

# RingCentral Office and Contact Centre solutions

## Service Definition Document



## 1 Introduction and purpose

This document outlines RingCentral's service offering for cloud telephony, unified communications and contact centre solutions.

RingCentral is a global leader in cloud telephony solutions, with more than 10 years' experience in delivering carrier-grade telephony, advanced features, collaboration tools, and innovative integrations to enhance business productivity. RingCentral is a system you can trust today and one that will continue to meet your needs in the future. RingCentral Office and Contact Centre cloud networks span the world with several geographically diverse, fully fault-tolerant data centres, complemented by worldwide edge and media POPs to provide carrier-grade voice quality and uptime. All of which is backed by world-class support engineers that are available via email, chat, phone and on site.

What does RingCentral provide?

RingCentral Office is a fully-integrated communication and collaboration platform offering a complete business phone system, unified voice, fax, video, messaging and collaboration. It is a fully-featured and compelling replacement for a traditional, hardware-based phone systems and PBXs but also features key innovations that are only possible via the cloud-first architecture, such as our integrations with leading SaaS providers including Google, Microsoft®, Salesforce®, Dropbox®, and others to improve business productivity.

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## Features

- Telephony: rich PBX functionality for in/outbound calling
- Fully integrated fax functionality
- Web collaboration – full unified communication (UC), integrated screen share/remote
- Desktop/whiteboard/video conferencing
- Highly scalable audio and video conferencing
- Many user endpoints: desk phones, mobile and desktop apps
- Advanced team collaboration: chat, messaging, integrated file sharing and task management
- Advanced telephony features: automated call recording, hot desking
- Simple-to-use admin and user portals for self-configuration
- Integrations with market leading SaaS providers/productivity tools e.g., Google Apps for Work
- Federated accounts for simple management
- Fixed mobile convergence

## Benefits

- Carrier-grade uptime and reliability
- Geo-redundant, fault-tolerant architecture
- Highly scalable platform for any enterprise size or growth rate
- Significant cost savings through consolidation of services
- Improved productivity with innovative, market leading tools
- Simple user experience across all devices
- Seamless remote working and support for multi-site businesses

RingCentral Contact Centre is a cloud-based, feature complete, and highly configurable call centre solution, with extensive capabilities to help effectively manage your call centre, improve agent productivity and increase customer satisfaction. Powered by inContact (the market leading cloud contact centre vendor), and built on a highly fault-tolerant, geo-redundant architecture, RingCentral Contact Centre brings unparalleled reliability and service quality alongside market leading functionality.

## Features

- Highly configurable to suit your specific business requirements
- Universal queue function
- Email and chat integration
- Advanced ACD with skills based routing
- Advanced IVR with speech recognition
- CTI capabilities
- In-depth reporting including real time statistics and wall boards
- Agent optimisation function including coaching, quality monitoring and workforce management
- Hiring and customer feedback management tools

## Benefits

- Carrier-grade uptime and reliability
- Geo-redundant, fault-tolerant architecture
- Highly scalable platform for any enterprise size or growth rate
- Seamless working across multiple locations and remote agents
- Powerful and highly configurable tools for improved productivity
- Maximised effectiveness of customer self service
- Cross platform universal queues for better agent organisation

## 2 RingCentral Network

RingCentral Office and Contact Centre are designed, built, and operated as cloud-based business communications platforms. The robust and powerful platforms behind these cloud communications solutions are based on a reliable, scalable, and modular architectures. They comprise of proprietary technology platforms built from the ground up with nearly a decade of R&D in building a comprehensive communication system capable of handling millions of customers, we move over 10 billion minutes of calls a month. They are designed with enterprise-level scalability, reliability, and security providing unparalleled telephony features.

## Security

RingCentral products utilise a multi-layered security model with customer data logically segmented across multiple application databases. All data access is tied to authenticated sessions. Infrastructure access controls are in place and operational access is only granted to authorized personnel.

RingCentral product platforms are defended against DDoS and TDoS. Regarding TDoS, the RingCentral Office product perimeter is protected by ACME SBCs. Regarding DDoS, RingCentral has multiple connections to carriers, multiple Internet access locations/data centre locations, and web load distributed with load balancers. The firewalls provide basic DOS attack capabilities, such as SYN attacks. The load balancer is a full proxy so it isolates client side communications from the server side. RingCentral also has full encryption for data “at rest”, like customer data and messages on all end points (e.g., mobile applications, softphones and desk phones). Backend data is also encrypted at rest.

# 3 Customer Care

## RingCentral support

RingCentral customer support operates 24/7, 365 days a year including all bank holidays for all customers on Premium and Enterprise editions, for all other customers RingCentral provides support during 08:00–18:00 Mon–Fri. Customers can raise issues via phone, email, web chat or the RingCentral ticket portal as well as offering a detailed knowledge base for user self-service.

## RingCentral NOC and global network

RingCentral manages carrier-grade network operations centres (NOCs) distributed worldwide able to respond to any issue, around the clock. RingCentral proactively monitors numerous SLAs and have multiple layers of redundancy built into the platform to ensure we provide you with a carrier-grade solution.

This monitoring backs up the global network of data centres, media, and edge POPs that provide carrier-grade reliability and uptime.

## SLAs

RingCentral is committed to providing world-class support that is prompt, effective and can commit the following response-time SLAs:

Phone: 80% of all calls answered within the first 60 seconds by our premium support unit in the UK.

Web: Web cases will be captured and owned by our premium support unit in the UK, who will provide a call back to the registered case contact within the following timeframes depending on urgency selected by the user submitting the case:

- Level 2 (urgent) – 1 hour
- Level 3 (high) – 4 hours
- Level 4 (medium) – 8 hours

Escalations: Tier 2 and Quality of Service. Any user-raised case that requires escalation and further investigation defined clearly within our support escalation process, including but not limited to further network and router analysis and packet capturing, will be obtained and addressed by our Tier 2 and Quality of Service Senior Engineering team within the following timeframes:

Escalation obtained and actioned within the following:

- Level 2 (urgent) – 1 hour
- Level 3 (high) – 4 hours
- Level 4 (medium) – 8 hours

Tier 3: Any user-raised case that requires escalation to beyond Tier 2 and Quality of Service will be addressed and actioned by our Tier 3 engineering group within 24 hours. These escalations will be raised strictly based on the criteria defined clearly in the support escalation process and can include but are not limited to underlying traffic and career-related enquiries, engineering, and product requests and amendments.

In order to reduce the need to contact support RingCentral has designed, built and currently operates its own cloud-based communications platform. The robust and powerful platform behind RingCentral's cloud communications solutions is based on a reliable, scalable, and modular architecture. It is a proprietary technology platform built from the ground up with nearly a decade of R&D establishing a comprehensive communication system capable of handling million(s) of customers making over a billion minutes of calls a day. It is designed with enterprise-level scalability, reliability and security providing unparalleled telephony features.

### Professional services and premium customer care

RingCentral offers professional services for pain-free implementations and premium, enterprise-grade support.

- Comprehensive site and network analysis, followed by bespoke deployment plans to ensure best-in-class voice quality and service.
- Full planning and design.
- On-site engineers and a dedicated project manager.
- Worry-free experience; industry experts to design best practice processes to eliminate business downtime.
- Rigorous acceptance testing ensures your service is up and running as you want it.
- Following deployment—ongoing single point of contact—a designated support manager assigned for long-term guidance, assistance and issue escalation.
- Quarterly business reviews. Value based, in-depth usage analysis and reports to promote best practices, optimisation, and getting the most out of the RingCentral solution.
- Live service and support, including priority escalation for issues raised and regular network assessment via network monitoring tools.
- Full, enterprise bespoke, end-user, and admin training sessions.

## 4 On-boarding

On boarding onto the RingCentral platforms can be achieved through a number of methods. RingCentral Office has a simplified process that allows you to sign up and on board new users instantly online. You can use the online portal to sign up and add new users, devices will be shipped the next day but you have complete access to the system and the ability to make and receive calls instantly. Implementation advisors will schedule a call to provide you with free implementation training to make the process as light touch as possible.

For RingCentral Contact Centre and RingCentral Office systems with over 20 users, the RingCentral on-boarding process is as mentioned below. The RingCentral service is a simple and seamless transition with the help of the RingCentral Professional Services team your employees can be up and running straight away. RingCentral follow the below on boarding process for accounts larger than 20 users to be able to provide full end-to-end account management including on-site visits.



We take a multi-phased approach to guiding and advising you, with multiple touch points throughout your engagement, from the time you first evaluate our solution, through in-depth planning and design with our engineers to understand your unique technical situation. We work with you and your technical team, offering expert assistance throughout the process, with dedicated project management, on-site consultancy and deployments. RingCentral provides complete implementation services to get your account up and running, walking your team through the physical setup of phones, networks and the configuration settings for your employees.

## Planning and design

The planning and design process will begin from your initial conversations with RingCentral account managers who will be gathering information about your systems and how you want RingCentral to work for you. The RingCentral Professional Services team will be introduced to you early on in your discussions with RingCentral to allow them to get a full understanding of your business and how to best implement RingCentral Office.

The RingCentral Professional Services team will provide a thorough planning and design service, which will include:

- Documenting current hardware and new hardware along with serial numbers and shipping locations
- Establish call routing details—confirm how current calls flow and how you would like them to flow on RingCentral if different
- Obtain site-by-site details
- Confirm local site contacts
- Create a complete user list
- Begin porting process, highlighting all numbers to be ported
- In depth network mapping
- Create a “day in the life of” document to highlight how the system will work
- Complete planning and design review with end user
- Provide signed off Scope of Work document

## Project management

Once the planning and design element has been completed your professional services account manager will be your single point of contact throughout the whole process. Your account manager will project manage the whole process end-to-end, from being on the initial sales calls to taking you through every element of the process. The RingCentral account manager will ensure there are regular project manager status reviews throughout the process.

Each stage will be handed over only after complete agreement between RingCentral Account Manager and customer representative.

## On-site consultancy/deployment

On-site visits from the professional services account manager and engineers ensure that the deployment is optimised for your unique business environment. RingCentral will provide a worry-free experience and having on-site support means you are able to let the RingCentral account manager take full control of all data collection and deployment.

Deployment will include full physical device and app deployment to the satisfaction of the client at each site. The RingCentral account manager will also test all call flows and not sign off the deployment until rigorous user acceptance testing has been completed and signed off.

## Implementation

RingCentral implementation is a completely custom service provided based on the end user requirements. Custom training will be created and delivered to executives, power users or end users; this can also be custom to be delivered to all three. Implementation can also include deploying integrations specific to your business if mentioned within the statement of work.

## On-going support

Once the full deployment is over, RingCentral will be available for on-going support. RingCentral provides a number of options for on-going support. You have the option of the free support available within your edition as mentioned above. The alternative option is to have premium support, which is available with a single point of contact to act as your personal account manager to continue to support your account and requirements moving forward. Whichever option you choose you can be assured that you are being supported by our world-class support team.

The RingCentral on-boarding process will be specific to your implementation of the services; therefore, it is not possible to provide timescales associated with each step. As mentioned earlier, RingCentral is able to set up and deploy systems within the day, although if you have more demanding requirements these timescales will be escalated. We will work around your deadlines and ensure the full on-boarding process is complete within your timescales.



## 5 Off-boarding

Subject to contract end dates and termination of services, RingCentral makes it easy for customers to port numbers away from RingCentral in accordance to industry regulations and within industry standard processes.

### Data extraction

RingCentral provides full access to all customer data to customers. For RingCentral Office, you have full access to call logs, messages, billing via the simple online portal. Once you have given notice of intention to leave RingCentral you are able to extract all data. Customer generated data shall be destroyed by RingCentral within 30 days of termination.

## 6 RingCentral Office: Access your account

### Logging in

Log in to your online account at <https://service.ringcentral.co.uk/> using your main RingCentral phone number and password.

### Single Sign-on

If Single Sign-on is set up for your account, click Single Sign-on at the bottom of the screen and enter your email address on the following screen then log in with your corporate credentials.

### Admin homepage

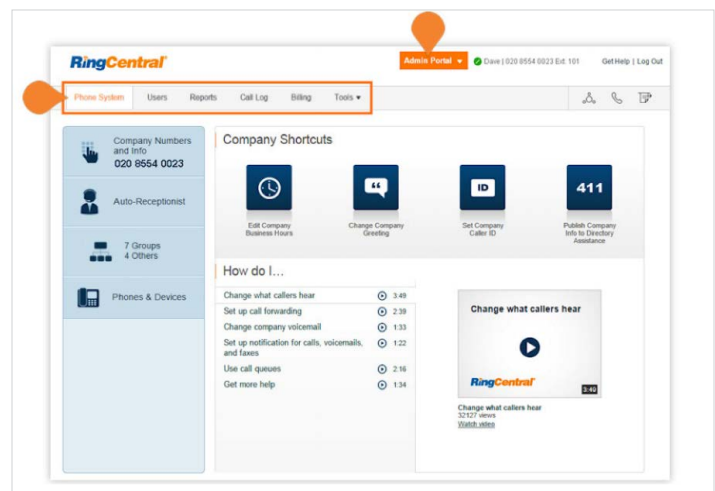
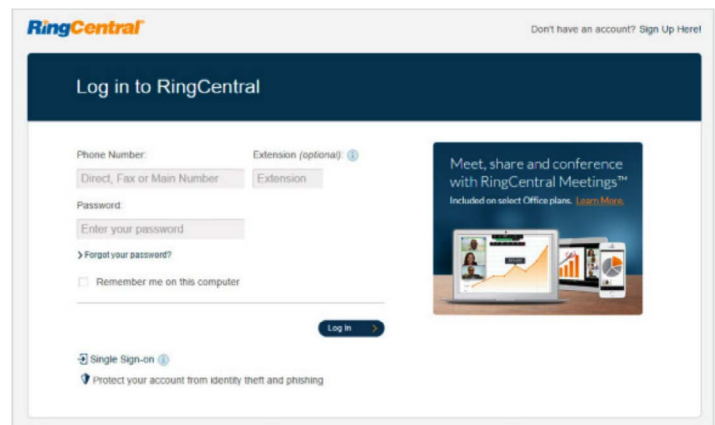
When you log in as an administrator, you will be taken to the Admin Portal, which allows you, access to admin-only tools and configure account-wide phone system settings. You can access your individual account overview and settings from the My Extension page. At the top of the screen, hover over Admin Portal and click My Extension to switch to your individual user homepage.

### Main functions

There are a few main functions that administrators can access from any online page. These functions are Do Not Disturb, Conference, RingOut, and FaxOut.

### Admin Portal

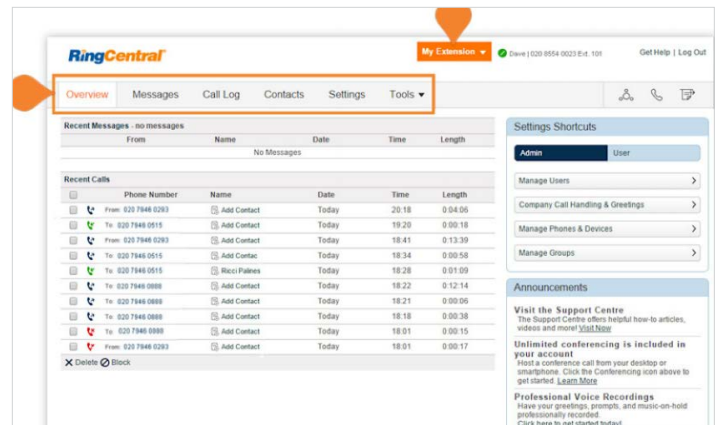
From the Admin Portal, admins see admin-only tools. The Phone System tab houses all of the main settings for the entire phone system. Here, you have Company Numbers and Info, Auto-Receptionist, Groups, and Phones & Devices. The Users tab allows you to view and manage users, and edit user permissions. The Reports tab presents usage analysis and trending metrics in an easy-to-read graphical format. The Call Log, and Billing tabs display information about your phone system. The Tools tab has more setup options such as Appearance, Session Timeout, IVR, and Templates.





## My Extension

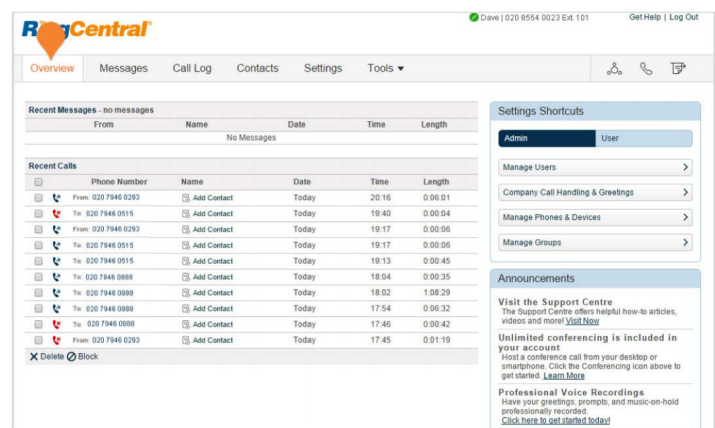
When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on Settings to access your individual settings. The My Extension tab houses the same settings as a regular user has.



## Overview

The Overview page is your account home page. It shows your recent voicemail and faxes, recent inbound and outbound calls. Let's take a look at the navigation bar across the top of this page and see how to use it. Some features are described in more detail later in this document.

NOTE: Admin users will see the tabs at the top for Admin Portal and My Extension. The pages discussed in this section of the guide can be found under My Extension. Users will only see this page and will not have the option to switch to an Admin Portal.



## Messages

Your voicemail and fax messages are stored here. Under Messages you can:

- Review inbound and outbound callers
- Listen to voicemail
- View faxes
- Save voicemail and received faxes to your computer
- Forward messages and faxes by email
- Click on a caller's number to call them back
- Delete and undelete items
- Block caller

## Call Log

The Call Log provides customised reports on inbound and outbound calls and faxes for the company number and specified extensions. Select the time period, type of call (inbound or outbound), blocked calls, or recorded calls. Save reports for analysis or you can have the call log delivered to an email address daily, weekly, or monthly on specified day.

In the Type column you will see icons for the following types of calls:

 Inbound Call

 Outbound Call

 Missed Call

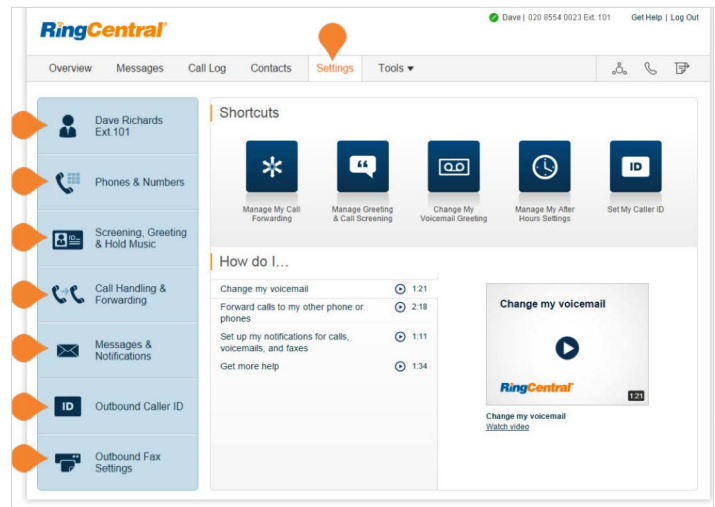
## User Settings

Click the Settings tab at the top of the homepage to access your Settings page. On the Settings page you will see options for your user extension, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, and Outbound Fax Settings.

### Shortcuts

On your Settings page, you have Shortcuts that allow you to quickly access commonly used functions.

- Manage My Call Forwarding
- Manage Greeting & Call Screening
- Change My Voicemail Greeting
- Manage My After Hours Settings
- Set My Caller ID



## Tools

This section allows you to obtain the latest tools to enhance your productivity and customise your service to suit the way you work.

### Mobile App

Download the iPhone, Android, or iPad app to take your RingCentral service on the go.

### Desktop Apps

Use the RingCentral for Desktop application to control your calls from your PC or Mac. Send and receive text messages, faxes, and answer or screen incoming calls, send to voicemail, transfer, disconnect, or monitor voice messages as they are being left and pick up the ones you want to talk to.

### Meetings App

RingCentral Meetings® is an online meeting solution. Share documents, websites, and files from cloud storage; annotate, chat, and even record your meetings. Collaborate with up to 50 people (including the host) to share and contribute anywhere, anytime, from any device.

### Glip

Glip provides a single, unified team workspace that empowers you to work, communicate, and collaborate faster and more effectively than ever before.

### RingMe

The RingMe button gives your customers the ability to call you by clicking on the button on your web site or email signature.

## 7 RingCentral Office Features

### Feature List

| RingCentral Office Features            | Features Available (tier dependent) |
|--|-------------------------------------|
| <b>Services</b>                        |                                     |
| VoIP service for desktop phones        | Y                                   |
| VoIP service for softphone             | Y                                   |
| VoIP service for mobile apps           | Y                                   |
| Hosted PBX                             | Y                                   |
| Internet fax                           | Y                                   |
| <b>Phone numbers</b>                   |                                     |
| Local company number                   | Y                                   |
| Freephone toll-free company number     | Y                                   |
| Local company fax number               | Y                                   |
| Local user number (per digital line)   | Y                                   |
| Additional UK/international numbers    | Y                                   |
| <b>PBX features</b>                    |                                     |
| Auto attendant                         | Y                                   |
| Voicemail                              | Y                                   |
| Hunt groups                            | Y                                   |
| Call Park (desk phone and desktop app) | Y                                   |
| Call monitoring                        | Y                                   |
| Call barge                             | Y                                   |
| Call whisper                           | Y                                   |
| Extension dialling                     | Y                                   |
| Answering rules                        | Y                                   |
| Call forwarding                        | Y                                   |
| Call routing                           | Y                                   |
| Call flip                              | Y                                   |
| Call hold                              | Y                                   |
| Three-way conference on end points     | Y                                   |
| Call screening                         | Y                                   |
| FindMe/Follow Me                       | Y                                   |
| Call screen with text to voicemail     | Y                                   |

## Feature List (continuation)

| RingCentral Office Features                     | Features Available (tier dependent) |
|---|-------------------------------------|
| <b>PBX features</b>                             |                                     |
| Do not disturb                                  | Y                                   |
| Hardware-based receptionist console             | Y                                   |
| Head-up display (Soft operator Console)         | Y                                   |
| Manager/Secretary                               | Y                                   |
| Recorded greetings                              | Y                                   |
| Dial-by-name directory                          | Y                                   |
| Company Directory                               | Y                                   |
| Corporate Directory on desk phones (Polycom)    | Y                                   |
| Active Directory integration                    | Y                                   |
| Caller ID                                       | Y                                   |
| Message only extensions                         | Y                                   |
| Announcements only extensions                   | Y                                   |
| Departments                                     | Y                                   |
| Caller ID control                               | Y                                   |
| International calls                             | Y                                   |
| Call blocking                                   | Y                                   |
| Shared lines                                    | Y                                   |
| Paging/intercom                                 | Y                                   |
| Company messaging                               | Y                                   |
| Presence mobile app and softphone               | Y                                   |
| Presence (BLF with call pickup)                 | Y                                   |
| Call Park mobile                                | Y                                   |
| Call Park softphone                             | Y                                   |
| Call Park on desk phone                         | Y                                   |
| Call queues (25 call max, 15 min max hold time) | Y                                   |
| Cold transfer                                   | Y                                   |
| Warm transfer                                   | Y                                   |
| Softphone (MAC, PC)                             | Y                                   |
| Simultaneous/sequential ringing                 | Y                                   |
| Multi-level IVR                                 | Y                                   |
| Mobile apps (Android, iPhone)                   | Y                                   |
| Call logs, simple and detailed                  | Y                                   |

## Feature List (continuation)

| RingCentral Office Features                                       | Features Available (tier dependent) |
|---|-------------------------------------|
| <b>PBX features</b>   |                                     |
| Call recording (on demand)  | Y                                   |
| Call recording (automatic)  | Y                                   |
| Hot desking   | Y                                   |
| <b>Fax features</b>   |                                     |
| Internet fax  | Y                                   |
| Send/receive faxes by email                                       | Y                                   |
| Online account with activity log                                  | Y                                   |
| Notification alerts by email                                      | Y                                   |
| CloudFax  | Y                                   |
| Dropbox integration   | Y                                   |
| Google Drive integration  | Y                                   |
| Box integration   | Y                                   |
| <b>Collaboration Features - Audio/Web, and Video Conferencing</b> |                                     |
| Audio conferencing  | Up to 1,000 participants            |
| RingCentral Meetings (web and video)                              | Up to 50 participants               |
| 1-to-1 video  | Y                                   |
| Screen sharing  | Y                                   |
| Application sharing   | Y                                   |
| Remote desktop control  | Y                                   |
| Annotation and co-annotation                                      | Y                                   |
| Recording   | Y                                   |
| Mobile app (iOS and Android)                                      | Y                                   |
| <b>Other advanced features</b>                                    |                                     |
| Telco presence on mobile app and softphone                        | Y                                   |
| Encrypted VoIP  | Y                                   |
| Bulk upload   | Y                                   |
| User templates  | Y                                   |
| Advances user permissions management                              | Y                                   |
| Single Sign-on  | Y                                   |
| Cost Centre management  | Y                                   |
| Reporting and analytics   | Y                                   |
| Advanced queue reporting  | Y                                   |

## Feature List (continuation)

| RingCentral Office Features                | Features Available (tier dependent) |
|--|-------------------------------------|
| <b>Integrations</b>                        |                                     |
| Google Apps integration                    | Y                                   |
| Office 365 integrations                    | Y                                   |
| Salesforce CRM integration (SFDC)          | Y                                   |
| Outlook integration                        | Y                                   |
| Zendesk integration                        | Y                                   |
| Desk.com integration                       | Y                                   |
| MS Dynamics integration (2016)             | Y                                   |
| Skype™ for Business                        | Y                                   |
| ServiceNow                                 | Y                                   |
| <b>Collaboration: Team Messaging, Glip</b> |                                     |
| Messaging                                  | Y                                   |
| File sharing                               | Y                                   |
| Unlimited storage                          | Y                                   |
| IM presence                                | Y                                   |
| Teams                                      | Y                                   |
| Groups                                     | Y                                   |
| External participants                      | Y                                   |
| Unlimited storage                          | Y                                   |
| Integrations                               | Y                                   |
| Audio conferencing                         | Y                                   |
| Video conferencing                         | Y                                   |
| External participants                      | Y                                   |
| Notes                                      | Y                                   |
| Calendar                                   | Y                                   |
| Tasks                                      | Y                                   |
| Mobile and desktop client                  | Y                                   |

## Available phone numbers

Give your business a local presence, make it easy for customers to contact you, and increase your brand recognition with a variety of phone number options, including:

On your Settings page, you have shortcuts that allow you to quickly access commonly used functions.

- Freephone numbers
- Local numbers
- Non-geo numbers
- International numbers

## Cloud PBX features

The cloud phone solution for your business revolutionises your phone system administration, call management and user and caller experience-all at a fraction of the cost of outdated PBX hardware.

### Hosted PBX service

An enterprise-class phone system without the cost and complexity of PBX hardware. Get set up in minutes, not weeks without the huge initial costs and control your system to work in the way you do. You can access and manage it from everywhere, connect remote teams as if they are in the same room and give your employees access to phone features wherever they are.

### Auto-Receptionist

Every local or freephone RingCentral number includes an Auto-Receptionist to greet and identify callers, and to direct calls anywhere.

### Multi-level IVR

Expand your automated attendant with a flexible phone menu that connects to your employees with self-service access.

### User templates

Create and apply batch configurations to multiple users at once. Save your time and repetitive manual effort to streamline your administrative routine.

### Music on hold

Keep callers entertained and informed with music and messages on hold.

### Extensions

Extensions create flexible structure to incorporate employees at local and satellite offices, wherever they are. Edit, add, or remove extensions anytime.

### Dial-by-name directory

A dial-by-name directory gives your business phone system the feel and functionality of a system run by a FTSE 100 company.

### Call monitoring

Call monitoring is an effective business tool to improve employee performance and productivity. Authorised users can listen in on employee calls with clients to listen in, provide coaching, and facilitate discussion.



### Single sign-on

With Single Sign-on, your users can log in to RingCentral automatically with their corporate credentials, without memorising another set of user names and passwords. You can reduce your IT overhead of assisting users' password recovery. Your company will also have a central authentication point to provide secure access to RingCentral service from the web, desktops, or mobile devices.

### RingCentral global office

Simplify the management of your RingCentral phone system across all global offices. With RingCentral Global Office, you easily connect your global workforce and streamline communications with one cloud-based phone system. You will benefit with free extension-to-extension calling within global offices, and with cost-effective calling plans within supported countries.

### Role-based access control

Enable your admins to assign roles to users and grant permissions to access the RingCentral phone system. RingCentral gives you the flexibility to select or define roles to help speed up the on-boarding process and enforce your company's security policy.

### Hot desking

Hot desking lets your company utilise its office space and RingCentral hardware more efficiently by allowing users to log in to shared phones to access their own extensions, voicemail, and other features. So your employees can stay connected and productive from whatever office location they may be working.

### Phone service and devices

Cloud phone service is easily administered across all your locations, incorporates all your users, includes diverse calling options and integrates devices smoothly.

### Caller ID control

RingCentral gives flexibility to manage both your incoming and outgoing caller IDs, including displaying your business name when making calls.

### RingOut®

RingOut enables one-touch calling from any phone or Internet-enabled computer.

### RingMe®

RingMe makes it easy for customers to contact your business from anywhere in the world.

### Desk phones

RingCentral offers the unparalleled quality and reliability of Polycom and Cisco phones, including presence-enabled phones with expansion modules. These IP phones come RingCentral Plug & Ring® ready, with industry-leading voice quality and all the features you expect from an office phone.

### Conference phones

Polycom sets the standard for conference phones. You get the benefit of RingCentral Plug & Ring phones with our available Polycom conference phone.

### Analogue adapters

Our Analogue Telephone Adapter (ATA) allows you to connect a standard analogue device to your RingCentral service. By connecting the ATA to an internet connection and then your device to the ATA, you get all the VoIP benefits in your existing device—whether desk phone, conference phone, cordless phone, or even fax machine.

### Desktop app

RingCentral Desktop app is a comprehensive communication solution with voice, fax, conferencing, and online meetings. There's no need to use separate applications for day-to-day calls, conferencing, and web meetings. Increase productivity with RingCentral Desktop app's flexible call management, advanced options, and intuitive interface.

### Call management

Customise your phone system settings so your callers have a pleasant and productive experience contacting you. Ensure you don't miss calls and that your team has the most advanced features at their command.

### Answering rules

Give your business phone system the flexibility to work around any schedule. Answering rules route calls based on a range of options for your company main number, as well as for individual extensions and mailboxes.

### Call forwarding

Always be in the right place, at the right time to take calls. Call forwarding is completely transparent to the caller, and makes it possible for your company to be on-call all the time.

### Automatic call recording

Set your RingCentral phone system to automatically record inbound and outbound calls for individual users or inbound calls for departments. You can easily playback and download recordings anytime, or turn off the recording feature at your convenience.

### Presence

Whether you are using your desk phone, smartphone app, or softphone, you can now share your presence status—available, busy or on hold—with your admins or colleagues. Easy to configure and manage, presence across your devices is a unique feature only available through RingCentral, delivering convenience and improved productivity.

### Call Flip

With Call Flip you can simply move an on-going call between your desk phone, mobile phone, or softphone. Call Flip is easy to set up and offers convenience and flexibility for call handling.

### Call Park

Call Park lets you hold calls in a virtual location and retrieve them from any desk phone in your system.

### Call screening

Take complete control over who can reach your company. Take calls from particular callers, block specific numbers, and send others directly to voicemail.

### Shared lines

Share one phone number across multiple phones. Answer calls from any phone.

### Intercom

With Intercom, you can make announcements to colleagues on desk phones across your office locations.

### Paging

Paging lets you make real-time, one-way announcements to multiple desk phones and overhead paging devices.

### Call logs

RingCentral call logs keep a complete record of all your inbound and outbound calls and faxes. View the name of the caller, the number or extension dialed, and the time, date and duration of the call.

### Message alerts

Get instant notifications for voice and fax messages by email or our real-time call management application.

### Missed call notifications

Get notified when you miss a call.

### Reports

Generate historical call analysis and trending metrics to gain insights into call usage and help improve business performance.

## Voicemail and greetings

Create and modify business voicemail inboxes and greetings with ease. Access your voicemails with the latest tools for receiving messages in the format of your choice.

### Voicemail

RingCentral voicemail ensures that your company will never miss a customer call.

### Voicemail-to-email

RingCentral's voicemail-to-email empowers you to receive voicemail messages in emails and listen to them on the go.

### Visual voicemail

Visual voicemail allows you to easily manage your voicemail in your online account, on your PC or Mac softphone, and even on your mobile phone using our free app.

### Greetings

Use greetings to establish your brand and enhance your company's image.

## RingCentral Messaging

Put your business phone system in the palm of your hand, on the smart devices you rely on most, with advanced messaging capability.

### Unlimited texts

Send text messages from your business extension to colleagues and departments.

### Mobile devices

You can use the RingCentral Mobile App for iPhone®, iPad®, Apple Watch® and Android™ to mobilise your company phone system. Use one business number for voice fax and messages.

## Integrations

Integrating your cloud phone system with the apps you rely on most brings your business communications to a new paradigm of connectivity and productivity.

### Cloud storage integration

Send faxes directly from your Box account. The RingCentral FaxOut app makes it quick and easy to fax your Box documents for no additional cost.

### Desk.com integration

With integration between your RingCentral phone system and Desk.com, your company's customer service team gets a boost in productivity. Experience easy click-to-dial within Desk.com and automatic case creation with each incoming call.

### Google integration

Increase productivity by handling all of your business communications without leaving Google. Make calls directly from Gmail, expand access to Google Hangouts™, and fax directly from Google Docs, and Drive™. With RingCentral, Google is open for business.

### Office 365 integration

Handle all of your business communications without leaving Office 365. Manage calls and texts directly within Office 365 Mail, schedule RingCentral meetings in Office 365 Calendar, and merge all of your contacts on one easily searchable interface.

### Oracle Sales Cloud integration

Providing real-time connectivity with RingCentral phone system, your agents can make and receive calls directly from within Oracle Sales Cloud. Instantly view call logs, efficiently manage customer interactions, and deliver superior levels of customer service.

### Outlook integration

Handle all of your business communications at your Microsoft Outlook® desktop client with RingCentral for Outlook. Make and receive calls directly within the main Outlook interface, schedule RingCentral meetings in the Outlook Calendar, and merge all of your contacts on one easily searchable interface.

### Salesforce integration

With the RingCentral for Salesforce, you get improved productivity and call efficiency. Quickly make calls from within Salesforce with just one click. Instantly view caller records with incoming calls. Easily log call notes to specific contact records.

### ServiceNow integration

Bring the quality RingCentral cloud phone system into your ServiceNow to increase your service management experience and call efficiency. Simply make and receive calls within ServiceNow without the need of switching between app and phone. Automatically look up customers and create incidents when a call arrives.

### Skype for Business

Transform Skype for Business into your all-in-one cloud communications hub, connect easily with anyone whether they use Skype or not.

### Zendesk integration

Enhance your customer service experience with seamless integration between the RingCentral cloud phone system and Zendesk. Simply click to dial to make calls from within Zendesk.com. A new ticket is automatically created when a call arrives.

## Collaboration

Intelligent collaboration empowers your workplace to hold conversations, share files, manage projects, and collaborate around the world more productively—as part of your complete cloud phone solution.

### Team collaboration

Glip makes team collaboration better, faster, and more productive. Gone are the days when you walk away from your desk only to come back to an email thread from multiple team members. Gone are the many hours spent searching your email inbox for a file attached to an email. And then there are the countless times you spent looking for the contact information of a team member.

### HD video meetings

Hold HD video conferences with up to 50 attendees around the world, anytime and anyplace on computer, smartphone, or tablet.

### Web conferencing

Share from your desktop, websites, PowerPoint presentations, spreadsheets and more with team members and customers.

### Audio conferencing

You get unlimited audio conference calling with a single company bridge. Each user gets their own host and participant access codes, so you can hold conferences whenever you want.

## Internet fax

The evolution of fax has no hardware and no separate number. Send and receive faxes from multiple sources with advanced updates and logs.

### Internet fax

Send and receive faxes from your PC, mobile phone, Microsoft Office, cloud storage providers, such as Dropbox and much more.

## Mobility

Your cloud-based phone system is ready to travel on your mobile devices, including your laptops. Work where you want, how you want.

### RingCentral for iOS®

With the RingCentral mobile app on your iPhone® or iPad®, enjoy your freedom and take your phone system with you. With advanced features such as HD calls, business messaging, fax, conferencing, online meetings and team collaboration. Never miss an important message. Get instant message and incoming call notifications and respond right from your Apple Watch.

### RingCentral for Android™

With the RingCentral mobile app on your Android device, enjoy your freedom and take your phone system with you, with advanced features such as the industry's first business messaging, HD voice, fax, conference calling, online meetings, and smart team collaboration.

### RingCentral for Desktop

RingCentral Softphone enables complete call management from any PC. Answer calls on your PC, route calls on the fly with single click, send and receive faxes and more.

## 8 RingCentral Contact Centre Features

RingCentral Contact Centre is a feature rich, highly configurable and flexible platform.

Key Contact Centre functionality includes:

- ACD software
- IVR software
- CTI software
- Network connectivity
- Predictive and blended dialer
- ECHO Customer Survey: Real-time surveys allow you to hear and share the voice of your customer to improve service.
- Quality management
- Workforce management
- Screen recording
- eLearning
- Real-time and historical reporting
- CRM integrations

Please see a full feature list for Contact Centre below:

| RingCentral Contact Centre Features | Features Available (tier dependent) |
|-------------------------------------|-------------------------------------|
| <b>Universal Queue Features</b>     |                                     |
| Email                               | Y                                   |
| Chat                                | Y                                   |
| Voicemail                           | Y                                   |
| CRM Cases / tickets                 | Y                                   |
| Video chat                          | Y                                   |
| Fax                                 | Y                                   |
| Social media                        | Y                                   |

| RingCentral Contact Centre Features      |  | Features Available (tier dependent) |
|--|--|-------------------------------------|
| <b>Capacity Management</b>               |  |                                     |
| Max live agents                          |  | No limit                            |
| Max configured agents                    |  | No limit                            |
| Max active supervisors                   |  | No limit                            |
| Max configured skills                    |  | No limit                            |
| Max wall boards                          |  | No limit                            |
| Max IVR ports                            |  | No limit                            |
| Max configured seats                     |  | No limit                            |
| <b>Functionality</b>                     |  |                                     |
| Inbound calling                          |  | Y                                   |
| Outbound calling                         |  | Y                                   |
| Scheduled / abandoned / web call back    |  | Y                                   |
| Email                                    |  | Y                                   |
| Call blending                            |  | Y                                   |
| Voicemail                                |  | Y                                   |
| Web chat                                 |  | Y                                   |
| Presence tools                           |  | Y                                   |
| CTI integration                          |  | Y                                   |
| Feature rich ACD                         |  | Y                                   |
| Feature rich IVR                         |  | Y                                   |
| Feature rich voice recording             |  | Y                                   |
| Email response management                |  | Y                                   |
| <b>Workforce automation</b>              |  |                                     |
| Skills-based routing                     |  | Y                                   |
| Agent priority routing                   |  | Y                                   |
| Service level based routing              |  | Y                                   |
| Geo-based routing                        |  | Y                                   |
| Time of day routing                      |  | Y                                   |
| CRM based routing                        |  | Y                                   |
| Overflow queues                          |  | Y                                   |
| (many other routing workflows available) |  | Y                                   |
| Social media                             |  | Y                                   |



| RingCentral Contact Centre Features           |  | Features Available (tier dependent) |
|---|--|-------------------------------------|
| <b>Agent capabilities</b>                     |  |                                     |
| Agent IM and presence                         |  | Y                                   |
| Agent call queue display                      |  | Y                                   |
| Call pickup                                   |  | Y                                   |
| Programmable buttons                          |  | Y                                   |
| Graphical threshold alerts                    |  | Y                                   |
| CRM screen pops                               |  | Y                                   |
| Wrap-up codes                                 |  | Y                                   |
| Release codes                                 |  | Y                                   |
| (many other Agent capabilities available)     |  | Y                                   |
| <b>Supervisor capabilities</b>                |  |                                     |
| Paging groups                                 |  | Y                                   |
| User groups                                   |  | Y                                   |
| Threshold alerts                              |  | Y                                   |
| Real-time statistics                          |  | Y                                   |
| Historical reports                            |  | Y                                   |
| Wall board management                         |  | Y                                   |
| Agent status and activity view                |  | Y                                   |
| Group status and activity view                |  | Y                                   |
| Monitor whisper and barge-in                  |  | Y                                   |
| (many other supervisor capabilities possible) |  | Y                                   |
| <b>Reporting</b>                              |  |                                     |
| Built in reports generator                    |  | Y                                   |
| Scheduled multi-format reports                |  | Y                                   |
| Export data in multiple formats               |  | Y                                   |
| Public / personal reports                     |  | Y                                   |
| Group reports                                 |  | Y                                   |
| Daily / hourly / interval reports             |  | Y                                   |
| IVR / mailbox / ACD statistics                |  | Y                                   |
| Agent activity reports                        |  | Y                                   |
| Service-level reports                         |  | Y                                   |
| (many more customizable reports available)    |  | Y                                   |

## Contact Centre Studio

RingCentral Contact Centre's Studio application is a powerful tool providing you with access to everything you need to create and maintain 'omni-channel' routing strategies and queue processing flows. From API to zip tone—Studio is your visual, intuitive interface to ensure every contact is treated and routed exactly like you want.

Key features include:

- Create and maintain omni-channel routing strategies in one visual, intuitive interface
- Supports voice calls, emails, and chat interactions, as well as Work Items such as Social Media interactions, SMS, or CRM tasks
- Use predefined Studio routing components, as well as API- or SDK-based custom components
- Superior flexibility for routing solutions ranging from simple routing flows to complex applications
- Fully integrated Voice Portal for voice self-service applications and voice contact routing

## Workforce Optimisation

Help your organisation improve everything that impacts the customer experience.

Key WFO features include:

- Audio and screen recording
- Quality management
- Workforce management
- Coaching management
- eLearning
- Analytics-Driven Quality (ADQ)
- Performance management scorecards

## Contact Centre MAX agent interface

MAX is a dynamic, context-sensitive interface designed for the streamlined handling of all contact centre interactions, regardless of channel. With MAX, your agents will be ready to tackle their roughest days and most complex interactions with ease.

### Collaboration

MAX provides a whole new world of advanced tools enabling your agents to collaborate quickly and with confidence. Our intelligent Address Book has powerful search capabilities and contextual, advanced filtering. With integrated presence information, agents can see at a glance who is available for collaboration. Our tools make it easy for even your newest agents to identify and collaborate with subject matter experts; advanced filtering displays the most commonly consulted resources. Once your agents have found the best contact, simplified consults, conferences and transfers help make the connection. And our interface is consistent across channels, reducing the time spent searching and clicking.

Key functionality includes:

- Collaboration tools with dynamic Agent State and Queue Data
- Intelligent address book
- Powerful search capabilities
- Contextual, advanced filtering
- Simplified consults, conferences, transfers

### Contact handling

MAX provides multichannel contact handling with native support for blended inbound and outbound Voice, Voicemail, Email, Chat and Work Items. Virtually any other channel (Social Media, text/SMS or others) is supported via Work Item handling. MAX is an intuitive, context-sensitive interface—your agents' most relevant tools and actions are always in view and located just a click away.

Key functionality includes:

- Context-sensitive interface
- Blended inbound and outbound Voice, Voicemail, Email, Chat
- Other channels via Work Item handling.
- Automatic display of customer data
- Customise quick transfer tools
- Disposition active contact

### Agent empowerment

MAX provides a wealth of real-time information to the agent. It enables agents to monitor their own key metrics, such as agent performance and productivity, including trending for today, yesterday and the last week. When you let your agents know about their personal performance, and show them how they are doing compared to their team, they can pace their contact handling according to thresholds and expectations—no surprises at the end of the shift!

Key functionality includes:

- Dynamic agent interface
- Real-time display of agent performance, productivity, and skills
- Contact centre performance display
- Agent and queue availability

### Contact Centre inView dashboards

MAX is a dynamic, context-sensitive interface designed for the streamlined handling of all contact centre interactions, regardless of channel. With MAX, your agents will be ready to tackle their roughest days and most complex interactions with ease.

### Collaboration

RingCentral Contact Centre inView is a full cloud-based performance dashboard system. Deliver real-time data and business intelligence for all levels of call centre operations. inContact inView is a revolutionary, optimisation solution engineered by call centres for call centres. inView drives successful execution, by aggregating performance data from disparate systems, and acting on the data with proven business improvement processes. inView increases accountability and creates a culture of continuous development essential to reaching business objectives.

Key functionality includes:

- Real-time pre-integrated performance dashboards
- Cloud optimised solution
- Data aggregator and business intelligence
- Greater visibility and impact for executives
- Enhanced effectiveness and efficiency for supervisors
- Increased productivity and proficiency for front-line agents
- Fully integrated with Salesforce, inContact, and SpiceCSM

### Business metrics

The inView performance dashboard solution aggregates your businesses KPIs into a consolidated, integrated solution. With real-time, personalised performance data you can identify correlations easily across data sets, take action with proactive problem notifications to supervisors via automated alerts, foster empowerment and focus with customised employee dashboards, and reduce operating costs through maximum visibility.

### Performance management

Measure the performance of each agent, coach, manager, site, and project. Track emails, chats, tweets, tickets, and calls using the multi-channel performance dashboard. There are no limitations on KPI measurements, including the ability to create global performance scores using weighted KPIs for a unified performance score.

### Business transparency

Get real-time tracking, trending and reporting on agent, team, and project quality metrics. With this level of detail, you can quickly identify best practices, potential concerns, and process improvements. Give agents real-time incentive tracking so they can track their own performance.

### Contact Centre IVR

RingCentral Contact Centre IVR enables you to service more customers at a lower cost by moving calls to self-service.

Key functionality includes:

- On the fly, graphic call development tool
- CRM/Database connectivity
- Advanced speech recognition and touch tone
- Text to speech
- IVR Reporting

### Visual call flow development

Create and edit contact flows quickly and easily, providing a flexible solution to fit your business needs, without limitations imposed by equipment, software, or vendors. The visual drag and drop tool make development and changes to call flows quick and easy without Professional Service involvement. You can configure the RingCentral Contact Centre IVR in many different ways, including:

- Self-service that allows your customers to verify a payment, ensure a shipment is on its way or update their account information without ever speaking to an agent
- Basic menuing by department, category or need
- Using the outbound capabilities of RingCentral Contact Centre to reach your customers for proactive customer service
- Transferring to phone numbers external to the ACD; RingCentral Contact Centre can send the call to any phone system you need.

### IVR reporting

Run reports to see overall use of the IVR, where callers drop out, or get stuck. Further, a contact can be followed through the IVR to see what the navigated IVR path was for a specific customer during a specific call.

### Self-service capabilities

Automate caller requests through the IVR so customers can get on their way more quickly. Since the customer can request a live agent at any point in their interaction, you can offer multiple contact options increasing customer service.

### Website, database, and CRM connectivity

Integrate your website into your contact centre, connect to data tables for account look ups, or your customer database to help your agents handle contacts more effectively. A variety of CTI options are available so your IVR application can query external database and CRM systems, as well as queue request for information or callbacks via an interface on your website.

### Speech recognition

Make it easy for your customers to get the help they need, when they need it, by just saying what they need.

## Contact Centre ACD

RingCentral Contact Centre ACD features rich multi-channel functionality to optimise your customer interactions. The function is highly configurable to address many use cases beyond a simple feature list.

Key functionality includes:

- Increased agent productivity through predictive dialing
- Skills-based routing
- Proficiency 'weighting'
- Multi-location and at-home agent capabilities
- Inbound/outbound call blending
- Multiple channels
- Universal contact queue
- Database connectivity
- Queue Keeper
- Automatic call back
- Supervisor monitor/coach/barge
- Call recording
- White noise for PCI complaint call recording

## Routing

Our skills-based ACD software powers through the callers in queue and quickly distributes them to the agents with the skills to help them. Proficiency levels of agents are also considered to make sure calls are always routed to the best available agent with the highest proficiency. The RingCentral Contact Centre ACD can be configured to ensure your high value customers are given priority and are moved ahead in the queue—or you can route them to a special priority customer queue. If wait times are too long, ACD has a call back feature that lets your customers wait for an agent without having to wait on the phone.

## Multi-channel

Compatible with a number of communications vehicles such as IVR, chat, email, fax, click-to-dial web calls, and social media entries, the RingCentral Contact Centre ACD multi-channel routing gives your customers a choice in how they interact with you. No matter what channel your customers choose to use, our ACD connects everyone in a single intelligent and unified queue.

The RingCentral Contact Centre ACD is built with the user in mind. Agents will find the thin agent application easy to use and intuitive. All contact types are handled through one interface, which increases productivity by eliminating toggling between screens. There is also an admin portal for supervisors and administrators to find all the information they need to run a world-class contact centre. This portal allows for easy management of agents, skills, inbound and outbound campaigns, dispositions, and point of contacts. It is also where reporting is located.

## Contact Centre Salesforce Agent Console

The RingCentral Contact Centre Agent for Salesforce enables intelligent contact routing so the call and caller information are delivered on a single, unified screen on the agent's desktop, Salesforce.

Key functionality includes:

- Integrated interface
- ANI screen pops
- Click-to-dial (CTD)
- DNIS scripts and custom screen pops
- Handles inbound and outbound voice, chat interactions and routing for Salesforce cases
- Automated call record creation in Salesforce
- Multi-tab/multi-browser support
- Supports custom triggers and proactive prompts