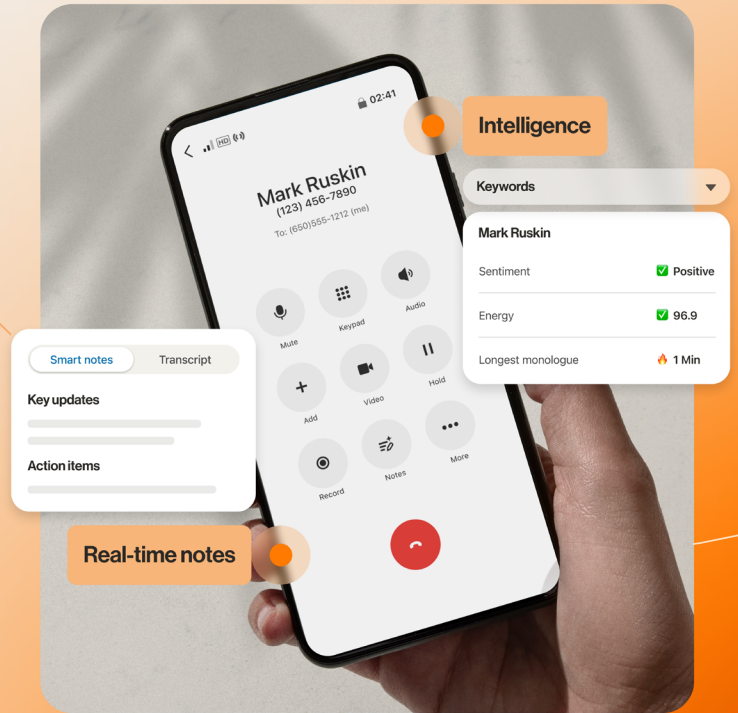


# RingCentral Phone

A smart, reliable business cloud phone system that unifies business calls, SMS, fax and more in a single, intuitive app - powered by AI - across all your devices.



## Why RingCentral Phone?



### Complete

- One number for calls, texts, and faxes
- Features for every use case



### AI-first

- Personal helper that takes notes, and recalls details
- Real-time and post-interaction insights



### Easy-to-use

- Set up and onboard in minutes
- Build workflows around voice, SMS, and contact management with ease, no technical skills required



### Deeply integrated

- 300+ pre built integrations (including popular CRMs)
- Richest calling experience for Microsoft Teams



### Reliable and trusted

- 5 year track-record of 99.999% uptime in 46 countries
- Globally recognized security and privacy 3rd party certifications



## Up and running in minutes

### Port existing numbers or choose new ones

Select new local, toll-free, and vanity numbers from any area code or port existing numbers into the RingCentral system with no service interruptions.

### Business phone numbers

Make a business phone number and extension available to each user, so personal numbers remain private. Communicate freely anywhere in the US and Canada, whether internally or externally.

### Connect on personal devices or deskphones

Set up secure business lines for use on personal mobiles, laptops, and desk phones, all synchronized and accessible through our convenient app.

### Manage multiple locations with ease

Keep global offices and remote workers on the same page with 18 languages available for in-app, live translations, and multilingual phone menus. Manage offices from anywhere.

### Globally supported

Enter a new country without the physical presence. Set up virtual phone numbers in 110 countries.



## Features that keep your teams connected

### Presence

Integrate your company directory, making it easy to search for coworkers, view their availability, and call them.

### Paging and intercom

Make short announcements or have quick conversations with built-in intercom and paging.

### Hot desking

Enable users to log in to shared phones to access their own RingCentral extensions, voicemail and greetings, and other features.

### Shared lines

Share one phone number across multiple phones, and answer calls from any phone.

### Shared voicemails

Enable shared voicemail access for multiple users, to allow any designated co-recipient to listen, save, or delete messages.

### Desk phone compatibility

Whether you prefer the convenience of mobile or desktop apps or the reliability of desk phones, we've got you covered. Choose from our wide selection of supported devices or bring your own—whatever works best for your business.



### Heads-up display (HUD) and call delegation view

Real-time presence of user extensions so delegates such as admin assistants can efficiently manage multiple calls.

### Call park

Hold incoming calls in a public or private virtual location to be retrieved by a user using another RingCentral endpoint.

### Call transfer

Make a warm or cold/blind live call transfer to the desired number or directly to someone's voicemail.



## Features designed for flexibility and mobility

### **Voicemail transcriptions and email notifications**

Listen to voicemails from any device, or when busy, simply stay informed with transcriptions or voicemail messages delivered straight to your email.

### **Call to video**

Drive quality interactions and productivity by seamlessly escalating a phone call to a video meeting with just one tap.

### **Call flip**

Seamlessly move a call between your desk phone, softphone, or mobile with no interruptions.

### **Reply with a voice message**

Reply to incoming calls with automated text-to-speech voice messages when you're busy or on-the-go.



## Features that elevate customer experience

### **Internet fax**

Send and receive faxes using your desktop, mobile, or tablet. Attach files from your local or cloud storage solutions, and even add a cover page if needed.

### **Enhanced business SMS and MMS**

Reach business contacts and customers faster to deliver new customer experiences using SMS. Use a robust business SMS platform to send professional texts, reminders and multimedia messages, including 1:1 or group texts, to colleagues, clients, and departments, from your business phone number(s).

### **Caller ID and name**

Easily manage your incoming and outgoing caller IDs and choose to display your business name when making calls.

### **Call monitoring**

Whisper, monitor, barge, or takeover customer calls to train team members and ensure superior customer satisfaction.

### **Auto-attendant and IVR editor**

Never miss a call with an extended phone menu and advanced call routing rules. Easily make changes on the go with a visual editor, no technical experience required.

### **Greetings and music on hold**

Use greetings to enhance your brand and company's

image and keep callers entertained and informed with music and messages while they're on hold.

### **Call forwarding**

Going to be away? Set rules to forward your calls to any extension, internal or external phone number, group, or department to ensure they always get answered.

### **Department call queues**

Have a sales or support team? Set rules to greet, route, and distribute callers to members of a specific team and ensure every call is appropriately managed.

### **Call history and log reports**

See every interaction in one place. View a complete record of your inbound and outbound calls, voicemails, and faxes, synced across all devices in real time.

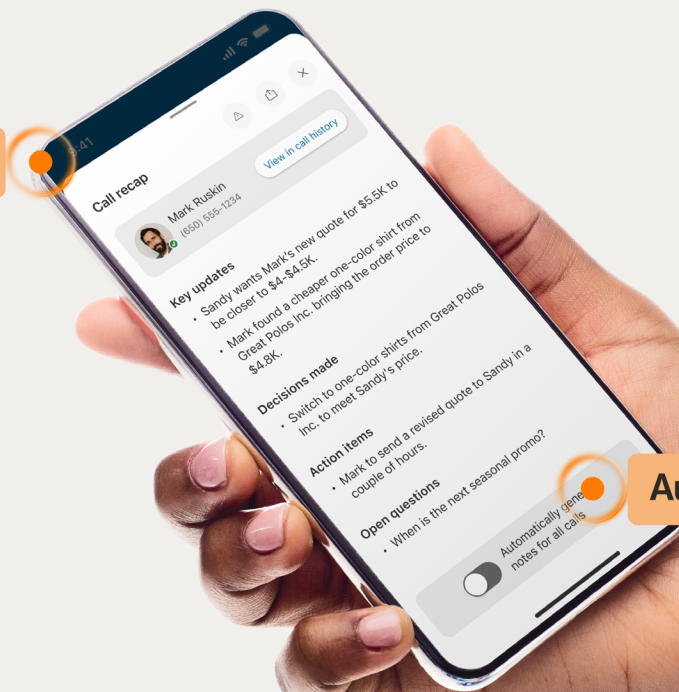
### **Call recording**

Record calls manually or even automatically, and store them in the cloud for easy access later. Keep them for customer insights, training, or to simply keep records to be industry compliant.

### **Audio conferencing**

Every user in the system can use their unique access codes to host and invite up to 1,000 participants to audio-only conference calls.

Insights



Automation

AI

## Unlock effortless productivity and intelligence for a smarter way to work with RingSense AI

### Closed captioning and live transcription

Automatically transcribe phone conversations into written words in real-time.

### Automated real-time note-taking<sup>1</sup>

Instantly captures and organizes call notes, decisions, and action items, offering editable note functionalities and easy sharing through email or chat, all while syncing with your call history for effortless retrieval.

### Background noise reduction

Remove unwanted background noise automatically from your business calls.

### Conversation intelligence and analytics<sup>1</sup>

Catch up in seconds with AI-generated call summaries, action items, keywords, and recording highlights, along with an in-depth call analysis, like talk time and sentiment, for sharp insights into communication soft skills.

Dive deeper into all features and capabilities included in RingSense AI.

[Access RingSense AI datasheet here →](#)

1. Available in early access preview for select customers only. Explore the next generation of RingSense AI for RingEX capabilities by [joining the waitlist](#).





## The cloud phone system with uncompromising, always-on security

### Single sign-on

Secure identity management with any identity provider (IdP) that supports SAML 2.0, such as Okta, OneLogin, Microsoft, Google, and more.

### Robocall mitigation and spam blocking

Industry-leading proprietary AI/ML, industry tracebacks, and the STIR/SHAKEN framework to stop fraudulent robocalls and spam attacks from reaching your employee phones.

### Emergency services and nomadic E911<sup>2</sup>

Make emergency calls from most RingCentral endpoints. We transmit the address you provided us to the emergency response center. Fully compliant with RAY BAUM's Act and Kari's Law to keep your employees safe with enhanced nomadic location awareness.

Please see our Emergency Services Policy for more information on how our emergency calling services work.

### TLS encryption / SRTP secure voice<sup>3</sup>

Call encryption prevents eavesdropping on all RingCentral endpoints, such as desk phones, the desktop app, and the mobile app.

### 99.999% SLA uptime

RingCentral delivers less than 6 minutes of downtime every year, making good on our reliability promises and maintaining the highest uptime among industry leaders.

### Audit Trail

Easily track changes made by users and admins within your phone system.

Looking for all features included in RingCentral Phone?

[Access comparison matrix here](#) →



99.999% uptime



Reliable



Irene Gardella

(650) 123-4567



Secure

2. Refer to the RingCentral [Emergency Services Policy](#) for more details.

3. Refer to [RingCentral Data Security](#) for more details.



## Connect RingCentral to the tools you use everyday or build your own workflows using our custom APIs

### 300+ pre-built integrations

Bring advanced communications functions into the productivity apps like Microsoft 365 and Google Workspace you use everyday to boost productivity and eliminate app switching.

### Richest calling experience for Microsoft Teams

Bring reliable, advanced calling, SMS, fax, and more into your Microsoft Teams mobile and desktop apps—no Teams Phone license required.

### Popular CRMs

Keep your funnel full, automate sales and marketing

workflows, and make customers happier with CRM integrations for Salesforce, Hubspot, Zendesk, and more.

### Data backup

Backup your communications data with RingCentral Archiver to your preferred cloud storage provider like Smarsh, Google Drive, Dropbox, and more.

### 500+ APIs/SDKs

Build your own workflows such as customizing your apps to make and receive calls, getting real-time alerts, setting up automated text messages, and more.

## Unlock new insights with powerful analytics

Say goodbye to cumbersome reporting and time-consuming, multi-step diagnosis and troubleshooting.

Monitor real-time call quality, usage, device status, and alerts to identify issues, pinpoint and tackle problem areas quickly. Empower lines of business with customizable reporting, powerful insights, and more.

Total calls

980 calls

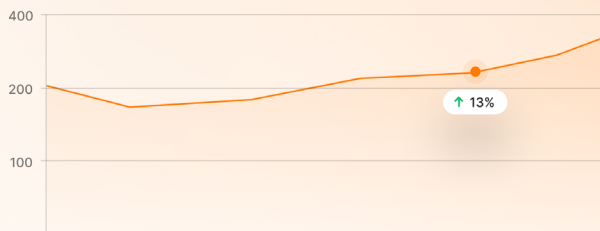
+20%

Quality monitor



97,6% Good

Quality vs volume



## Flexible and seamless migration paths to the cloud



### RingCentral Cloud Connector

Interconnect your on-premises, traditional phone systems with RingCentral and migrate to the cloud at your pace.

[Learn more](#)



### RingCentral Bring-Your-Own-Carrier (BYOC)

Connect your existing local voice carrier to the cloud and stay in control of your tech stack with RingCentral.

[Learn more](#)

## Add-on

### RingSense for Sales

Empower your sales teams to crush quotas quarter over quarter by unlocking conversation intelligence from customer interactions across calls, emails, and video meetings - deeply integrated with your CRM.

[Learn more](#)

### RingCentral for Frontline Workers

Available as an add-on to any paid account, RingCentral for Frontline Workers connects desk-based and desk-less workers in real-time. Unlock cloud walkie-talkie capabilities in your app - without a phone line at \$5/license/month.

[Learn more](#)



For more information, please contact one of our solution experts. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading global provider of AI-first cloud-based business communications and collaboration that seamlessly combines phone system, messaging, video, webinars and hybrid events, and contact center. 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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