

RingCentral University

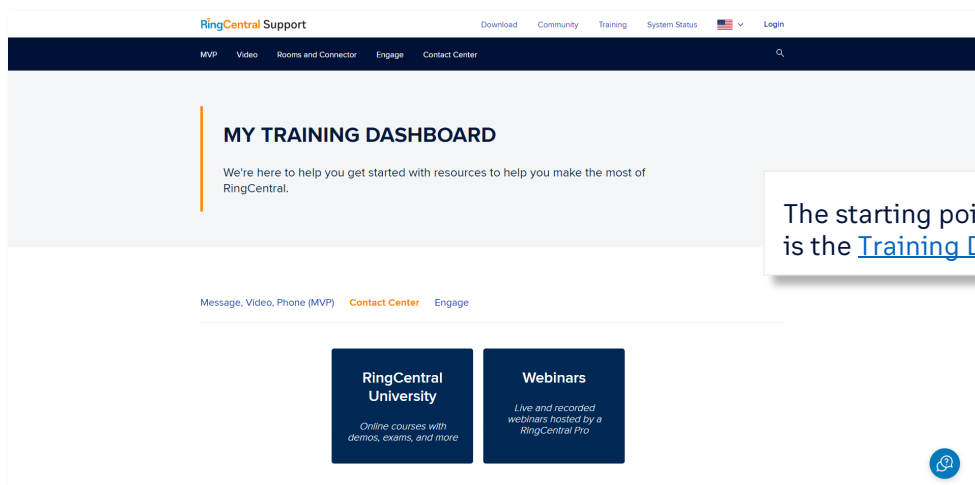
RingCentral Contact Center® MAX Agent Self-Service Training Program



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.

Curated courses that enable admins to complete basic and advanced topics.

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

Webinars

A series of webinars led by RingCentral Pros covering the required skills for using Contact Center.

Live sessions designed for agents and admins, where they can interact with each other and RingCentral Pros while learning about Contact Center.

Recorded sessions can be viewed on-demand by users and admins when you need them.

Select the **Contact Center** option to see available live sessions or on-demand recordings.

Recommended Training for Agents

	RingCentral University	Webinars
Prior to Go Live	MAX Agent (Contact Center Basics) Handling Inbound Phone Calls in MAX Agent (Contact Center Basics) Handling Outbound Phone Calls in MAX Agent (Contact Center Basics) Handling Emails in MAX Agent (Contact Center Basics) Handling Chats in MAX Agent (Contact Center Basics) Wrapping up Contacts in MAX Agent (Contact Center Basics)	
RingCentral University requires an active RingCentral account.		
Post Go Live		Contact Center: Ask the Trainer

Recommended Training for Supervisors

Prior to starting supervisor specific training	Complete recommended training for agents.	
Prior to Go Live	RingCentral University Supervisor (Contact Center Basics) Dashboard (Contact Center Basics)	Webinars Contact Center: Supervisor Basics
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Post Go Live		Contact Center: Quality Management Basics Contact Center: Ask the Trainer

Recommended Training for Administrators

Prior to starting admin specific training	Complete recommended training for agents and supervisors.	
Prior to Go Live	RingCentral University Admin (Contact Center Basics) MAX Agent for Admins (Contact Center Basics) Reports (Contact Center Basics)	Webinars Contact Center: Recordings and Storage
Post Go Live	Custom Reports (Contact Center Advanced) Quality Management (Contact Center Advanced)	Contact Center: Ask the Trainer

Additional Self-Service Program Resources

RingCentral Support	RingCentral Contact Center Support	RingCentral Community
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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.
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