

Erin Septimus
How do I change an existing order?

AI-generated

Modifying an order

As long as an order has not been shipped, it can be modified, including changing the quantity of items ordered, or switching to a different item. Changes require manager approval.

Order_Change_Policy.pdf

RingCX AI Assist

Enhance customer experiences with real-time AI coaching for contact center teams

Customer experience is everything, and meeting rising demands for quick and accurate solutions remains a continuous challenge. These expectations create stress for your agents, who face the daunting challenge of being product and service experts—even when they may be new to the role or are unfamiliar with new issues. As a result, agents will often have multiple documents - training manuals, FAQs, user documents - open at any given time to search for answers.

This often results in extended handle times, putting the customer on hold, escalating to a supervisor, or transferring the call to another agent. Agents may even rush to find a solution that is incorrect, reducing first contact resolution. All of these issues have a tremendous negative impact on customer satisfaction.

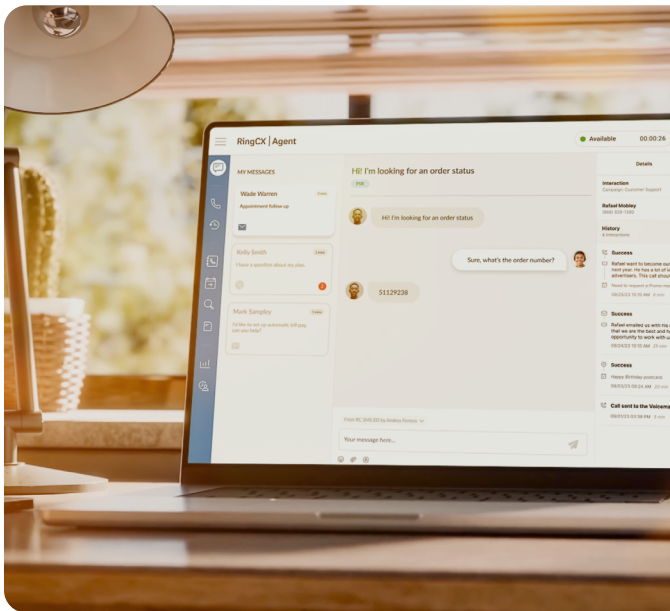
"In our organization, agents often need to access up to 27 documents with critical information during patient calls."

Kenia Marrero,
Contact Center Manager, Patient Connect

At the same time, the role of supervisors has transformed dramatically. Today's supervisors face the challenge of managing remote teams, often relying on basic metrics like call duration or an agent's past performance to gauge their need to step in. When they believe an agent is struggling and join the interaction, they have no context into the conversation — needing to either continue listening or asking for a summary—which negatively affects the customer experience by extending the length of the call.

AI Agent Assist

RingCX AI Assist listens in real time and suggests answers to the agent in the RingCX interface, meaning agents aren't juggling multiple windows. Suggested responses and a link to the underlying solution are generated automatically as the AI recognizes customer questions. Agents can also chat with RingCX AI Assist directly in cases where they anticipate a question and can have an answer ready. With a “coach” available in every interaction, agents can reduce their handle times while increasing first contact resolution.



Easy setup

With just a few clicks, RingCX AI Agent Assist intelligently organizes content from multiple data sources into a single knowledge base. Administrators simply upload documents or link to online content, and it is automatically processed. With a single training on your data, RingCX AI Agent Assist is ready to provide answers without manual “cards” or content specific to each keyword or topic. AI Supervisor Assist is even easier to set up, enabled by a single checkbox.

AI Supervisor Assist

RingCX AI Supervisor Assist provides real-time alerts and notifications to surface calls that require intervention. The supervisor dashboard provides a live transcript and real-time summary for all active calls. These insights help supervisors understand if intervention is needed. If so, they have full context when they join the interaction. Full transcripts also make it easier for supervisors to conduct coaching sessions when intervention is required.

Improved operations

RingCX AI Assist has several positive effects on customer service operations. It reduces average handle time (AHT) because agents—new or veteran—have solutions at their fingertips and customers receive answers faster. Those answers come from proven solutions, increasing first call resolution (FCR) rate. It also reduces escalation rates and increases agent satisfaction. Ultimately, this means you can provide faster solutions in a single interaction to help drive customer satisfaction rates higher.

From the business perspective, RingCX AI Agent Assist helps newer agents become more proficient faster and helps more experienced agents stay up to date on the latest solutions, reducing time needed for research and training.

Benefits of RingCX AI Assist features

50%

reduction in average handle time

35%

increase in first contact resolution

30%

decrease in escalations

Key RingCX AI Assist

Intelligent knowledge content organization

Reduce the need to access multiple documents with a single, AI-powered knowledge base.

Supervisor guidance

Empower supervisors with AI-powered alerts, summaries and transcripts.

Real-time agent assistance

Improve agent performance and confidence with instant answers.

Effortless setup

Automatically leverage your existing content for turnkey configuration.

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 business cloud communications and contact center solutions. More flexible and cost effective than legacy on premises 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 RingEX™, 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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