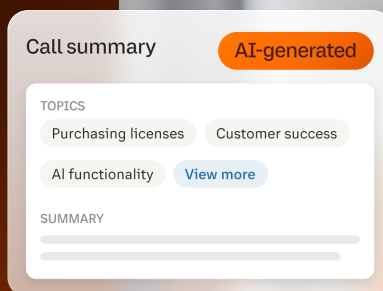


RingCentral RingCX

Smarter customer experiences, made simple

Customer service is a critical need for businesses of all sizes. However, traditional contact centre solutions typically mean complex deployment and cost structures, making them challenging for resource-constrained businesses to implement and manage. These businesses need a streamlined, modern solution that enables great customer experiences at an all-inclusive, predictable, and cost-effective price.



RingCentral RingCX brings together cutting-edge RingSense™ AI technology, omnichannel contact centre, and RingCentral MVP unified communications, delivering a next-generation AI-powered solution with a disruptive combination of product, packaging, and pricing.

Key benefits

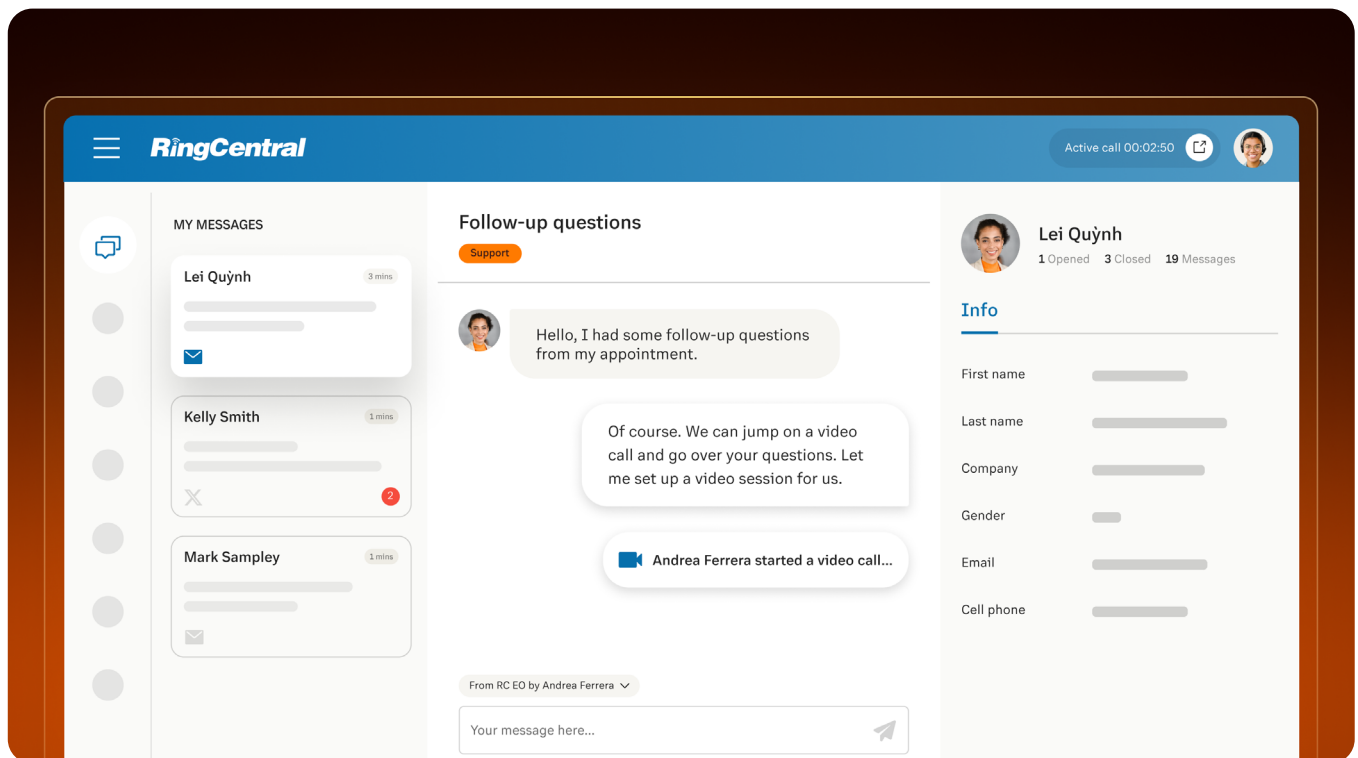
- AI-first to help customers and businesses before, during, and after interactions
- Rich omnichannel bringing together voice, video, and 20+ digital channels - including email, chat, social (such as Facebook and X), as well as messaging applications like WhatsApp - all into a single pane of glass for agents
- Easy to deploy with a single administrative interface to get up and running in days, not weeks
- Simple to use with a single interface unified with RingCentral MVP to seamlessly connect with internal experts and increase first contact resolution
- Disruptively packaged and priced for cost savings and predictability

Key features

- Turn agents into super agents with a single, AI-powered interface
- Empower supervisors with AI insights and analytics
- Make operations efficient and future-proof with low cost of ownership

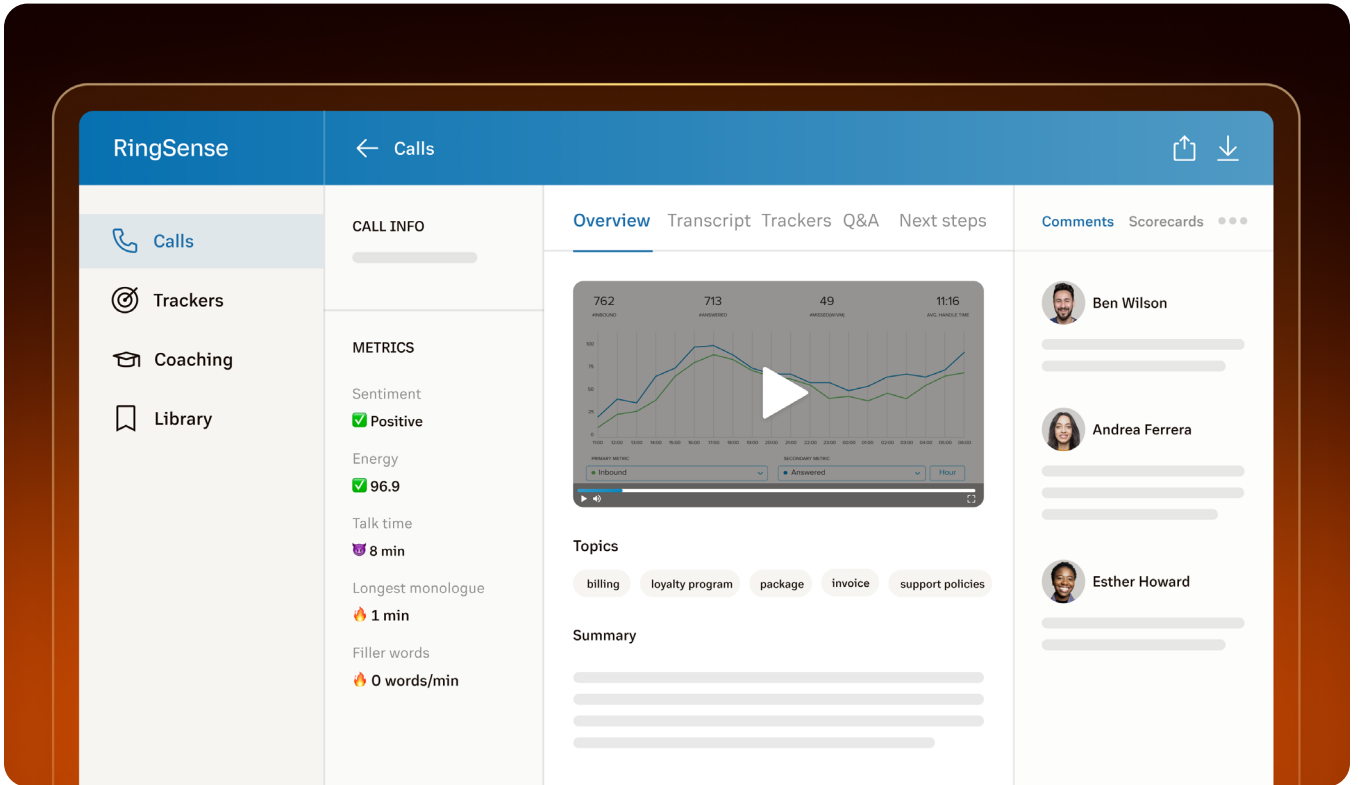
Turn agents into super agents

- Real-time, AI-generated transcription and post-call summaries through RingSense™ AI enable agents to better engage in customer conversation by freeing them from taking notes or capturing action items.
- Agents can easily navigate all channels, with voice, video, and 20+ digital channels in a unified interface.
- Free agents up to handle complex issues by leveraging the RingCX IVR and intelligent virtual agents for self-service



Empower supervisors with advanced insights

- Real-time dashboards provide a complete view into operations across all channels, enabling data-driven decision-making for improvements.
- RingSense™ AI provides post-call behavioural coaching, automated quality scoring and feedback, and insights like call sentiment and topics, enabling supervisors to save time by identifying critical interactions for coaching opportunities.
- With over 250 out-of-the-box reports and live dashboards, supervisors can constantly monitor performance.



Maximise the value of your CX operations

- RingCX is disruptively priced and packaged to provide businesses with a low total cost of ownership and predictable monthly pricing.
- Unified analytics for voice and digital provide rich business insights into key metrics like call volume, handle time, and customer sentiment
- As customer and business needs change, RingCX helps you adapt quickly with a scalable, future-proof cloud solution to get the most out of your CX investment.

For more information, please contact a sales representative. Visit ringcentral.com/au/en/ 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.

RingCentral Australia Pty Ltd - Head Office, Level 28/161 Castlereagh St, Sydney NSW 2000, Australia. ringcentral.com/au/en/

