

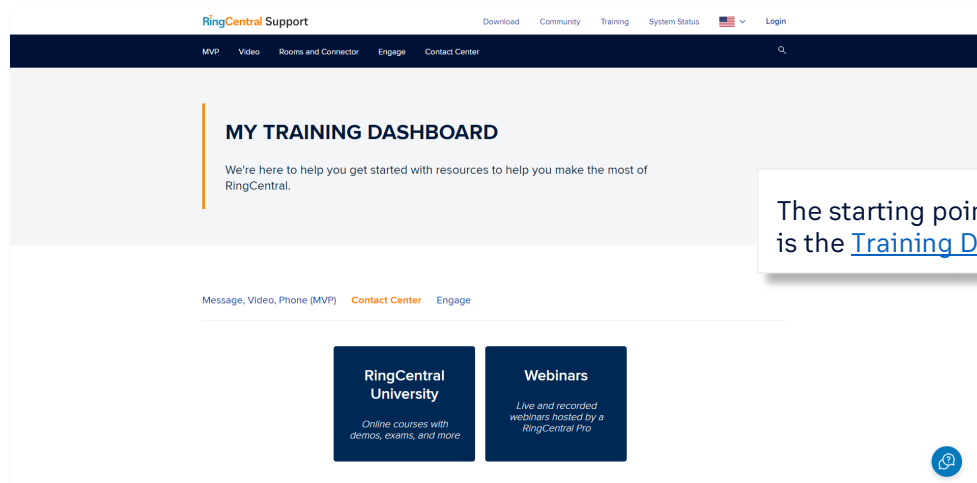
RingCentral Contact Center® Agent Self-Service Training Program



Training on your terms

Training that gives you **flexibility** in how you learn Contact Center. Choose the best option or create a blended solution that meets your needs.

These highly rated resources are **available for free** whenever you need them.*



The starting point for each option is the [Training Dashboard](#).

RingCentral University*

Learning paths created by our learning professionals to get the most out of Contact Center.

Resources covering topics for agents and supervisors that are learning how to use Contact Center.

*RingCentral University **requires** an active RingCentral account.

Note: This training plan includes the agent tools: MAX Agent, Salesforce Classic in Lightning, and Salesforce Fully Integrated Lightning Experience. Typically, agents will only use one of these tools. Only take the course(s) relevant to your business needs.

Recommended Training for Agents

Prior to Go Live

RingCentral University requires an active RingCentral account.

RingCentral University

[Contact Center Overview](#)

[MAX Agent \(Contact Center Basics\)](#)

[Salesforce Agent- Fully Integrated Lightning Experience \(Contact Center\)](#)

[Salesforce Agent- Classic in Lightning \(Contact Center\)](#)

Recommended Training for Supervisors

Prior to starting supervisor specific training

Complete recommended training for agents.

Prior to Go Live

RingCentral University requires an active RingCentral account.

RingCentral University

[Contact Center Overview](#)

[Supervisor CXone Management Tools \(Contact Center\)](#)

Recommended Training for Administrators

Prior to starting admin specific training

Complete recommended training for agents and supervisors.

Prior to Go Live

RingCentral University

[Contact Center Overview](#)

[Administrator Management \(Contact Center\)](#)

[Administrator Reports \(Contact Center\)](#)

Additional Self-Service Program Resources

[MyRingCentral](#)

[RingCentral Contact Center Support](#)

[RingCentral Community](#)

Paid Live Training Options

We also offer live training which is delivered directly to your organization. To purchase any paid live training, contact a sales representative.

- [Enhanced training](#) provides consultation and tailoring of our training offerings.
- Our [live training catalog](#) allows you to choose sessions specifically for your needs.