

RingCentral AVA (AI Virtual Assistant)

Transform work with AVA, the AI Virtual Assistant built to simplify workflows and maximize productivity across your business.



Until now, organizations have been drowning in fragmented data across calls, texts, and meetings. Deploying a sophisticated AI agent often meant choosing between a basic chatbot that only answers questions or a resource-intensive custom build that takes months to develop.

RingCentral AVA (AI Virtual Assistant) bridges this gap. As a native, real-time AI assistant, AVA transforms employee and customer interactions by solving the **Context Gap**. It captures business insights currently lost in conversations and instantly converts them into actionable data, ensuring no decision or detail is ever missed. Employees feel relief as the "administrative burden" vanishes, while leaders see a clear path from AI investment to measurable productivity gains.

Key benefits



Next-level productivity

Capture real-time call notes, summaries, and quick responses.



Task assistance

Guide users through tasks like setting up call forwarding.



Smarter prompting

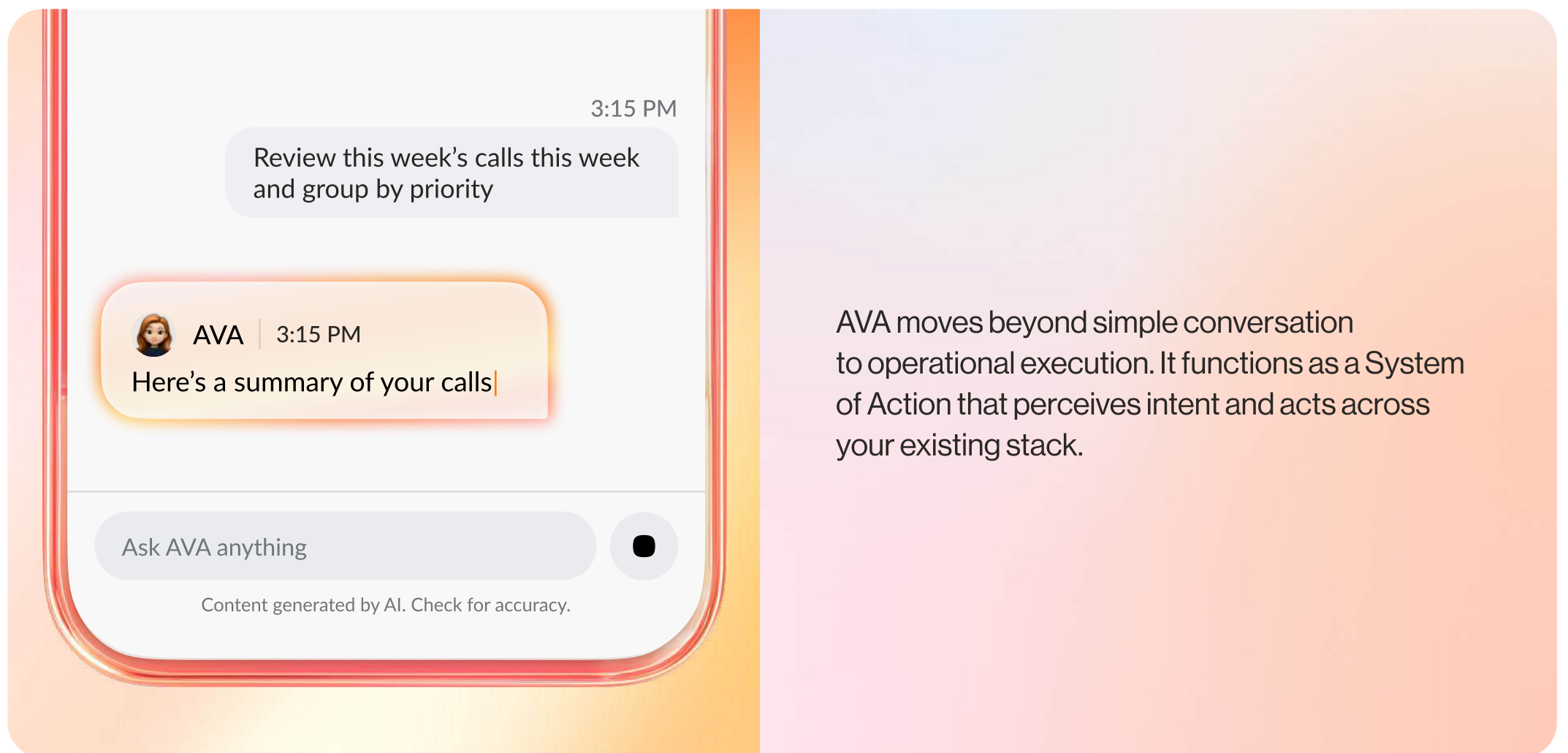
Offer tailored prompts that guide users when they need it most.



Faster onboarding

Simplify setup for tasks like out-of-office responses and more.

Key features



Feature	Description	Outcome
Dynamic prompts	Suggests prompts based on your current screen (e.g., offering to summarize a long list of messages).	Delivers real-time insights exactly when they are needed.
Agentic actions	Executes complex tasks like setting business hours or TCR registration on behalf of the user.	Solves tedious jobs and acts as a real-time coach.
Global search	Users can ask AVA anything directly from the search input for faster guidance.	Instant knowledge retrieval from support articles, SMS, and video.
Prompt gallery	Save common prompts like macros for one-click execution.	Simplifies setup for recurring tasks like out-of-office responses.
Sources to query (RAG)	Queries unstructured data like voice recordings and scanned documents.	Makes sense of vast data volumes at superhuman speeds.
Searchable AI notes	Transform unstructured conversations into persistent, searchable data artifacts.	Fuel superhuman knowledge retrieval and assistant intelligence.

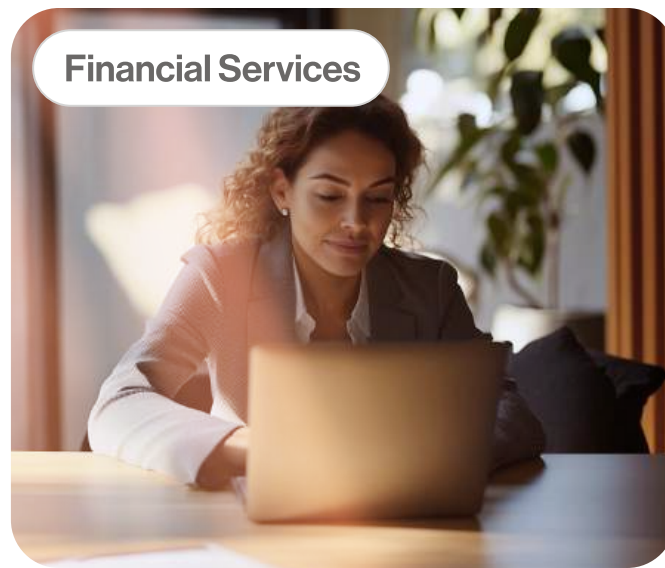
RingCentral AVA for every industry

AVA adapts to your needs with industry-specific capabilities that drive measurable business results.



Provide connected, coordinated care

- ✓ Generate clinical SOAP notes
- ✓ Summarize patient-provider interactions
- ✓ Streamline patient onboarding workflows
- ✓ Verify insurance eligibility instantly
- ✓ Flag medical coding details



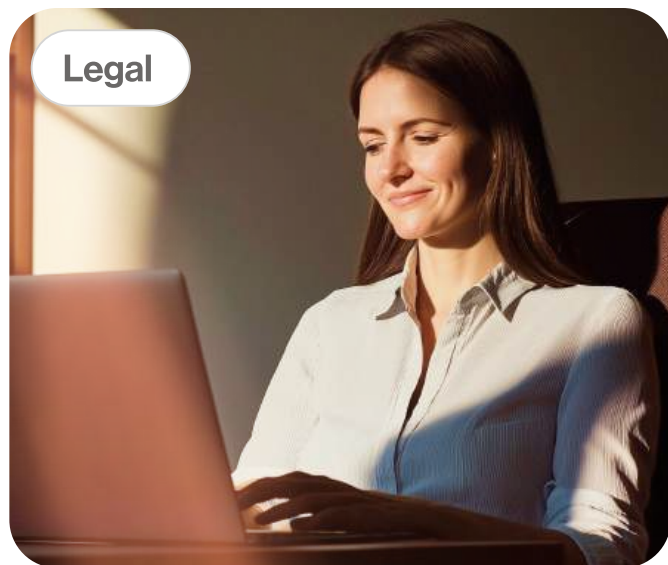
Accelerate client workflows

- ✓ Pre-fill complex KYC forms
- ✓ Automated suitability assessment documentation
- ✓ Manage compliance interaction logs
- ✓ Synthesize past client interactions
- ✓ Deliver in-the-moment coaching



Streamline service and sales

- ✓ Automated CRM interaction logging
- ✓ Extract buying intent signals
- ✓ Analyze intent and objections
- ✓ Capture mandatory legal disclosures
- ✓ Provide real-time product comparisons



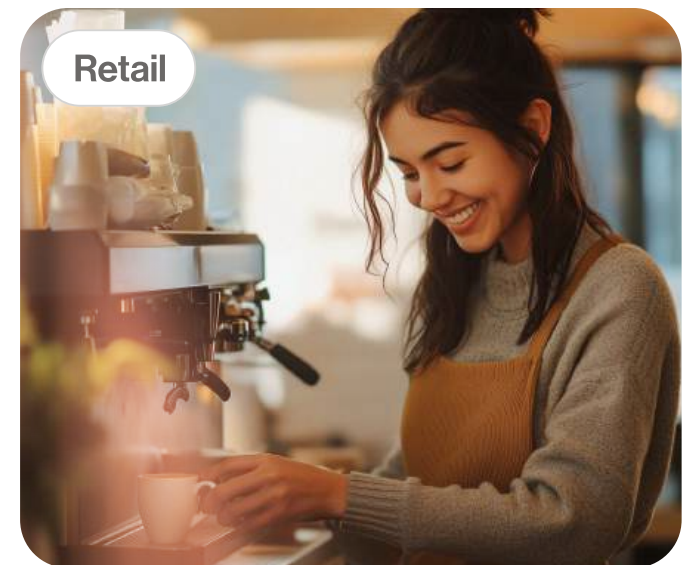
Accelerate client workflows

- ✓ Qualify and intake clients
- ✓ Schedule consultations and meetings
- ✓ Provide case status updates
- ✓ Send automated filing reminders



Elevate operational intelligence

- ✓ Extract key feedback themes
- ✓ Identify emerging product defects
- ✓ Predict CSAT outcome scores
- ✓ Summarize audience messaging efficacy
- ✓ Capture competitive intelligence mentions

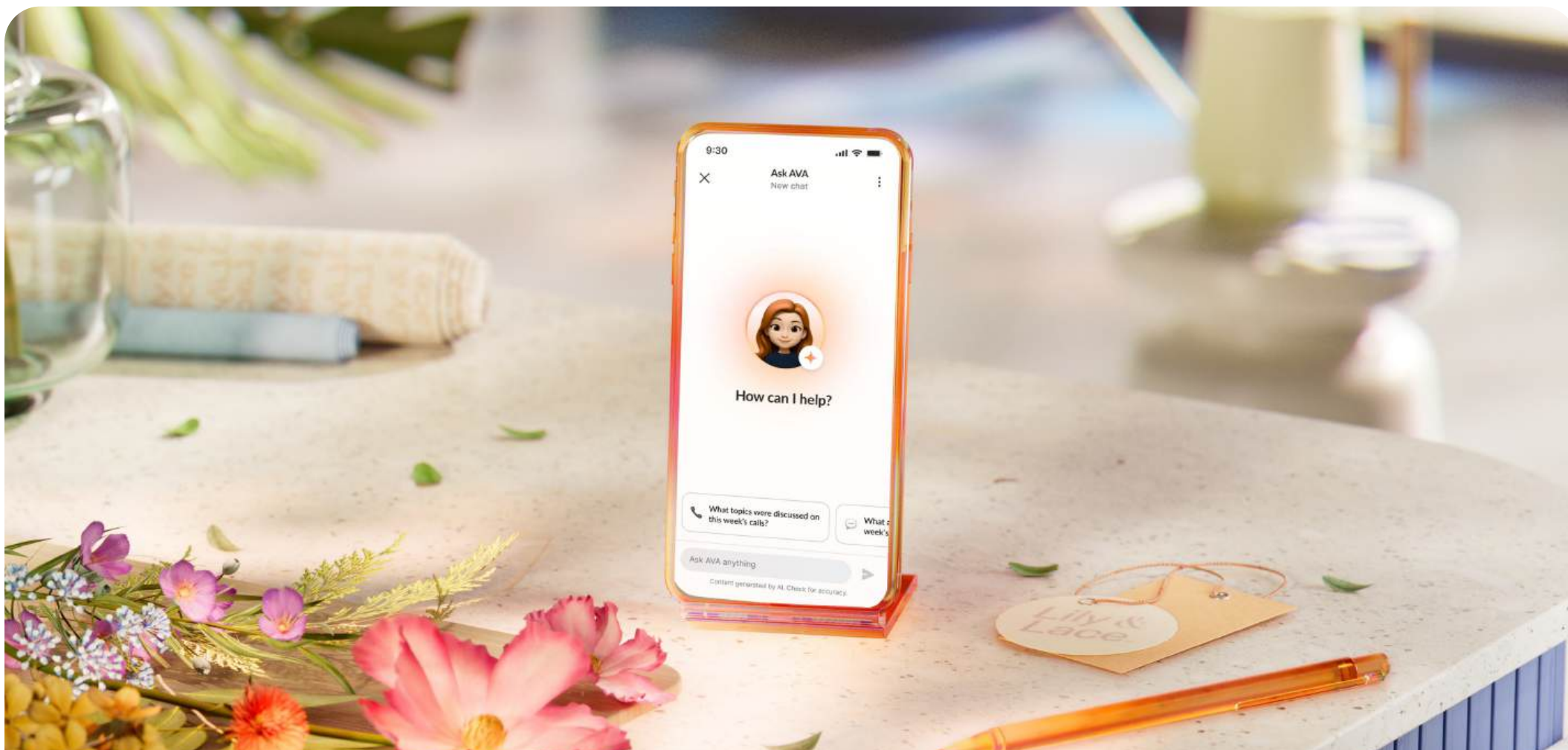


Simplify shopping support

- ✓ Provide instant product details
- ✓ Lookup complex store policies
- ✓ Guide POS system navigation
- ✓ Summarize customer return reasons
- ✓ Tag customer sentiment profiles

RingCentral AI: AI you can trust

AVA is built on the RingCentral AI Platform, providing audit trails and secure transcripts for regulatory compliance, such as HIPAA. It uses a zero-training architecture to ensure every insight is secure and audit-ready.



How to get started

RingCentral AVA is currently available to select organizations with a RingEX plan through our early access preview. Visit [RingCentral](https://ringcentral.com) to complete the interest form and start transforming your workflows. A RingCentral representative will reach out to qualify your use case and guide you through the onboarding process. General availability and pricing details will be shared following this exclusive preview period.

[Learn more about AVA](#)

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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