

Interaction Analytics

Achieve key business outcomes by listening to what your customers say.

Actionable insights from customer interactions

RingCentral Contact Center™ Interaction Analytics is an AI-powered omnichannel reporting and analytics tool that identifies the root cause of customer issues across 100% of customer interactions. The tool delivers insights through the full customer journey to guide measurable improvements to increase customer satisfaction, detect risk and compliance issues, and identify training opportunities to improve operational efficiency.

Interaction Analytics identifies sentiment to find trouble areas and detects emotions as a predictor of customer dissatisfaction and agent performance in a single, unified view. With Interaction Analytics, you don't need a data scientist to uncover insights to improve the customer experience.

Benefits



Enhance every customer experience by detecting emotion and analyzing customer satisfaction across all contact channels.



Identify each agent's positive and negative behaviors to make coaching more effective.



Increase the value of your sentiment data and analysis with customized approaches that exclude boilerplate content and irrelevant words or phrases.



Target drivers of strategic business outcomes, like first contact resolution, to make high-impact improvements.

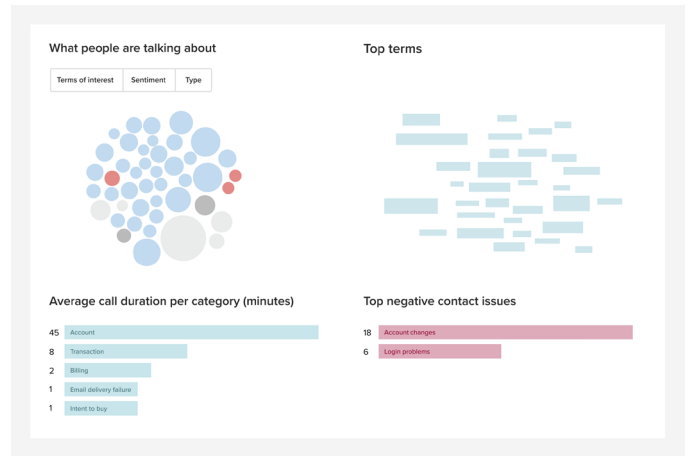


Reduce compliance risk by analyzing every interaction for potential issues.

Deliver the best omnichannel experience

You know that your customers' experiences vary greatly depending on the contact channel, agent, time of day, and other factors, but you don't have the data to see it. Interaction Analytics provides you the insight you need to make a real difference for your customers.

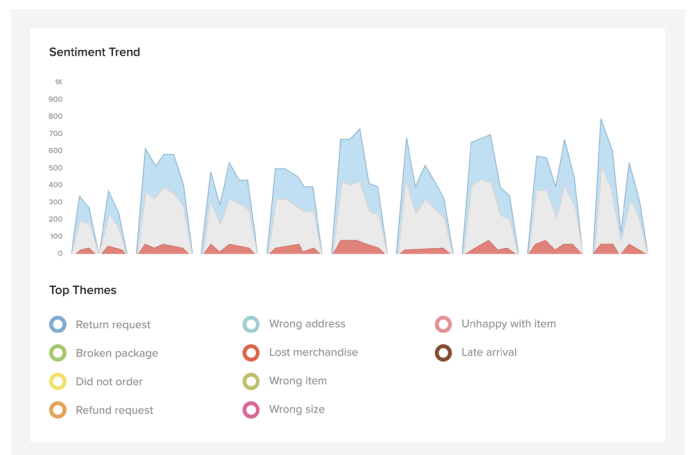
- Analyze 100% of your customers' interactions to get the full picture of their experiences.
- Categorize interactions based on discussion topics, frustration detection, and expressed sentiment for real business insight.
- Detect and resolve issues driving down first contact resolution rates through simple analytic tracking strategies.
- Easy-to-use, flexible tools don't require a data analyst background to provide value to your organization.



Target the right improvements

Many contact centers are disappointed when their improvement efforts seem to fall short or take forever to get results. Interaction Analytics helps you pinpoint where the best opportunities for improvement exist across all channels and enables you to understand in detail what needs to change.

- Categorize interactions based on discussion topics and expressed sentiment to determine where issues are occurring most often and what their causes are.
- Analyze voice and text channels (including text interactions from external systems) to identify cross-channel dependencies or issues.



Proactive compliance management

It's crucial to understand quickly when and where you're out of compliance before damage is done. Interaction Analytics examines all of your recorded interactions to detect when noncompliance actions occur.

- Address and resolve issues before they escalate by automatically detecting potential risk and compliance problems.

- Identify when and where agents are out of compliance by detecting every occurrence through speech and text analytics.
- Make proactive corrections to mitigate compliance risk now and in the future.

Train more effectively

Agents perform best when training is tailored to their needs, but it can be challenging to determine which topics are best to focus on. With RingCentral Interaction Analytics, you can identify specific training needs and topics based on agent interactions with customers.

- Identify the top trends in agent training needs to maximize training effectiveness.
- Review agent interactions based on agent-specific categories and sentiment to identify training or knowledge gaps.

Key features



Analysis of all voice and text interactions.



Define “topics” to make it easy to identify and analyze key concepts across all channels.



Filter results by contact type, date/time, duration, and other metadata fields.



100% call transcription of voice interactions.



Understand sentiment and frustration insights related to channels, teams, agents’ skills, and products.



Automatically categorize interaction data, or create custom categories to identify common themes.

To learn more, visit us at ringcentral.com/effortless-customer-engagement.html.

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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