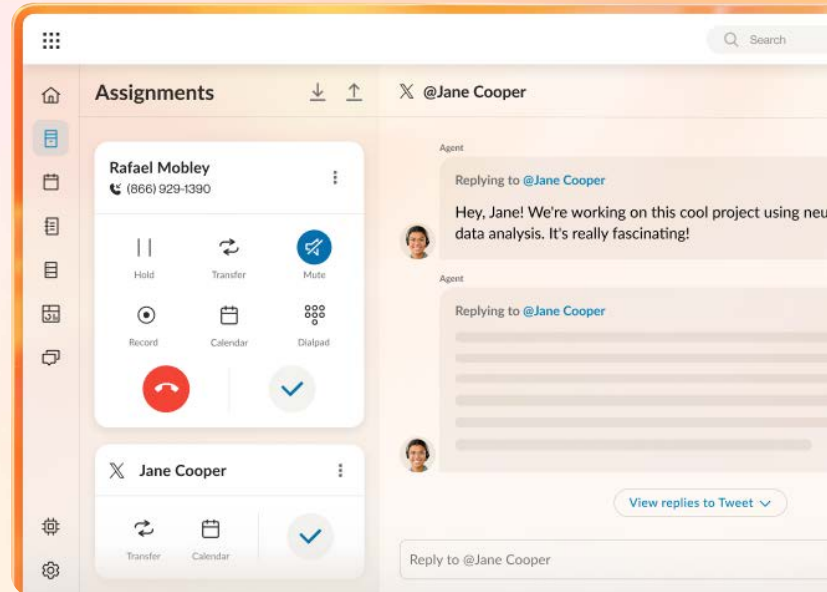


RingCentral Contact Center

One AI platform to automate customer service.



A new era is powering transformation

Guide every customer interaction—across channels, teams, and moments—so every experience feels effortless. Start connecting front- and back-office workflows and bridge knowledge silos across teams. Combine and balance augmented human agents and AI agents to increase productivity.

Say goodbye to traditional, inflexible CCaaS platforms and point solutions. Get a comprehensive platform to design, build, and operate every element across every customer service journey. RingCentral Contact Center provides the most complete suite of applications, an open framework, and Enlighten AI trained on the industry's largest labeled and validated CX dataset.

Gain efficiency with intelligent workflows

A lot of tasks and processes go into each customer interaction. From intent to fulfillment and across your front- and back-office, your workflow efficiency can make or break your CX.

Design, build, and operate end-to-end workflows to streamline every step of customer service, boosting efficiency of operations and agents. Workflow automation includes proactive notifications, routing inquiries and work items to the appropriate touchpoints, managing resolutions across channels, service escalations, feedback collection, and more.

Boost productivity with advanced agents

Manage your human and AI agents in one platform. With RingCentral Contact Center, AI agents collaborate with human agents by handling repetitive tasks, freeing up time for human-driven problem-solving. This dynamic combination of human and AI agents ensures faster resolutions, reduced workload, and consistently exceptional customer service. Give human agents and supervisors their own AI copilots to enhance their efficiency and effectiveness. Agents receive real-time guidance, automated coaching, and contextual recommendations, helping them resolve complex customer needs with confidence.

Boost trust with unified knowledge

Knowledge is the backbone of effective customer service. Leveraging centralized and AI-enhanced use centralized and AI-enhanced information to empower agents and customers to answer questions faster.

RingCentral Contact Center functions as a dynamic repository of resources, offering real-time access to accurate, contextual data. By leveraging enterprise-wide knowledge optimization, your organization will deliver accurate, contextual, and timely information for every workflow and every interaction.

The RingCentral Integrated Platform

RingCentral Contact Center offers tight integration with RingEX, facilitating front-office to back-office collaboration through a single platform. It provides global telephony and a shared network for company-wide collaboration. This unified approach simplifies buying, deployment, support, and innovation by consolidating vendor relationships. Additionally, RingCentral Pulse uses intelligent bots to monitor and provide real-time alerts through RingEX about key performance indicators (KPIs) and events within the RingCentral Contact Center platform. It is designed to help supervisors and managers stay informed and take immediate action, even when they are not actively monitoring the dashboard.

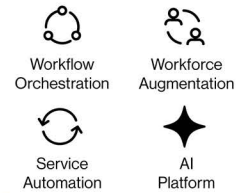
RingCentral Contact Center

Market Leading UCaaS RingCentral RingEX



One platform
Global telephony
UCaaS+CCaaS
shared network
Company-wide
collaboration
One vendor
relationship
Pulse notifications

Market Leading UCaaS RingCentral Contact Center



Key RingCentral Contact Center Capabilities



Workflow Orchestration

Orchestrates all interactions and workflows end-to-end.

- Voice and Digital
- Synchronous and Asynchronous
- Inbound and Outbound
- AI Agents and Human Agents



Workforce Augmentation

Elevate human performance with AI-powered solutions.

- Specialized Copilots
- Workforce Engagement
- Quality Management
- Compliance, Forecasting, Analytics, and more



Service Automation

Automated service end-to-end from intent to fulfillment.

- Autopilot
- Experience Optimization (XO)
- Knowledge Management
- Proactive AI Agent



AI Platform

Unify all channels, knowledge, and AI models in one place

- Common AI Services
- AI Orchestration
- Experience Memory
- Open framework for integrations



"Our Ryder Last Mile team is so grateful to have RingCentral Contact Center powering their support operations. Those 180 agents are all working remotely, and they're handling 30,000 calls in an average month. But because they can join call queues and take calls so easily from their laptops, that team hasn't missed a beat."

David Bartos,
Senior Telecom Manager | Ryder Systems

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 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.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com