

Next Generation Interaction Recording & Analytics

Total visibility over all your customer interactions

Bolster your RingCentral MVP and/or RingCentral contact center solutions with unparalleled communication archival and compliance management. Consolidate voice and text interaction recordings from across multiple disparate systems into a single data store, both future live interactions as well as imported legacy archives. Plus, gain clarity and actionability through insights from an analytics dashboard built as a single pane of glass for all interactions.



RingCentral has partnered with Liquid Voice to provide you with solutions that will simplify data management, ensure adherence to the strictest regulatory policies, and mitigate against risk.

Solutions

Unlimited, centralised data

Align data compliance archiving with your existing data storage strategy via an unified recording repository built on industry standard storage types. In other words, leverage your existing SAN/NAS, virtualized storage, or use public, private or hybrid cloud-based storage solutions. Irrespective of the environment, all data types can be compiled, whether originating from your contact center platform or other solutions, and with the option to store far beyond the default 90-days or 100,000 interaction limit.

Transcription

Gain real value from your recording interactions. Transcribe video and audio interactions into text in real time and send transcriptions along with their recordings to other team members.

Complex and technical conversations from diverse and global workforces are also powerfully processed through multilingual natural learning algorithms that even recognize regional accents, and synthesize industry-specific words.

Analytics

Immediately assess quality of service being delivered, validate compliance, identify potential indicators of customer vulnerability, and flag customer satisfaction issues to relevant teams. View the big picture with consolidated interaction analytics across all communication channels, leveraging rich meta tag information from data feeds and transactional systems, and zooming in where needed.

PCI DSS Pause / Resume

Keep customer details safe from any potential breach of your data. Integrated call recording features and automated pause/resume functionality ensure sensitive card details are never recorded.

Legacy Data Import

Extract legacy recordings, regardless of manufacturer, and import them to a single, highly resilient platform hosted on premise or in the cloud. Reduce support costs and energy consumption, and ensure full compliance by removing toxic data and redacting personal information before applying full encryption.

Our partner, Liquid Voice

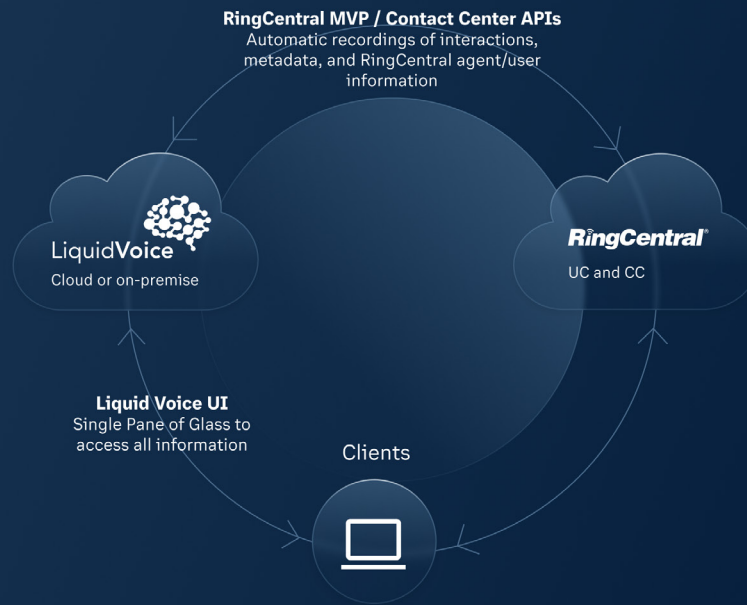
A strategic technology partner, Liquid Voice works hand-in-hand with RingCentral to deliver a robust and compliant solution for omnichannel interaction recording and analytics that's fully integrated with RingCentral's unified communications and contact center systems.

By delivering interaction recording, analytics and discoverability to customer interactions that happen within the contact center, or anywhere else across business communication channels, you'll be better able to ensure compliance, drive quality, and better understand customer behaviors.

[Learn more](#)



Seamless UC and Contact Center integration



For more information, please contact a sales representative. Or visit ringcentral.com/liquid-voice

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.



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

© 2023 RingCentral, Inc. All rights reserved. RingCentral, the RingCentral logo, and all trademarks identified by the ® or ™ symbol are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.