RingCentral

Engage Digital

Be ready for whatever comes next with an omni-digital customer service platform.

Capture all your customer messages, no matter how they contact you. With RingCentral Engage Digital™, agents can interact with customers on over 20 digital channels from a single interface. It sorts all incoming messages and creates a comprehensive digital profile of each customer across all their digital identities. Increase your agent retention and productivity and view the results with real-time analytics. The platform is also open and flexible so you can easily integrate your other business intelligence tools.
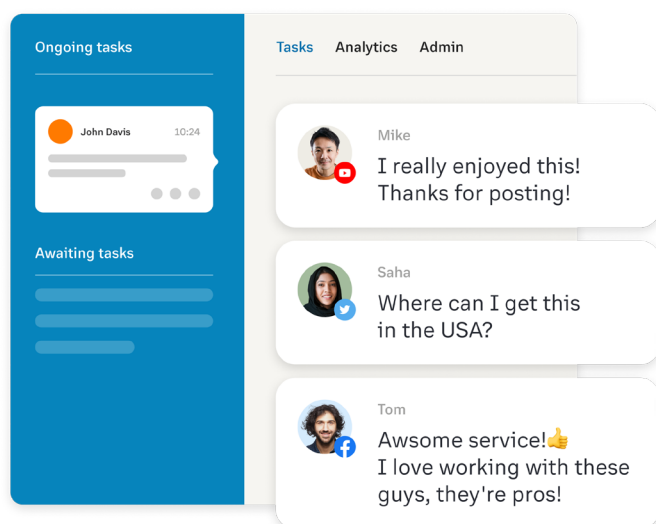
I'd like to change my order. Can you help me please?

Marcos Camacho
New York, NY

Hi, your order has been adjusted. Have a great day!

Meet customers wherever they are online

Offer social media support
Handle large volumes of interactions on Facebook, Twitter, Instagram, YouTube, and other social media apps.

Be more accessible
Chat with customers on messaging apps like WhatsApp, Apple Business Chat, Facebook Messenger, Google Business Messages, and in-app messaging on any iOS or Android device.

Connect on any channel
Set up seamless integrations with other channels including chat, email, text, review sites, communities, and many more.

Ongoing tasks

Tasks   Analytics   Admin

John Davis   10:24

Awaiting tasks

Mike
I really enjoyed this! Thanks for posting!

Saha
Where can I get this in the USA?

Tom
Awsome service!👍
I love working with these guys, they're pros!

Free up agents with virtual assistants

Handle higher inbound volume, automate simple inquiries, and provide a consistent experience across digital channels with chatbots.

Speed up response times
Use chatbots to respond to common inquiries or gather more information before handing off to an agent.

Open up new channels
Easily automate conversations on any channel by integrating directly with Google Dialogflow, one of the most advanced AI chatbots. Or take advantage of one of our partnerships with Microsoft Bot or Cognigy or simply implement any bot of your choice.

Message experts across the company

Agents can collaborate with internal experts in other departments with the RingCentral MVP™ integration.

Ask an expert
Ping the team to get answers to hard questions on the spot with RingCentral's team messaging app.

Get insights to make customers happier

Craft a better customer experience with built-in feedback surveys and data-informed insights into agent performance.

- Set custom SLAs by channel to monitor and track the complete customer journey.
- Get a deeper look into agent performance with pre-built and customizable dashboards.
- Slice and dice your data any way you'd like with drag-and-drop business intelligence dashboards.

Seamlessly integrate essential business apps

Integrate Engage Digital with CRM tools to create a personalized experience for your customers. Engage Digital also provides open APIs, which easily integrate with other backend systems, business process apps, reporting tools, chatbots, and AI systems.
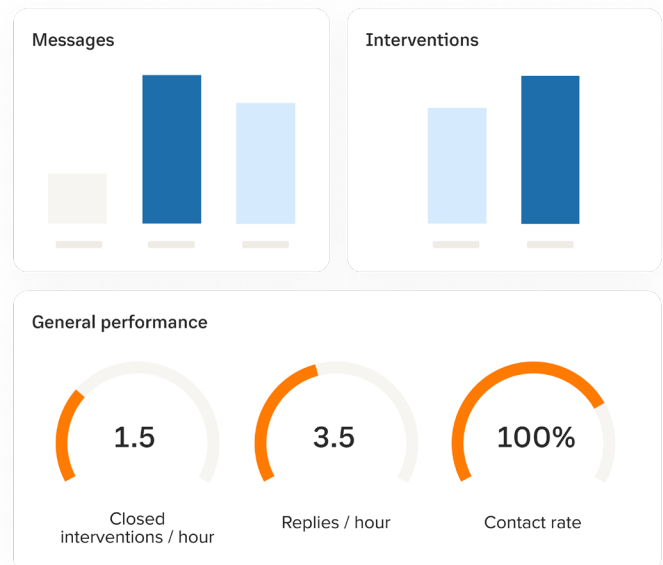
Create better customer experiences, every time

Respond faster

+32%

shorter response time

Get more done

+18%

gain in productivity

Boost CSAT

↑92%

first-contact resolution

Providing value across industries

"Social media messaging services represent the next paradigm of interactions with customers. These types of interactions are a game changer. Without a tool like RingCentral Engage Digital, it wouldn't have been possible for our company to enable one-to-one interactions with customers on so many touch points."

– Harald Felgner, Digital Experience Designer, UX Innovation

"Messaging is a good alternative to social media. It enables direct exchanges, more human contacts, and a closer relationship with our customers."

– Marine Vannier, Customer Service Project Manager

To learn more, visit us at ringcentral.com/engage.

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.

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