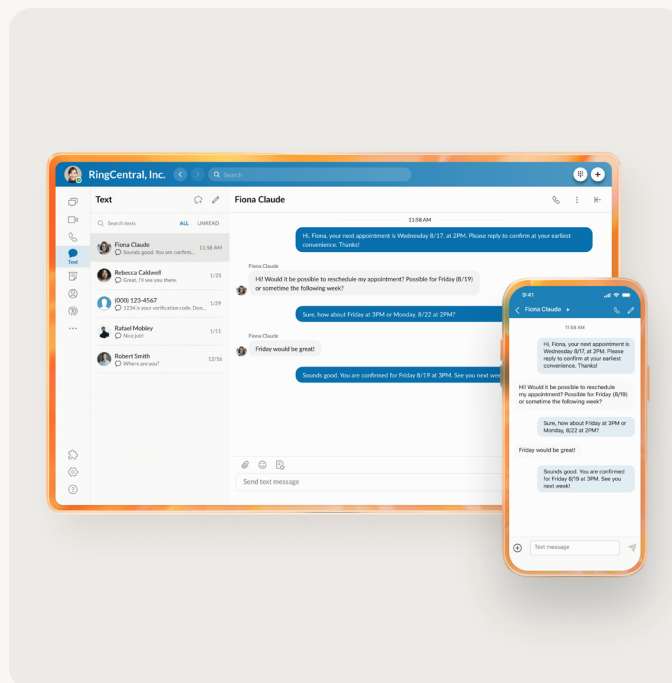


# Enhanced Business SMS and MMS

Send and receive SMS using your RingCentral business numbers.

RingCentral SMS solution is designed to improve deliverability, ensure carrier compliance, and reduce coverage fees.

It uses AI to identify unwanted messages before they are sent and offers user-friendly recipient opt-out management. Connect with confidence while respecting recipient preferences and maintaining compliance.



## Why RingCentral Enhanced Business SMS and MMS?



### Shared team inboxes<sup>1</sup>

- Share a team inbox for SMS conversations
- Claim, transfer, and resolve SMS conversations with private notes



### SMS for marketing<sup>1</sup>

- Personalized SMS campaigns with advanced messaging rules
- Send secure payment requests



### Automation

- Automate appointment scheduling and replies
- Custom or pre-built SMS Interactive Text Receptionists<sup>1</sup>



### Compliant

- Track and manage SMS consent to ensure carrier compliance
- Opt-out management



### Deeply integrated

- Pre-built SMS integrations and custom APIs
- Send business SMS to individuals or groups natively in Microsoft Teams

<sup>1</sup>. Available as an add-on. Learn more about Advanced SMS Inbox solution [here](#).



"Having RingCentral's SMS texts sent through CarePath is invaluable when medication is scheduled for delivery, but no one is home."

– Nancy Crowell, Senior Vice President of Operations

[Read customer story](#)



**10,000+**

Automated SMS messages

**\$150,000**

Saved each year

## Key features

### Easy to use

#### **Port existing numbers or choose new ones**

Select new local or vanity numbers from any area code or port existing numbers to RingCentral with no service interruptions. Send professional SMS/MMS from your business number.

#### **One professional business number**

Have one unified business number for your calls, faxes, and text messages, allowing you to communicate with customers securely using your business identity, even from personal devices.

#### **Unified inbox**

Send, receive & manage all your SMS conversations in the same place where you manage calls and fax.

#### **Send more than plain text**

Send and receive images, videos, emojis and files with MMS.

#### **Powerful search**

Search through text trails by looking up keywords.

#### **Email notifications**

Receive email notifications of incoming text messages.

### **Works across your devices**

Switch between your desktop, tablet, and mobile phone anytime to pick up where you left off.

### **Text globally**

RingCentral customers in the US and Canada can send and receive SMS messages to international numbers in supported countries.<sup>2</sup>

### **One subscription for all business communications**

SMS that is integrated with calling, eFax, team messaging, video meetings. Send, receive & manage all your conversations in one place.

## **Features that speed up operations**

### **Respond quick with SMS templates**

Create, save, and use customizable message templates for common inquiries, appointment reminders, order confirmations, and more.

### **Message previews**

See previews of multimedia files in in-line message threads.

### **Worry-free opt-out management**

Easily track and manage unsubscribe requests for every contact to stay compliant.

### **Optimized for deliverability**

Designed to improve deliverability, ensure carrier compliance, and reduce coverage fees.

### **Group SMS/MMS**

Send a group text message to multiple people in a single thread.

### **Bulk SMS/MMS**

Send the same text to multiple people in separate messages.<sup>3</sup>

### **Bulk export, forward, delete SMS**

Export, forward, and delete your text messages in bulk to save time.

### **Spam blocking**

Add a number to your block list to stop all calls, texts, and faxes from that number.

2. Send the same text to up to 100 recipients using the RingCentral app. For larger outreach, use the [SMS Campaigns App](#), available for free, to send the same text to thousands at once. Contact your Account Executive for more details.

3. International SMS functionality may be enabled upon request and is subject to review.



" Using RingCentral, we can catch those keywords – like “more information” or “classes” – and automatically drop in our brochure. That has definitely helped us sign up more customers."

– Dan Alexander, Owner and Instructor

Read customer story



**50%**

increase in customer sessions

**80%**

reduction in admin work

## Business SMS that is built to scale

### Scalable SMS programs

Send one to hundreds of thousands of messages daily, with the ability to use SMS for 1:1 conversations or large marketing campaigns.

### SMS for Microsoft Teams

Use text messaging, calling, voicemail transcriptions and faxing all within Microsoft Teams- unifying all business communications in one application.

### Deeply integrated

Plug SMS into all the apps where work happens for you. Send marketing blasts, notifications, automate alerts, appointment reminders, and even payment requests with our [Advanced SMS inbox solution](#).

### Simple, transparent pricing

Enjoy included SMS allotments and low cost bundles, per message rates - with full transparency of your SMS usage.

## How to buy

### Free allotments

Your RingEX™ license type includes a specified amount of free SMS credits. Read [SMS pricing changes](#) to learn about free allotments. Note: Free allotment plans don't include toll-free SMS.

### Prepaid SMS bundles

You can purchase a bundle with a preset monthly number of SMS credits. Read [Purchasing SMS usage bundles](#) to learn more.

### Purchased calling credits

On this plan, once you run out of free or prepaid SMS credits, you'll be billed on a pay-as-you-go (PAYG) basis for any additional SMS messages. [See latest SMS rates for accounts in the United States.](#)

Contact a RingCentral account representative to learn more or visit [ringcentral.com/sms.html](https://ringcentral.com/sms.html).

**Availability: Enhanced Business SMS and MMS is currently available in the US and Canada only.**

For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.



RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world.

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