# RingCentral

RingCentral Contact Centre for Microsoft Teams

Seamless integration for enhanced customer experiences

With RingCentral Contact Centre for Microsoft Teams, you can easily merge your unified communications and contact centre functionality under a single pane of glass. Agents can instantly see presence status and connect with Teams contacts in your organisation. With a customisable Teams workspace and full contact centre controls, your agents will solve even the most challenging issues in less time.

Make every conversation secure with a global, carrier-grade voice service, and keep costs down with an easy-to-deploy integration. Add our strong Microsoft partnership and market-leading customer engagement technology, and you get the most powerful Teams and contact centre integration around.

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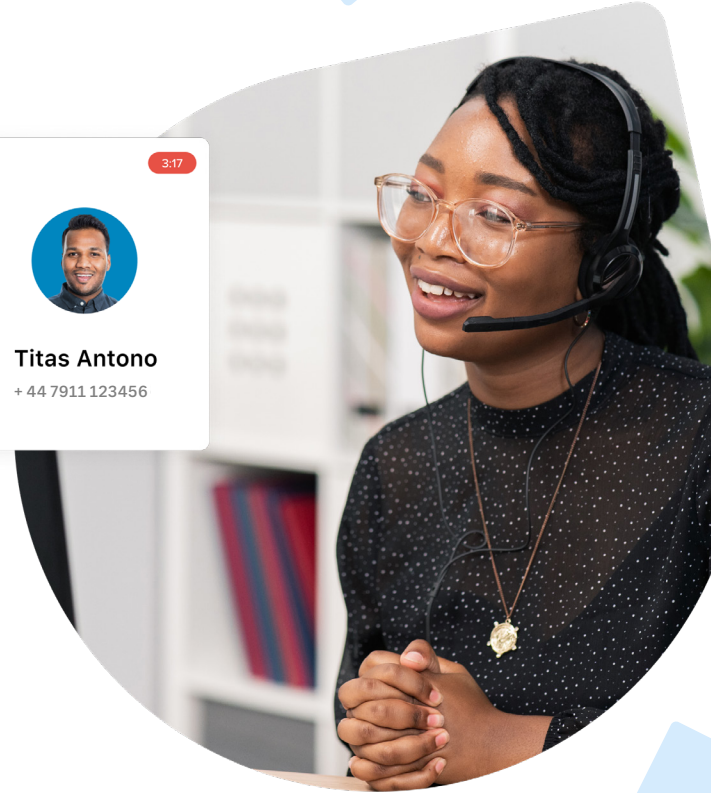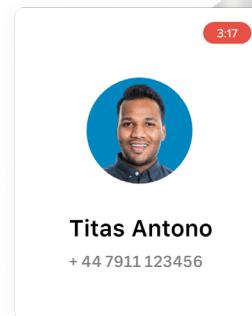
Benefits

- Increased agent efficiency by eliminating the need to switch between tools

- Faster problem resolution through quick access to SMEs across the organisation

- Enhanced CSAT by getting customers to the right expert to help them

- Decreased dropped and abandoned calls with high-quality carrier grade voice

- Reduced cost and deployment time using a scalable, pre-built integration

Simplified communications

Make work more productive for your agents by integrating the agent desktop directly into the Teams interface.

- Maximise agent efficiency with a single communications application

- Streamline communications with seamless access to Teams users, including their presence status

- Simplify access to helpful websites and other applications using Teams' custom workspaces

Faster collaboration

Streamline problem-solving with anytime access to anyone in your organisation.

- Enhance service expertise by integrating subject-matter experts (SMEs) into your customer engagement processes

- Connect with SMEs using one-click access for voice, chat, or email

- Upgrade the agent experience by transforming Teams into a customer experience endpoint instead of requiring multiple applications

Enhanced performance

Deliver an integrated communications solution to enhance CX performance.

- Improve FCR by connecting customers to the right SME the first time

- Increase CSAT through faster problem resolution

- Boost performance with fewer dropped and abandoned calls

- Upgrade the agent experience by transforming Teams into a customer experience endpoint instead of requiring multiple applications
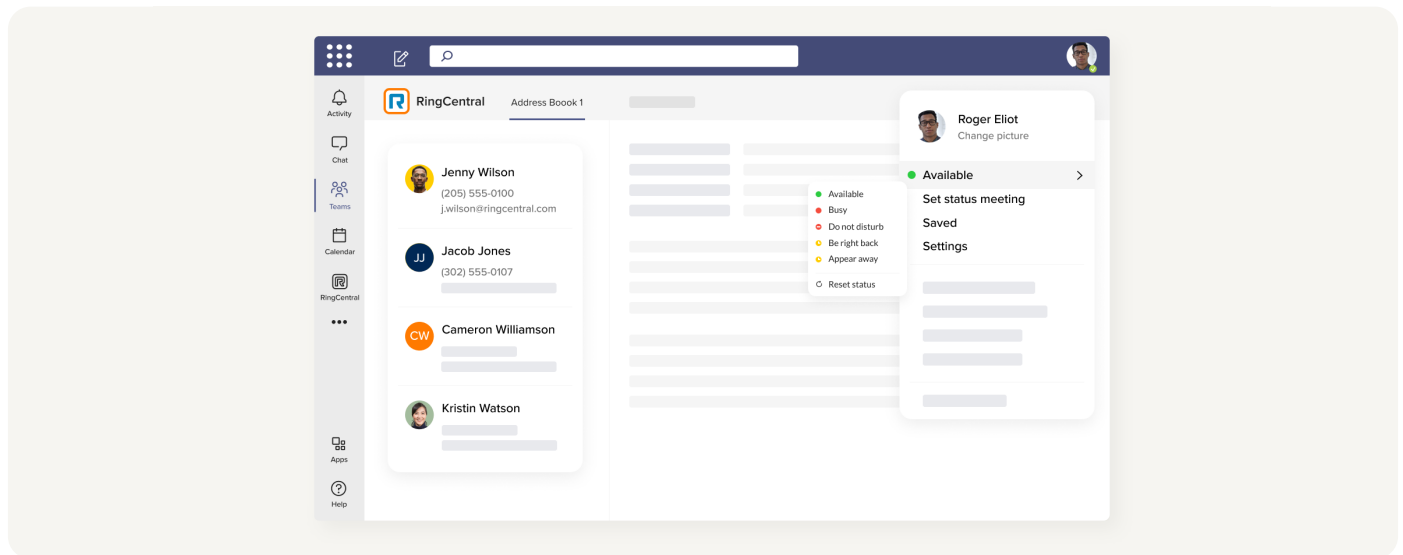
Optimised operations

Extend CX to the entire organisation, with predictable resourcing and rapid deployment

- Maintain service goals using informal agents to handle additional calls during unexpected traffic spikes

- Reduce uncertainty with predictable billing for resource needs

- Minimise costs and implementation time with a pre-built integration that evolves along with your business needs

For more information, please contact a sales representative. Visit 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.

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