



RingCentral 2022 customer success metrics

Deploying cloud communications, collaboration and contact centre solutions is not just good for making communications simpler, it is great for driving value across the enterprise. Tapping into our global customer community, RingCentral surveyed RingCentral customers to learn the business value derived across five (5) categories of metrics: return on investment and general business, cost reduction/IT, employee productivity and business agility, business process improvement/workforce mobility and customer experience.



Survey results are summarised across 30 metrics you can use to benchmark your own deployment objectives.

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
ROI and general metrics					
Revenue growth (%)	10	20	50	30	Increase in revenue growth with RingCentral
Return on investment (ROI) (%)	10	25	75	55	ROI with RingCentral
Time to payback (mos)	2	6	12	9	Expected payback with RingCentral
Increase in customer satisfaction (%)	20	48	80	48	CSat increase with RingCentral
Increase in employee satisfaction (%)	25	50	90	58	ESat increase with RingCentral
Time to implement (mos)	1	1	3	3	Expected time to implement with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
Total cost of ownership metrics (%)					
Faster workflow deployment	1	35	75	43	Faster workflows with RingCentral
Faster integration	0	30	75	42	Faster integrations with RingCentral platform
Decrease in telecommunication costs	5	20	35	23	Decrease telecom costs with RingCentral
Decrease in hardware costs	0	5	25	20	Decrease in hardware costs with RingCentral
Decrease in IT spend	5	10	20	16	Decrease in IT spend with RingCentral
Employee productivity & business agility (%)					
Decrease in in-person meetings	3	50	75	42	Decrease in in-person meetings with RingCentral
Increase in meeting effectiveness	5	25	60	37	Increase in meeting effectiveness with RingCentral
Increase in employee productivity	15	30	60	41	Increase in employee productivity with RingCentral
Decrease in application toggling	0	15	50	29	Decrease in app toggling with RingCentral
Decrease in employee attrition	0	10	33	24	Decrease in employee attrition with RingCentral
Business process improvement and workforce mobility (%)					
Increase in employee mobility	36	88	100	69	Increase in employee mobility with RingCentral
Increase in resource access	10	45	70	43	Increase in resource access with RingCentral
Increase in information access	3	25	73	39	Increase in information access with RingCentral
Decrease in ramp-up time	0	15	50	25	Decrease in ramp-up time with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
Customer Experience (CX) (%)					
Improvement in containment rate	2	18	48	27	Improvement in containment rate with RingCentral
Decrease in cost to serve	6	20	40	30	Decrease in cost to serve with RingCentral
Increase in shifting call volumes to digital	15	50	89	50	Increase in shifting call volumes to digital with RingCentral
Decrease in average handle time	5	17	50	30	Decrease in average handle time with RingCentral
Increase in first contact resolution	10	25	65	43	Increase in first contact resolution with RingCentral
Decrease in hold times	5	23	50	38	Decrease in hold times with RingCentral
Increase in average speed to answer time	5	20	50	38	Increase in average speed to answer time with RingCentral
Increase in schedule adherence	0	10	39	30	Increase in schedule adherence with RingCentral
Decrease in agent idle time	0	10	35	32	Decrease in agent idle time with RingCentral
Increase in average revenue per agent	0	15	30	25	Increase in average revenue per agent with RingCentral

Source: RingCentral Customer Success Survey conducted from Dec 2020 to April 2022. Survey respondents were 1,381 customers (the majority of respondents being business executives and decision makers) randomly selected from RingCentral customers across all business segments from the US, Canada and the UK. This material is provided for information purposes only, on an as-is basis, and is subject to change. The information is not warranted as to its merchantability, completeness, accuracy or fitness for a particular purpose. RingCentral does not represent, warrant, undertake or guarantee that the use of this information will lead to any particular outcome or result.

For more information, please contact a sales representative. Visit ringcentral.com/customer_success or call 1800 957 188.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video Phone™ (MVP®) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP® combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video®, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.



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