

# RingCentral Contact Centre™ overview



RingCentral is the industry leader in cloud contact centre software, enabling organisations to provide exceptional customer experiences through connected, empowered, and engaged employees.

Combining the best in UCaaS and CCaaS telecommunications, suitable for organisations of all sizes, RingCentral Contact Centre meets the needs of modern businesses to embrace a future-fit technology stack, enable remote working, reduce costs, and exceed skyrocketing customer expectations.

Functionalities such as real-time reporting, advanced workforce management, and AI-based sentiment analysis, together with a vast suite of integrations, give businesses the tools they need to vastly improve their contact centre performance.

## Key benefits

- Increased agent productivity with an easy-to-use, all-in-one contact centre solution.
- Empowered and engaged agents deliver faster, more personalised customer experience, leading to faster time to resolution and higher CSAT scores.
- Technology managers get peace of mind thanks to RingCentral's financially backed 99.99% reliability SLA and multiple layers of enterprise-grade security.
- Agents are happier because they have the tools they need to do a great job.

## Key features

- Deep integration with the award-winning RingCentral Office® platform for high-quality, low-cost telephony and agent collaboration.
- Skills-based omnichannel routing across voice and digital channels.
- A powerful API suite to fit into any environment with prebuilt integrations to leading CRM systems including Salesforce, Microsoft Dynamics, and ServiceNow.

## Detailed features

### Smart routing

Reduce costs and enable more efficient and personalised customer interactions.

- Skills-based routing connects customers to the agent who can help them best.
- Data-driven routing allows you to use information gathered from the interactive voice response (IVR) or back-end CRM system to identify the best possible agent for every interaction.
- Screen pops from your CRM system arm your agents with the right data at the right time.

### Analytics, reporting, and supervisor tools

Get insights to maximise agent performance and provide better customer service.

- Widget-based dashboards provide real-time and historical reporting.
- Call recording and monitoring make it easier for supervisors to manage teams.

### Automated outbound capabilities

- Increase your agents' productivity with predictive dialler technology and comply with government regulations through intelligent call suppression features.
- Blending inbound and outbound calling capabilities handle fluctuating call volumes by automatically switching outbound agents to inbound queues when volumes spike and back to outbound when service levels are met.
- Auto dialler can be used for both agent and agentless calling campaigns, increasing agent productivity while staying within compliance.

### Workforce engagement management

A full workforce optimisation suite helps you get valuable insights and improve efficiency.

- **Workforce management** optimises scheduling.
- **Quality management** maximises agent performance via coaching and feedback.
- **Speech and text analytics** uncover customer hot buttons and hidden opportunities.
- **Customer survey application** provides deeper insights into what your customers think.
- **Performance management** features one dashboard to provide insight across all systems and gamification to drive agent performance.

### Flexible, reliable, and secure

Based in the cloud, RingCentral Contact Centre allows you to easily scale your staffing up or down as needed. Agents can work from nearly anywhere even if disaster strikes your headquarters, and automatic failover capabilities allow you to continue running if your primary data center goes down.

RingCentral Contact Centre guarantees 99.99% uptime and safeguards your data with compliance to PCI 1 and GDPR, as well as adherence to several other key reliability standards.

### Find the perfect fit with our smart packaging options

RingCentral Contact Centre offers three base packages to help simplify your choice. Each can be tailored with optional features, such as speech recognition, customer integrations, workforce optimisation, and more.

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For more information, please contact a sales representative. Visit [www.sccavs.com](http://www.sccavs.com), email [sales@sccavs.com](mailto:sales@sccavs.com) or call 0121 766 7000

RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact centre solutions for businesses worldwide. 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's open platform integrates with leading third-party business applications and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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