

# RingCentral Contact Center™

Build better customer experiences and stronger bonds.

Create a better experience for everyone. RingCentral Contact Center transforms your software so you can provide an exceptional agent and customer experience—every time and on every channel. Imagine the possibilities when all your employees work from a single, consolidated interface with a common view of operational performance and each customer’s journey. Plus, with predictive analytics and embedded artificial intelligence (AI), your team can resolve issues faster, personalize each experience—and forge deeper loyalty with each customer.



## Benefits

### A better customer experience

Connect like never before. Our easy-to-use application suite provides a smarter, more meaningful experience for contact center employees and the customers they serve every day.

- Create personalized customer journeys across voice and 30+ digital channels, like SMS, chat, Facebook, or WhatsApp.
- Delight customers on whatever channel they choose with first contact resolution (FCR) and seamless cross-channel elevation.

- Reduce agent onboarding time while improving agent performance and retention with a simple, intuitive user interface.
- Take immediate action on AI-powered insights using consolidated, real-time interaction analytics and operational reporting.
- Eliminate repetitive work with AI-powered automation for self-service, after contact work, and intra-day operational adjustments.

## A single platform

Enjoy limitless growth on the last platform you'll ever need. Scale and operate with confidence while enjoying greater scalability, reliability, and security. All on a single platform.

- Accelerate innovation, empower agents, and simplify administration with a single, modern cloud native architecture.
- Pay as you go with our fully scalable and elastic solution.

- Enjoy world-class cloud operations featuring automatic upgrades, 99.99% guaranteed availability, and no downtime for maintenance.
- Work confidently with the highest levels of certified security at every layer: PCI Level 1, GDPR, HIPAA, and the industry's first and only FedRAMP authorization.
- Thrive with an open and extensible development platform featuring hundreds of modern RESTful APIs and 100+ development partners.

## A single destination

Protect your current investments while moving to the cloud quickly and confidently.

- Experience the fastest turn-up of new capabilities in the industry.
- Protect current investments with hybrid integration and migration options.
- Add products and capabilities quickly as needed, for as long as you need them.



## Stay one step ahead

Get AI-powered actionable insights to predict needs, delight customers, and engage employees like never before.

- Enhance everyone's experience—from agent to supervisor to customer—with AI embedded in the platform.
- Customize with 25+ pre-integrated AI partners available on the self-service CXexchange marketplace.

- Elevate issues to agents from AI voice or chat bots—seamlessly and with context.
- Aid supervisors in staffing, quality, and intra-day decisions with embedded intelligence.
- Match customers to the right agent based on skills, personality, and likelihood of achieving your KPI targets.

## Key features



### Omnichannel routing

Connect customer journeys across any channel for a consistent, personalized customer experience.



### Customer analytics

Get actionable insights to drive real improvement in customer experience and agent performance.



### Workforce engagement

Unlock your team's potential by inspiring employee self-improvement and amplifying quality management efforts.



### Automation and AI

Streamline service delivery by eliminating mundane tasks and speeding up issue resolution for better outcomes.



### Open cloud foundation

Champion innovation through an extensible, enterprise-grade platform that scales securely, deploys quickly, and services customers globally.

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For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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