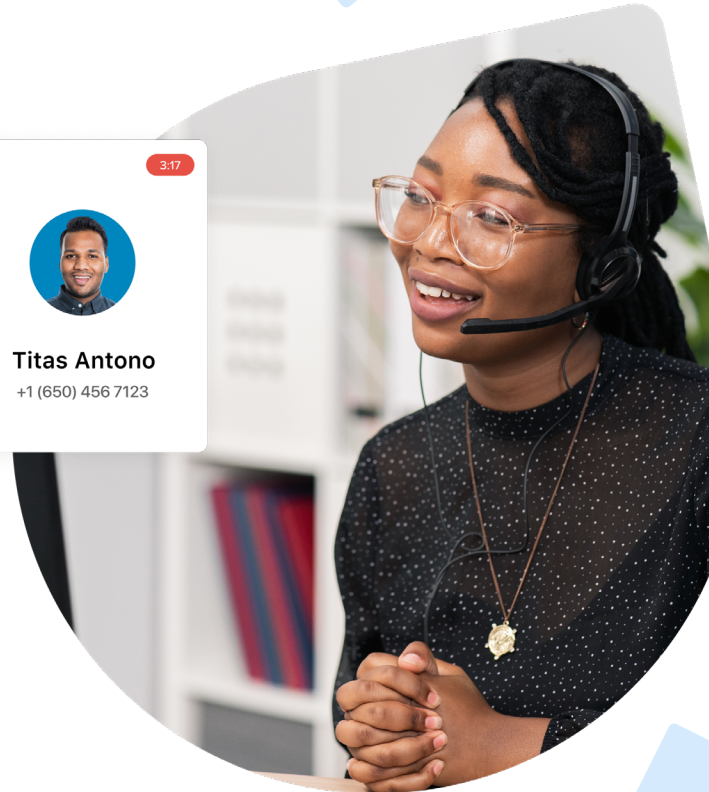
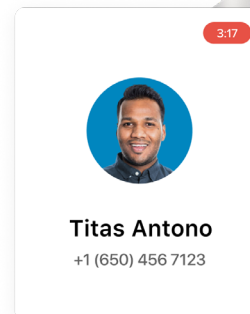


RingCentral Contact Center for Microsoft Teams

Seamless integration for enhanced customer experiences

With RingCentral Contact Center for Microsoft Teams, you can easily merge your unified communications and contact center functionality under a single pane of glass. Agents can instantly see presence status and connect with Teams contacts in your organization. With a customizable Teams workspace and full contact center controls, your agents will solve even the most challenging issues in less time.

Make every conversation secure with a global, carrier-grade voice service, and keep costs down with an easy-to-deploy integration. Add our strong Microsoft partnership and market-leading customer engagement technology, and you get the most powerful Teams and contact center integration around.



Benefits

- Increased agent efficiency by eliminating the need to switch between tools
- Faster problem resolution through quick access to SMEs across the organization
- Enhanced CSAT by getting customers to the right person to help them
- Decreased dropped and abandoned calls with high-quality carrier grade voice
- Reduced cost and deployment time using a scalable, pre-built integration

Simplified communications

Make work more productive for your agents by integrating the agent desktop directly into the Teams interface.

- Maximize agent efficiency with a single communications application
- Streamline communications with seamless access to Teams users, including their presence status
- Simplify access to helpful websites and other applications using Teams' custom workspaces

Faster collaboration

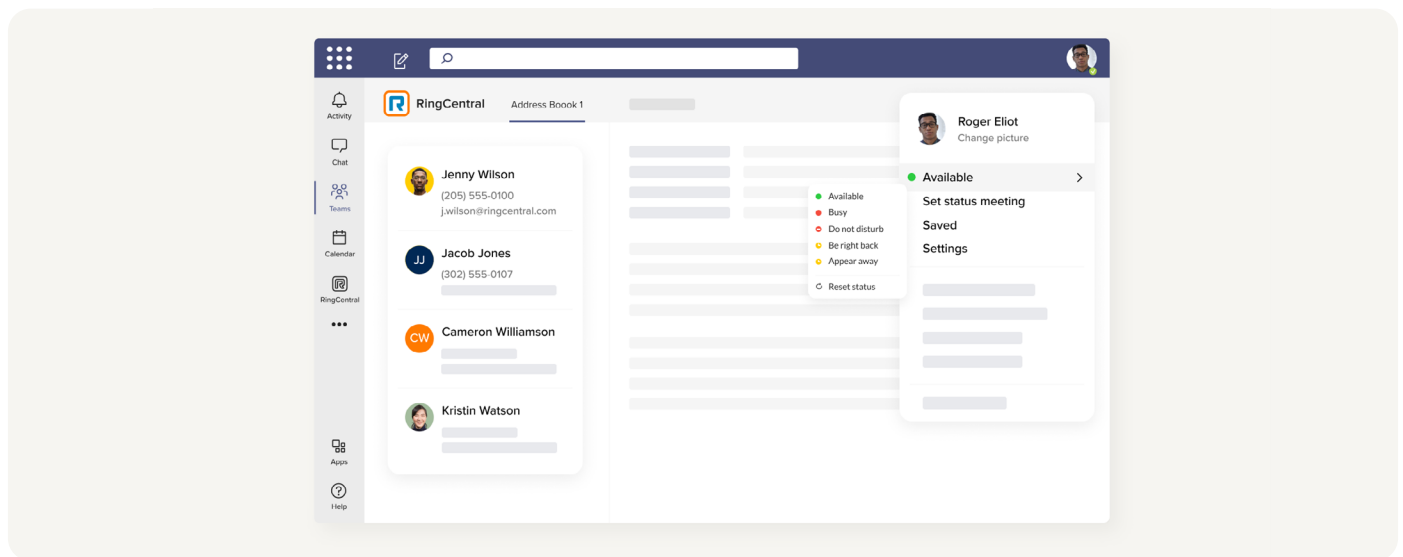
Streamline problem-solving with anytime access to anyone in your organization.

- Enhance service expertise by integrating subject-matter experts (SMEs) into your customer engagement processes
- Connect with SMEs using one-click access for voice, chat, or email
- Upgrade the agent experience by transforming Teams into a customer experience endpoint instead of requiring multiple applications

Enhanced performance

Deliver an integrated communications solution to enhance CX performance.

- Improve FCR by connecting customers to the right SME the first time
- Increase CSAT through faster problem resolution
- Boost performance with fewer dropped and abandoned calls



Optimized operations

Extend CX to the entire organization, with predictable resourcing and rapid deployment

- Maintain service goals using informal agents to handle additional calls during unexpected traffic spikes
- Reduce uncertainty with predictable billing for resource needs
- Minimize costs and implementation time with a pre-built integration that evolves along with your business needs

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 based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing 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 RingCentral MVP™, 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.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

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