RingCentral University
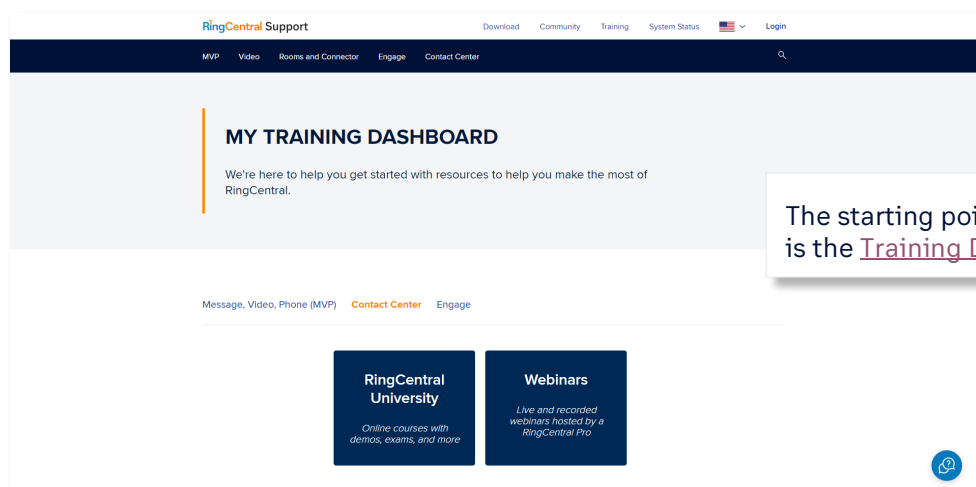
RingCentral Contact Center® Salesforce Agent Fully Integrated Lightning Experience Self-Service Training Program

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	Webinars
Learning paths created by our learning professionals to get the most out of Contact Center.	A series of webinars led by RingCentral Pros covering the required skills for using Contact Center.
Resources covering topics for agents and supervisors that are learning how to use Contact Center.	Live sessions designed for agents and admins, where they can interact with each other and RingCentral Pros while learning about Contact Center.
Curated courses that enable admins to complete basic and advanced topics.	Recorded sessions can be viewed on-demand by users and admins when you need them.
*RingCentral University **requires** an active RingCentral account.	Select the **Contact Center** option to see available live sessions or on-demand recordings.

RingCentral University

Recommended Training for Agents

Prior to Go Live	RingCentral University	Webinars
RingCentral University requires an active RingCentral account.	Salesforce Agent – Fully Integrated Lightning Experience (Contact Center Basics)	
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 requires an active RingCentral account.	**RingCentral University** Supervisor (Contact Center Basics) Dashboard (Contact Center Basics)	**Webinars** Contact Center: Supervisor Basics
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) 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

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.