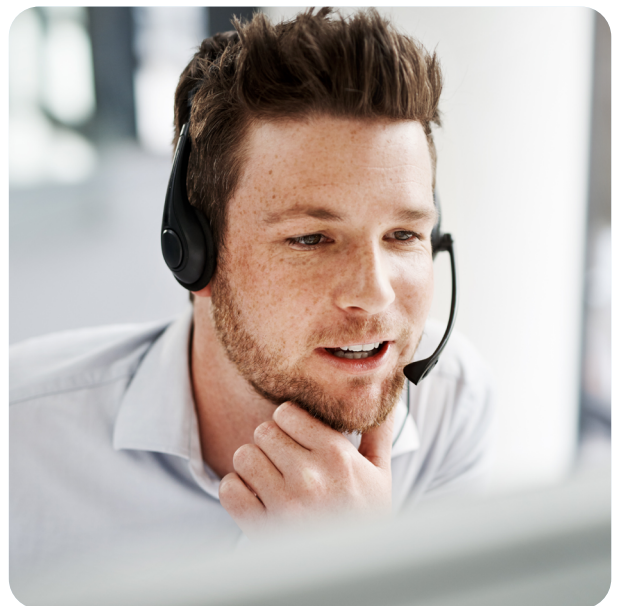


# RingCentral 2022 customer success metrics

Deploying cloud communications, collaboration, and contact center solutions is not just good for simplifying customer experience, it is great for driving value across the business. RingCentral offers contact center (CCaaS) solutions with deep integration with unified communications (UCaaS) that enables easy collaboration across all your employees to deliver seamless omnichannel experiences for your customers. Tapping into our global customer community, RingCentral surveyed RingCentral customers to learn the business value.



The results of the survey are summarized across 22 metrics to show how RingCentral CX solutions have helped our customers. You can use these as benchmarks for your own deployment objectives.

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
<b>Increase revenue and save costs</b>					
Revenue growth (%)	21	38	68	<b>46.43</b>	Increase in revenue growth with RingCentral
Time to payback (mos)	4	6	12	<b>8.24</b>	Expected payback with RingCentral
Cost to serve	6	20	40	<b>30.43</b>	Decrease in cost to serve with RingCentral
Faster workflow deployment	15	50	80	<b>56.21</b>	Faster workflows with RingCentral
Increase revenue per agent	0	15	30	<b>24.98</b>	Increase in average revenue per agent with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
<b>Improve Customer Experience</b>					
Increase in customer satisfaction	25	35	69	47.64	Increase in customer satisfaction with RingCentral
Increase in first call resolution	10	25	65	42.81	Increase in first call resolution with RingCentral
Decrease in hold times	5	23	50	38.37	Decrease in hold times with RingCentral
<b>Increase agents productivity</b>					
Increase in employee productivity	20	35	65	44.85	Increase in employee productivity with RingCentral
Decrease in ramp-up time	10	20	50	32.05	Decrease in ramp-up time with RingCentral
Increase in employee satisfaction (%)	25	50	75	53.27	Increase in employee satisfaction with RingCentral
Decrease in employee attrition	0	10	33	23.81	Decrease in employee attrition with RingCentral
Decrease in application toggling	10	23	50	32.98	Decrease in app toggling with RingCentral
Increase in employee mobility	37	80	100	65.51	Increase in employee mobility with RingCentral
<b>Improve collaboration with experts across company</b>					
Increase in resource access	20	50	81	53.54	Increase in resource access with RingCentral
Increase in information access	25	50	88	56.20	Increase in information access with RingCentral
Increase in meeting effectiveness	15	50	70	44.05	Increase in meeting effectiveness with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
<b>Improve contact center efficiency</b>					
Increase in shifting call volumes to digital	15	50	89	<b>50.11</b>	Increase in shifting call volume to digital with RingCentral
Decrease in average handling time	5	17	50	<b>30.39</b>	Decrease in average handling time with RingCentral
Decrease in average speed to answer time	5	20	50	<b>37.88</b>	Increase in average speed to answer time with RingCentral
Increase in schedule adherence	0	10	39	<b>29.71</b>	Increase in schedule adherence with RingCentral
Decrease in agent idle time	0	10	35	<b>32.47</b>	Decrease in agent idle time with RingCentral

Source: RingCentral Customer Success Survey conducted from Dec 2020 to April 2022. Survey respondents were 1300 customers (the majority of respondents being business executives and decision makers) randomly selected from RingCentral customers across all business segments from the US, Canada and UK. This material is provided for information purposes only, on an as-is basis, and is subject to change. The information is not warranted as to its merchantability, completeness, accuracy or fitness for a particular purpose. RingCentral does not represent, warrant, undertake or guarantee that the use of this information will lead to any particular outcome or result.

For more information, please contact a sales representative. Visit [ringcentral.com/customer\\_success](https://ringcentral.com/customer_success) or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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