

Delivering effortless customer experiences

An AI-powered contact center purpose-built to provide superior omnichannel customer service.



71%

of consumers expect personalized interactions from companies¹.

76%

get frustrated when their experience doesn't feel personal¹.

When customers reach out, they expect brands to quickly respond with convenient, personalized service. Unfortunately, it can be extremely challenging for many companies to consistently deliver the level of service required to satisfy customers across all channels. Complex systems, data silos, and a skilled workforce shortage often make it hard for companies to unify and modernize their contact center operations to meet expectations.

RingCX changes this, providing an AI-powered contact center built to make it easy for companies of all sizes to quickly and efficiently modernize their operations to provide a superior level of service across channels. RingCX enables agents, supervisors, and business leaders to optimize their everyday activities to deliver higher contact center performance, customer satisfaction, and cost savings.

The AI difference

RingCX was built from the ground up to streamline and unify contact center communications to enable smarter, more efficient service operations. RingCX provides the latest innovations from RingSense AI to enhance

customer experiences across channels. The real-time quality management and assistance capabilities enabled by RingCX help companies ensure every interaction is personalized and memorable.

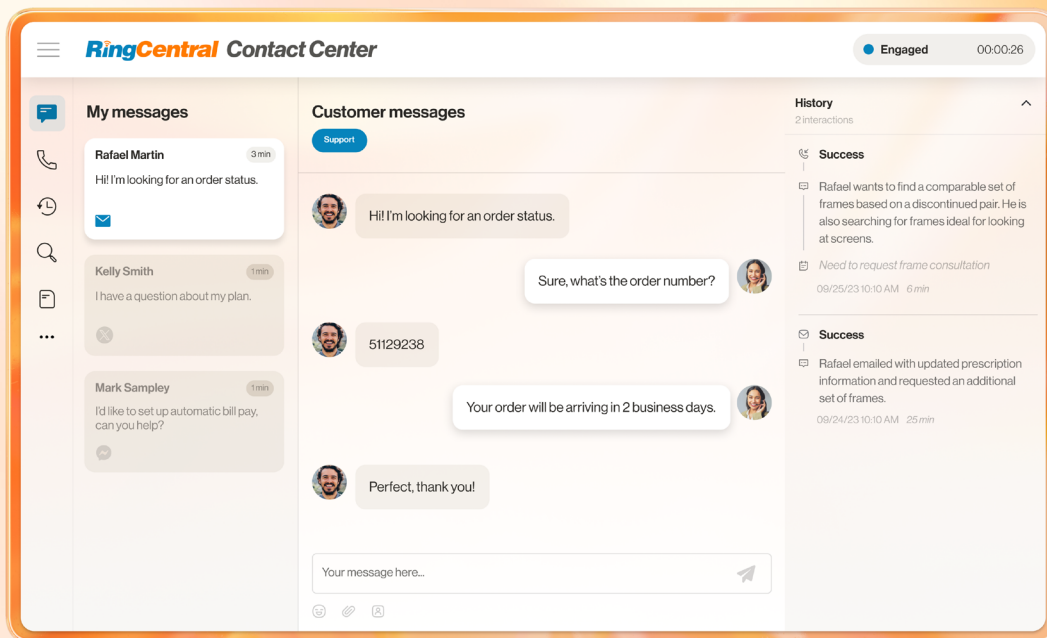
Create an immersive agent experience

RingCX provides agents a single application to view all customer information and issues. Automated assistance and intelligent prompts help agents find the most relevant information and take the most appropriate actions to increase first contact resolution rates. By automating transcriptions, the generation of call summaries and other routine workflows, agents are empowered to do more meaningful work that can lead to higher satisfaction levels all around.

"What amazes me is how intuitive RingCX is. It provides voice and all digital channels in a single pane of glass and at the same time improves our agents' effectiveness."

– Jamie Bell, VP of Client Solutions at The Office Gurus

Agents communicate across channels in a single application



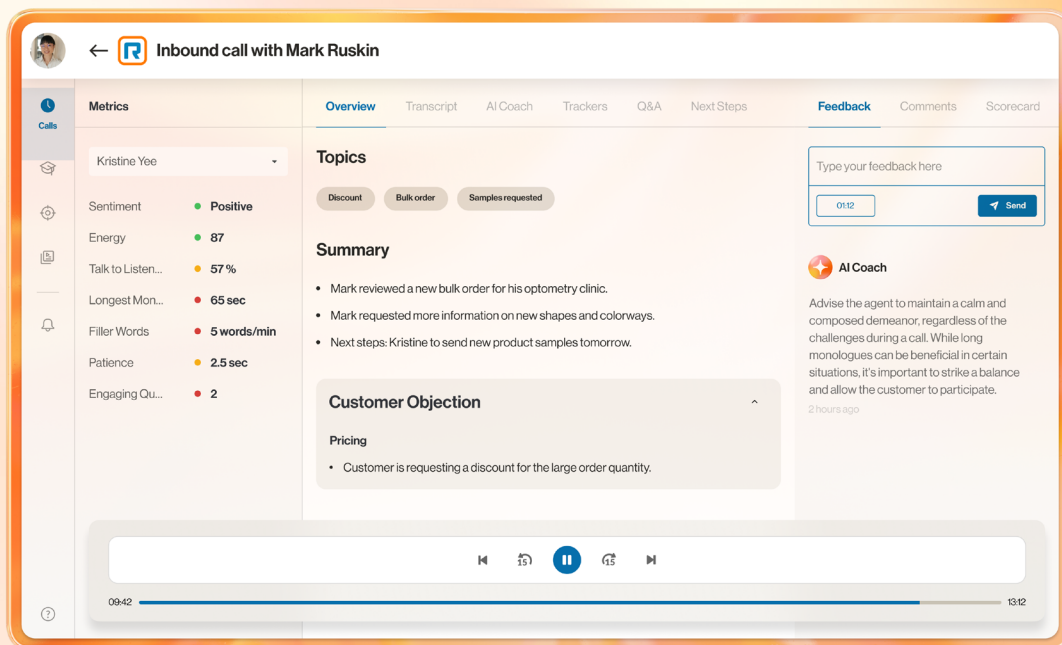
Use AI to improve every interaction

RingCentral applies AI to make every interaction smarter, effective, and satisfying. Intuitive AI provides automation, assistance, and analytics to delight customers, enhance the agent experience, and easily identify areas of improvement. With RingCX, supervisors gain the insights they need to provide feedback and coaching to agents to accelerate onboarding and improve long-term effectiveness.

"RingCX gives us everything we need—voice call routing, fantastic analytics, and digital options all in a single package."

– Devon Lemay, Manager at EON Health

Agents get coaching powered by AI



Reduce contact center costs

RingCX provides transparency with one simple price for the base package, which includes unlimited minutes. Companies no longer have to worry about metering or endless add-ons or a-la-carte options pushing price points higher. With RingCX, companies have access to a complete set of AI-powered capabilities that lower the total cost of ownership (TCO) of their contact center.

"We chose RingCX ultimately based on our overall costs when we noticed annual contractual costs going up with our previous provider and some of the technology becoming stale."

– Brian Dampman, Chief Operating Officer at ACQ Holdings

Key RingCX capabilities

AI-powered

RingSense AI is at the core of RingCX, providing insights, automation, and assistance.

Simple to use

Designed from the ground up to create effortless workflows for customers and agents.

Omnichannel

The ability to connect with customers on the channel of their choice.

Best value

Predictable, fixed-rate pricing ensures a low total cost of ownership.

Easy to deploy

Simple administration enables any business to deploy a contact center in days.

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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