

RingCentral Contact Centre Digital Customer Service

Interact with your customers in their channels of choice.

Your customers want to contact you in the channel of their choice, anytime. With RingCentral Contact Centre™, you can easily and economically provide a superior customer experience across all the digital channels your customers use. Choose from a broad range of channels, including all major mobile and social media messaging apps, to connect with your customers. Your agents will get a unified desktop to handle all of these channels in one intuitive interface so they can access customer context and cross-channel interaction. Using RingCentral Contact Centre as your single platform for digital customer service makes administration easy and provides reporting and analytics across your entire digital contact centre operation.



Let's kick this project off.

Sounds good.
Let's connect later today.



Benefits

- Make your customers happy. Support them in the channels they prefer.
- Reduce cost and increase productivity with unified digital customer service.
- Simplify and consolidate digital channel management and administration.

Key features

- Flexibly choose from 30+ digital channels.
- Use AI and bots to automate routine interactions.
- Empower agents with one interface for all channels.
- Consolidate reporting and analytics across digital channels.
- Forecast, schedule, survey and manage quality across all digital channels.
- Administer and manage all digital channels in one solution.
- Deploy digital your way: digital-only, digital-first or add digital.

One solution, any channel

RingCentral Contact Centre makes digital customer service easy and economical with support for a wide selection of digital channels, including live chat, social media, messaging, mobile apps and social monitoring, so you can connect with your customers on the channel they prefer.

- Quickly address business needs by flexibly choosing the channels you need from the industry's widest range of natively supported digital platforms.
- Make deploying any or all channels to any or all of your agents affordable.
- Add channels easily and quickly to address customer preferences as they evolve.

Empower your agents

Help your agents create a better customer experience with more context and fewer silos, and automate routine interactions with AI-powered bots.

- Increase agent productivity with a unified interface and consistent controls across all digital channels.
- Enable your agents to provide a richer customer experience with immediate access to the Customer Card that provides the agent with customer context for every interaction, including customer data, sentiment, influencer status and social handles, as well as cross-channel interaction history.
- Let your agents improve the customer experience and increase first contact resolution by switching or combining channels as needed.

Inbox

Mike Chen

Case #126424778385

Read | @ Nov 10, 2021, 2:39 PM

Evie Grand

Case #126424769538

Read | @ Nov 5, 2021, 5:19 PM

Open

Case #126424769538

Nov 5, 2021, 5:17 PM

Hello! I would like to extend my subscription.

Nov 5, 2021, 5:17 PM

Could you please send me the number of your order?

JB

Nov 5, 2021, 5:19 PM

Sure, it's #298895677

Reply

Note

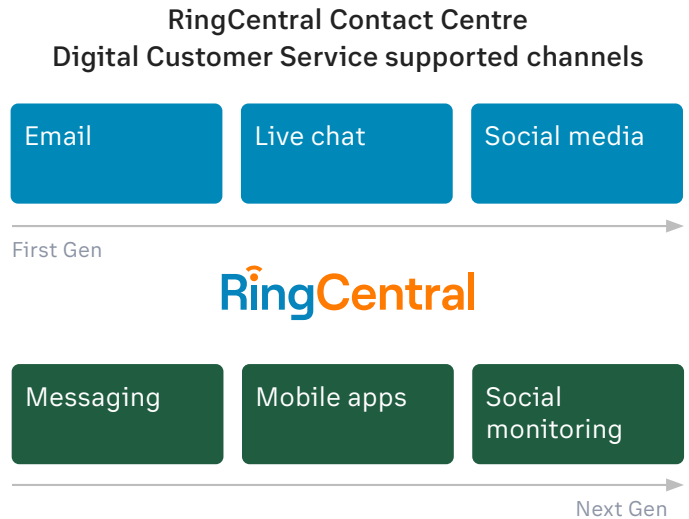
Approval

JB

Write post

One solution, streamlined management

- It's never been easier to measure and manage a wide range of digital channels. With RingCentral Contact Centre you can consolidate all digital channels on one contact centre platform. No need to spend time and effort on trying to make multiple point solutions play nicely.
- Streamline administration with one interface for users, skills and routing flows.
- Consolidate Workforce Engagement, including scheduling, recording, quality and performance management.
- Report on and analyse digital interaction across all channels.

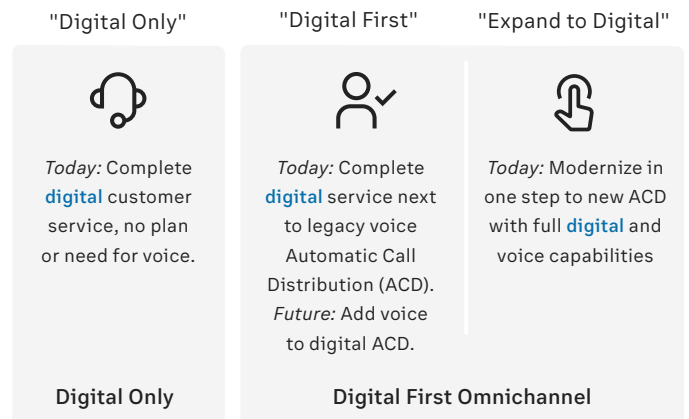


Go digital – your way

Adopt digital channels in the way that best meets your business needs:

- Make RingCentral Contact Centre your solution of choice for all your digital customer service needs – choose from a broad range of digital channels and benefit from a unified agent interface, administration and management.
- Flexibly and affordably deploy any number of digital channels. No need to replace your existing call centre solution for voice.
- Deploy RingCentral Contact Centre as your consolidated contact centre solution across all digital and voice channels.

Three ways to go digital



For more information, please contact a sales representative. Visit ringcentral.co.uk or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre 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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