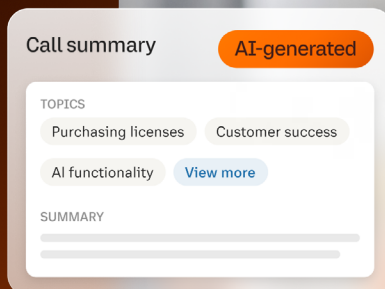


## RingCentral RingCX

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

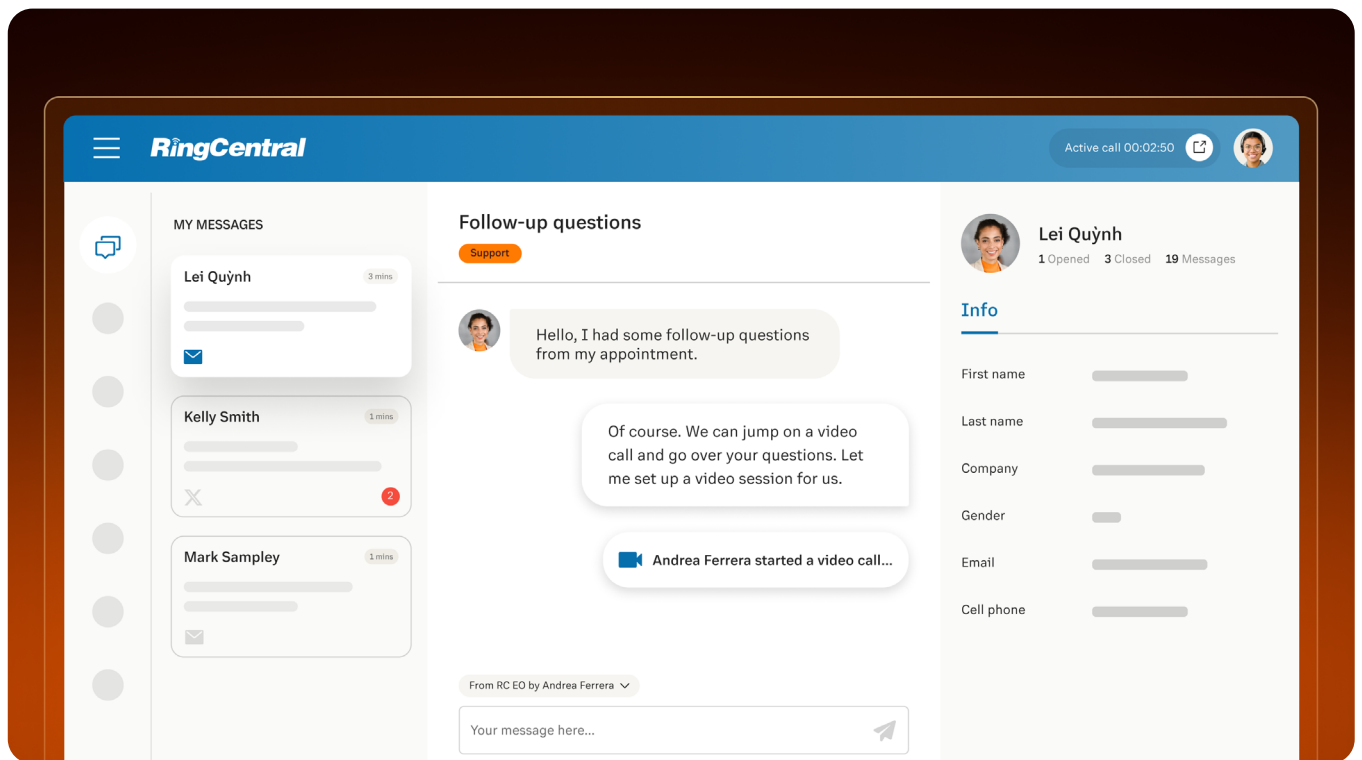
- AI-first to help customers and businesses before, during, and after interactions
- Rich omnichannel bringing together voice, video, and 20+ digital channels - including email, chat, social (such as Facebook and X), as well as messaging applications like WhatsApp - all into a single pane of glass for 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

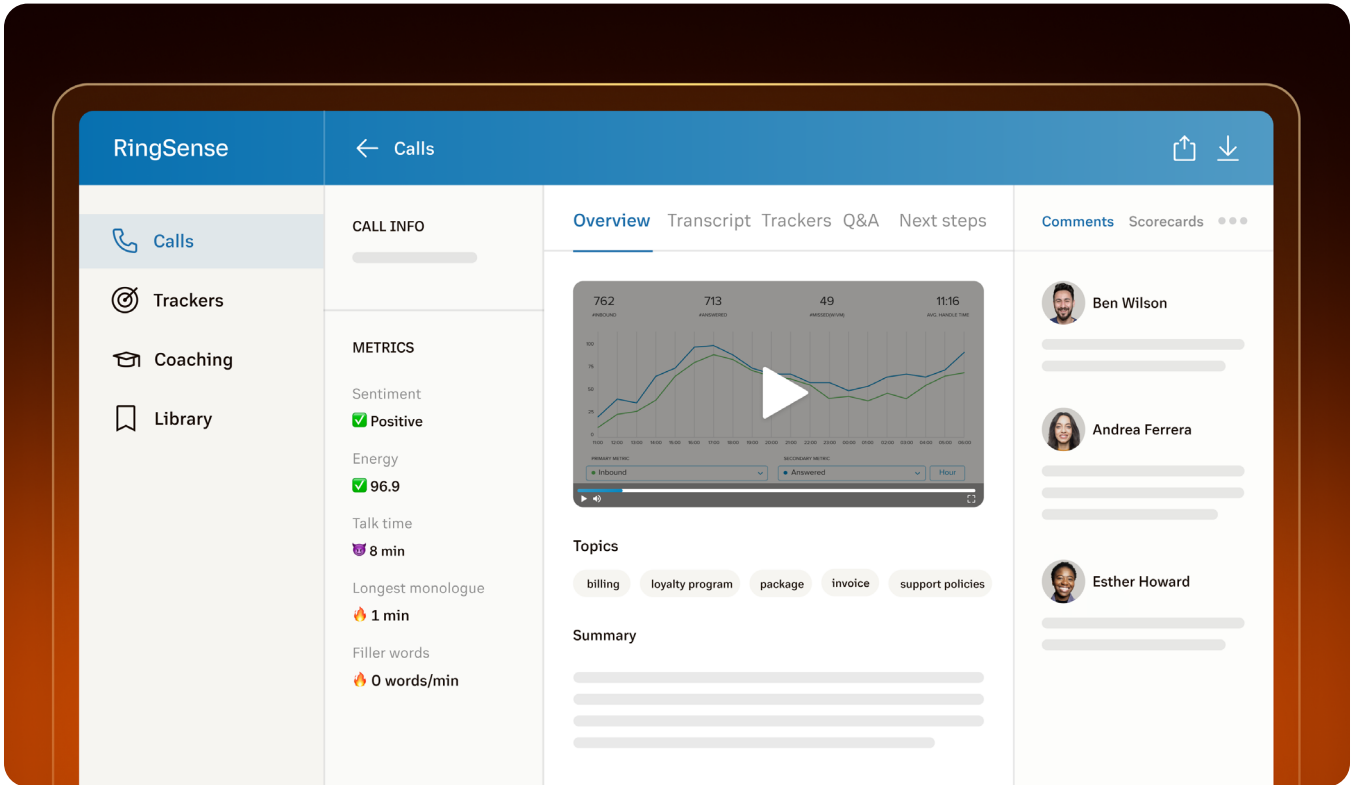
## Turn agents into super agents

- 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/gb/en/](https://ringcentral.com/gb/en/) or call 0800 098 8136.

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 UK Ltd. 85 Uxbridge Road, 4th Floor, Ealing, London, W5 5TH, UK. [ringcentral.com/gb/en/](https://ringcentral.com/gb/en/)

© 2023 RingCentral, Inc. All rights reserved. RingCentral, the RingCentral logo, and all trademarks identified by the ® or ™ symbol are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.