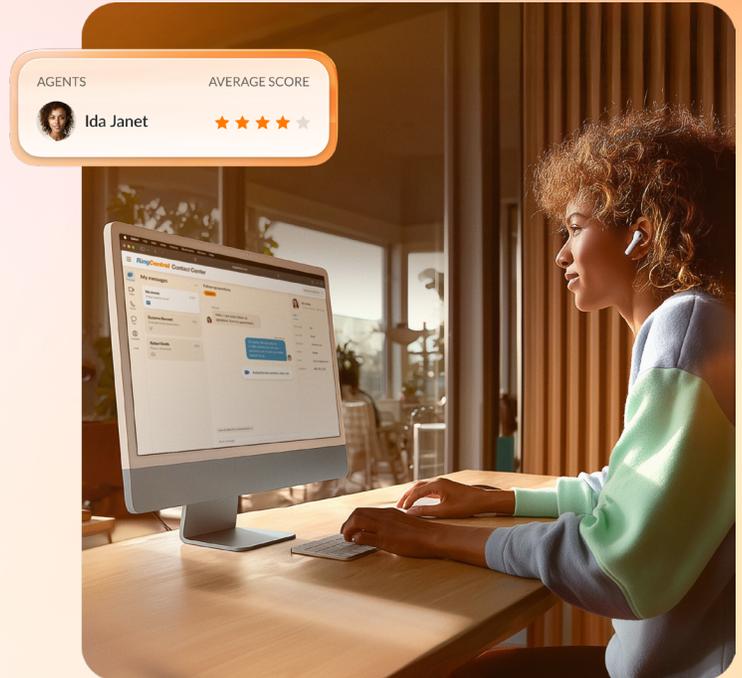


RingWEM: AI-powered workforce engagement management

Improving agent performance and creating exceptional experiences



Your workforce is your most valuable asset

17%

increase in productivity was seen by companies with highly engaged teams¹

70%

of buying experiences are based on how the customer feels they're being treated²

30–45%

is the average turnover rate annually for contact centers³

The success of your organization can hinge on whether your agents deliver exceptional or disappointing experiences. This is why it's so important to make sure you have the agents you require to satisfy the demands of all your customers.

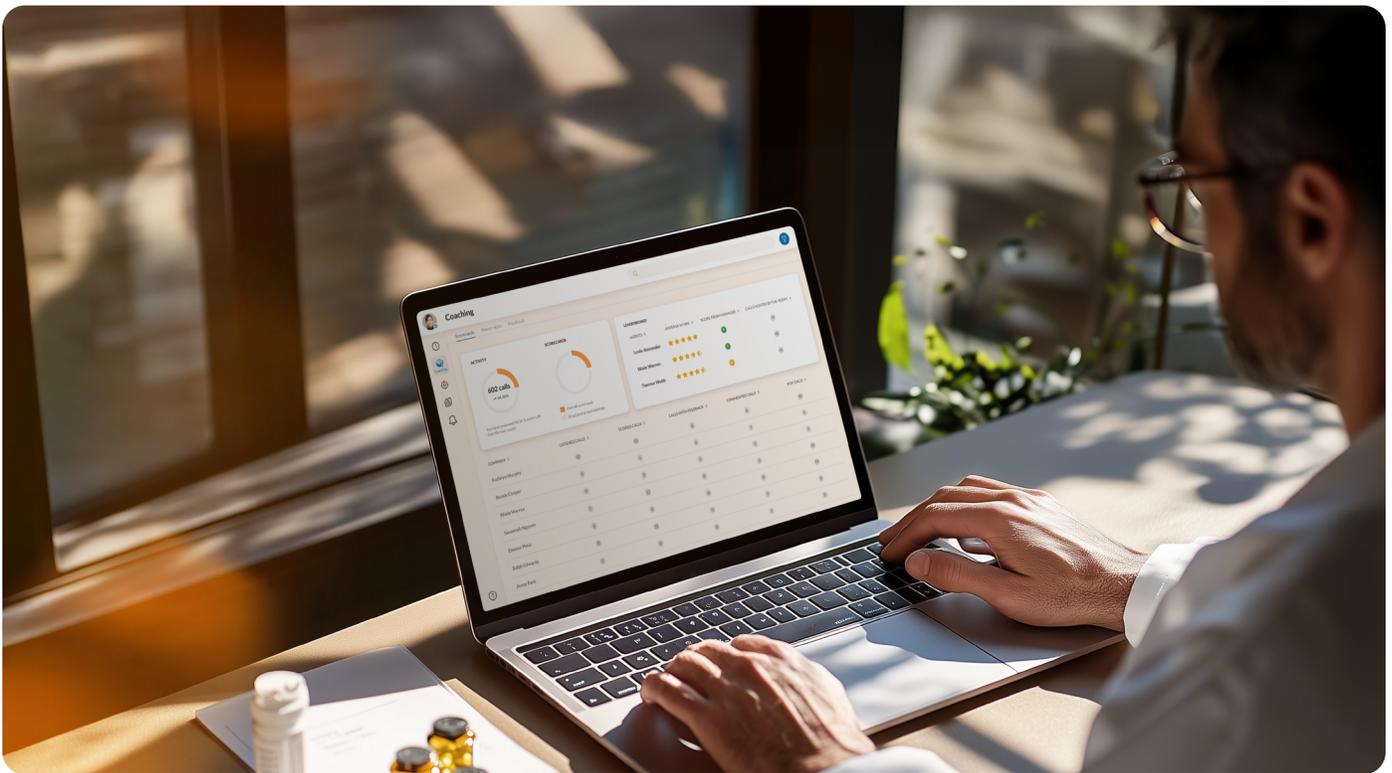
Unfortunately, complex, inflexible, poorly integrated workforce systems make it difficult for organizations to ensure their workforce is ready and empowered to help when needed. Outdated systems for scheduling, quality monitoring, and coaching hinder agent productivity and effectiveness, creating frustrations that can lead to the high agent turnover and burnout that many contact centers experience.

RingWEM portfolio makes it easy to manage the entire lifecycle of your agents, helping you increase satisfaction, improve performance, and reduce attrition.

Challenges

Optimizing your contact center's workforce is often difficult, due to:

- **Inaccurate forecasting and scheduling:** Inaccuracies can lead to over- or understaffing, which causes frustrations all around—agents don't like to be bored, and customers don't like long wait times.
- **Dispersed teams:** It can be difficult to coordinate schedules or ensure consistent quality when contact center agents are distributed across sites or working remotely.
- **Limited visibility:** Without continuous real-time workforce insights it is hard to make adjustments to meet changing demands. Quality assurance suffers when you only have a sampling of interactions to go by—it's important to review and analyze every interaction to get a clear picture of how both individual agents and the contact center as a whole is performing.
- **Lack of AI:** Without the use of AI automation and scale in your contact center, it is hard to keep pace with the speed of business today—AI can analyze all activity and instantly provide coaching tips, relevant information, or recommendations that improve decision-making and outcomes, as well as automate workflows to save time and effort.



The value of RingWEM

RingWEM provides all the tools and information you need to streamline agent management to improve the performance of your contact center and increase both agent and customer satisfaction. The portfolio includes:

- **AI Quality Management:** Make quality assurance simple, analyzing 100% of customer interactions to ensure agents are meeting standards.
- **Agent Screen Recording:** Record all agent desktop activities during customer interactions to give you a complete view.
- **AI Interaction Analytics:** Analyze 100% of customer interactions for customer satisfaction (CSAT) insights that can help you improve performance.
- **Feedback Management:** Get a comprehensive solution for gathering and analyzing customer feedback to improve overall performance.
- **AI Workforce Management:** Coordinate forecasting, scheduling, and real-time agent management to optimize staffing levels to meet demand.

This suite of solutions is designed to work together seamlessly to solve your critical workforce management challenges, ensuring you have a contact center able to meet changing requirements and satisfy customers.



Get up and running fast

RingWEM is designed for turnkey configuration with minimal effort, so you can set up, integrate and run RingCentral solutions in minutes. Our out-of-the-box AI models can help you get insights to drive business productivity in as little as one day.

Key features and benefits



AI Quality Management

Key features:

- Automated agent scoring through AI analysis of 100% of interactions
- AI-powered summaries and transcripts
- Real-time coaching suggestions
- Trend analysis (topics, competitor mentions, objections)
- AI-powered personalized training plans

Benefits:

- Achieve full coverage instead of the typical 1-2% achieved via manual reviews
- Gain immediate performance feedback with out-of-the-box scoring
- Customizable scorecards and summaries tailored to business needs
- Identify and get ahead of performance gaps with intuitive dashboards

Agent Screen Recording

Key features:

- Record up to three agent screens
- Automatic, on-demand, queue-based, or event triggered recording
- Synchronized with call recording
- Seamless integration with AI Quality Management interactions

Benefits:

- Streamline and enhance quality assurance and compliance
- Improve agent performance through workflow analysis
- Gain effective training materials from real interactions
- Maintain secure and compliant recording storage



AI Interaction Analytics

Key features:

- 100% call coverage vs. traditional 5-15% survey response rates
- Automated intelligence for predictive CSAT metrics
- Out-of-the-box or customizable survey scorecards
- AI-powered dashboards showing trends and comparisons

Benefits:

- Achieve comprehensive, unbiased insights from all interactions
- Eliminate survey response bias
- Enhance customer satisfaction through actionable insights
- Streamline workflows to improve operational efficiency

Feedback Management

Key features:

- Customizable survey designer with multiple question types
- Multi-channel, automated distribution
- Campaign-specific survey content and scheduling
- Integrated with RingCX analytics and reporting

Benefits:

- Enhanced customer understanding and experiences
- Improved agent performance and customer experience
- Data-driven decision making
- Customizable for specific businesses objectives



AI Workforce Management

Key features:

- Advanced forecasting and scheduling automation with AI
- Real-time intraday management and adjustments
- Agent engagement and communication tools
- Data-driven reporting and analytics

Benefits:

- Optimize staffing and reduced costs through accurate forecasting
- Quickly adapt to changing demands
- Enhance agent satisfaction and retention
- Automated compliance with complex rules and labor policies

The RingWEM difference

The RingCentral portfolio works seamlessly together to give you a comprehensive solution to your workforce management challenges. Capabilities can be turned on within minutes and everything can be managed via a single console to simplify operations. Together, you gain the real-time visibility, insights, and control you need to optimize the performance of your agents to ensure your contact center consistently creates delightful experiences that keep customers satisfied.

1. Gallup, <https://www.gallup.com/learning/248381/workplace-programs.aspx>
2. McKinsey, <https://www.mckinsey.com/business-functions/operations/our-insights/the-human-touch-in-customer-experience>
3. Quality Assurance and Training Connection (QATC) Benchmark Study

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world.



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