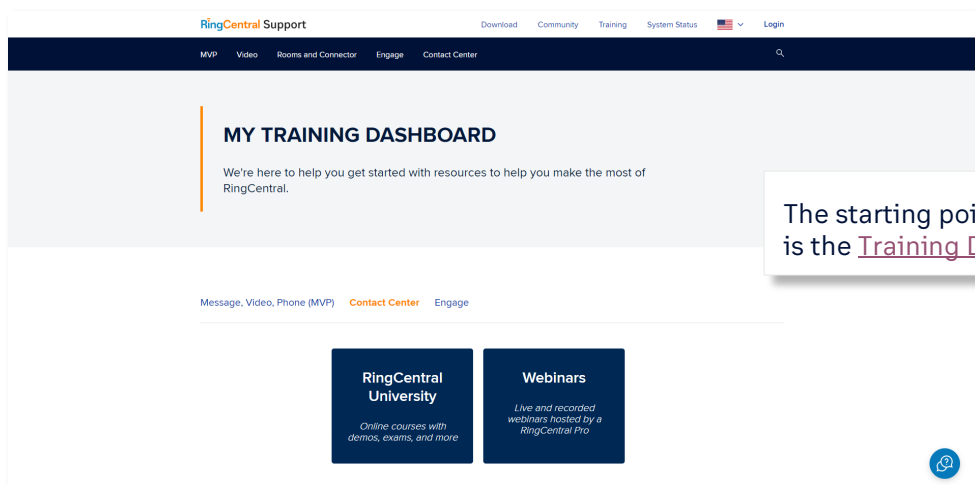# RingCentral University

RingCentral Contact Center® Salesforce Agent Lightning & Classic Self-Service Training

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.

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Recommended Training for Agents

Prior to Go Live	RingCentral University	Webinars
RingCentral University requires an active RingCentral account.	[Salesforce Agent – Lightning & Classic (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**	**Webinars**
RingCentral University requires an active RingCentral account.	[Supervisor (Contact Center Basics)](#) [Dashboard (Contact Center Basics)](#)	[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.

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