UCO delivers enhanced self-service capabilities, advanced reporting, and improved service management. At the same time, it lays the foundation for future automation and innovation, while keeping your existing services, billing, and ordering processes completely unchanged.

Together let's build the
extraordinary

Designed for Enterprise Customers

- Direct self-service control over your communications environment
- Configure user features, call routing, and virtual services without waiting for manual updates
- Role-based access ensures the right people manage the right settings
- Near real-time reporting provides visibility into how your business communicates

Designed for Partners

- Efficiently manage customer environments
- Role-based access control tailored to partner management models
- Advanced reporting enables proactive customer engagement
- A modern platform designed to scale alongside your customer base

Extraordinary is giving your business more control, deeper insight, and a stronger Unified Communications experience from day one.

PHASE 1 CAPABILITIES

- **What UCO puts in your hands**
UCO Phase 1 is focused on management, configuration, and reporting, giving you comprehensive control of your communications environment through a single, secure portal.
- **User & Feature Management**
Configure call forwarding, voicemail, and Do Not Disturb settings with ease. Manage user and group configurations, define business hours, and maintain holiday schedules. Eliminate delays and avoid unnecessary back-and-forth for non-billable changes.
- **Virtual Services Management**
Manage Auto Attendants and Hunt Groups through an intuitive, centralised interface. Configure enhanced scheduling and IVR (key-input) settings with greater precision, giving you streamlined control over your call flows.
- **Advanced VoIP Reporting**
Gain near real-time visibility into your communications environments with enterprise and site-level reporting. Monitor call volumes, usage trends, peak simultaneous calls, and inbound versus outbound traffic, empowering data-driven decision-making.
- **Secure Self-Service Access**
Access everything through a single, secure portal with role-based permissions. Ensure the right users have the appropriate level of control while maintaining strong security and reducing operational bottlenecks.

Phase 1 note: UCO replaces the customer-facing portal for configuration and reporting. Service ordering, provisioning, billing, and charging models remain unchanged in this phase, and continue to be delivered as part of a platform upgrade at no additional cost to existing customers.

THE TRANSITION

Everything changes. Nothing is disrupted.

UCO is a platform upgrade, not a service migration. Your current configuration, services, and workflows remain unchanged. What improves is the level of control and insight you have over them.

What improves

- Faster self-service configuration
- Near real-time usage reporting
- Simplified management of virtual services
- Role-based access for enterprise and partner users
- A modern, intuitive portal experience

What stays the same

- All existing service configurations
- Service ordering processes
- Billing and charging models
- Voice services and active lines
- Existing Vodacom Business support channels

WHAT'S COMING NEXT

Built to grow with your business

UCO is designed as a long-term platform, not a one-time upgrade. Future phases will extend its capabilities to automate processes, scale operations, and give your organisation even greater control over your communications environment.

- Faster activations through automation
- Bulk service provisioning
- Advanced call limit and expense management

GET STARTED

Talk to your Vodacom Business Account Manager about the UCO rollout and what it means for your organisation. UCO is being introduced in phases, and your Account Manager can confirm your cutover timeline and guide you through what to expect.

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