

RingCentral University

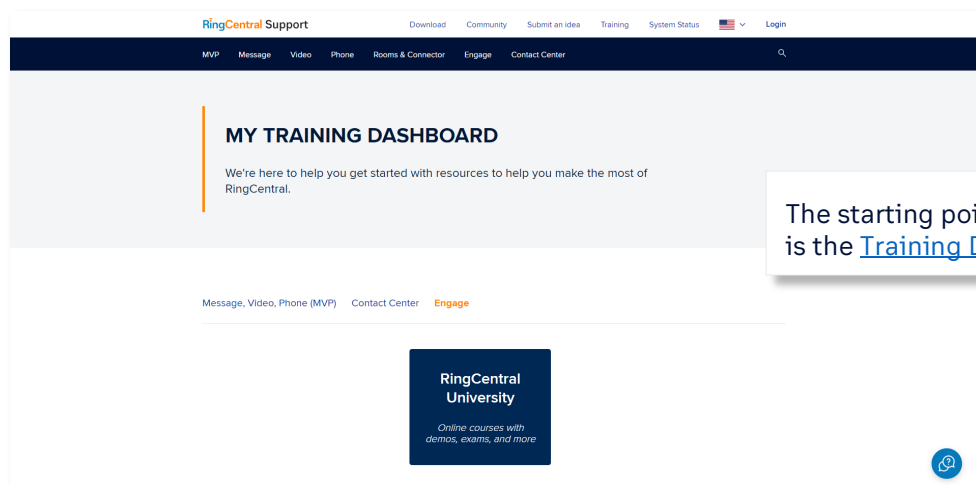
RingCentral Engage Digital Self-Service Training Program



Training on your terms

Training that gives you **flexibility** when learning Engage Digital. 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 Engage Digital.

Resources covering topics for agents, supervisors, admins, and reporting staff learning to use Engage Digital.

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

Recommended Training for Agents

Prior to Go Live	RingCentral University* Agent (Engage Digital Basics)
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Recommended Training for Supervisors

Prior to starting supervisor specific training	Complete recommended training for agents.
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Prior to Go Live	RingCentral University* Supervisor (Engage Digital Basics)
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Recommended Training for Administrators

Prior to starting admin specific training	Complete recommended training for agents and supervisors.
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Prior to Go Live	RingCentral University* Admin (Engage Digital Basics)
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Recommended Training for Reporting Staff

Prior to Go Live	RingCentral University* Analytics and Reporting (Engage Digital Basics)
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Additional Self-Service Program Resources

RingCentral Support	RingCentral Engage Digital 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.

- Our [live training catalog](#) allows you to choose sessions specifically for your needs.
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