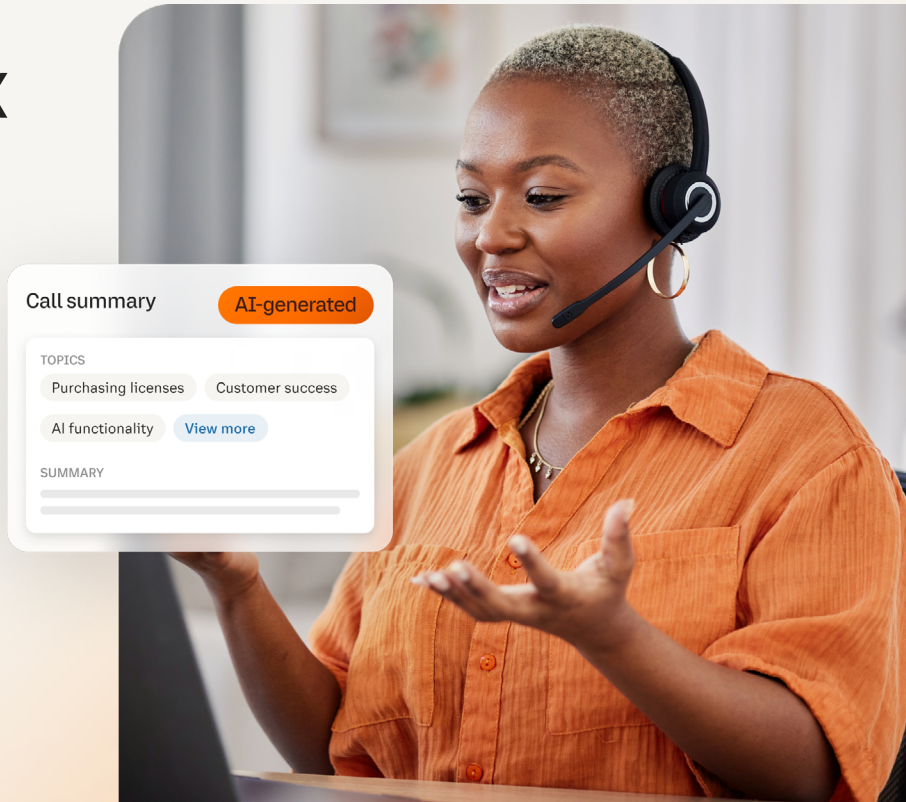


# RingCentral RingCX

## Smarter student experiences, made simple

Exceptional student support is crucial for educational institutions of all sizes. Yet, conventional student service systems often involve intricate setups and expenses, posing hurdles for resource-limited universities and colleges to implement and oversee efficiently. What these institutions need is an efficient, contemporary solution that enables outstanding student experiences at an all-inclusive, predictable, and budget-friendly rate.



RingCentral RingCX brings together cutting-edge RingSense™ AI technology, omnichannel contact center, and RingCentral RingEX unified communications, delivering a next-generation AI-powered solution with a disruptive combination of product, packaging, and pricing.

### Operational benefits

- Boost enrollment by revolutionizing the way you communicate
- Improve student retention with 24/7 support and proactive outreach
- Build a lifelong bond with your graduations and boost donation rates and engagement

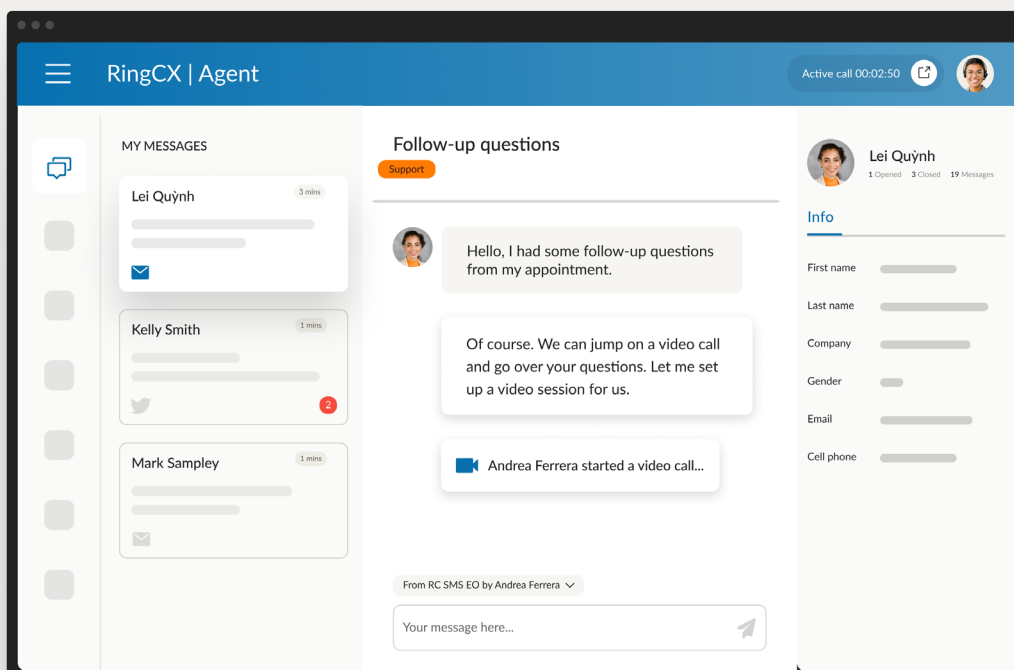
### Technology benefits

- Smart assistance that prioritizes student support before, during, and after interactions
- Unified omnichannel bringing together voice, video, and 20+ digital channels - including SMS, email, chat, social (such as Facebook and Twitter), as well as messaging applications like WhatsApp - providing a centralized platform for student interactions.
- Easy to deploy with a user-friendly administrative interface to get up and running in days, not weeks

- Simple to use with a single interface unified with RingCentral RingEX to seamlessly connect with internal experts, enhancing first contact resolution and overall efficiency
- Cost-effective packages and pricing with **unlimited domestic minutes** to ensure cost savings and budget predictability for educational institutions

## Key features

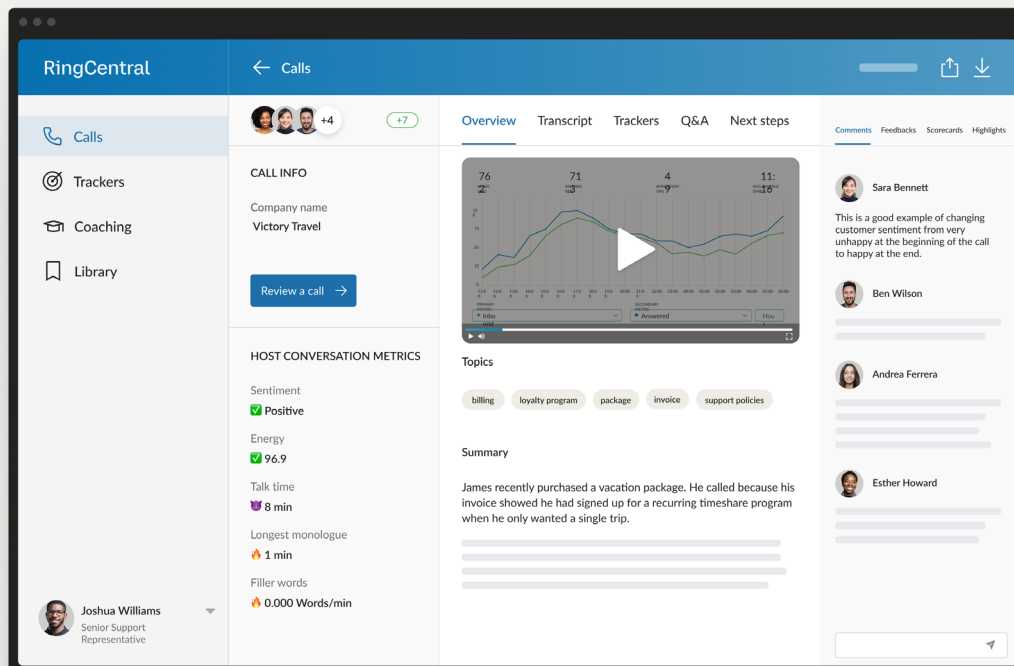
- Create a connected community in higher education by building strong student, faculty and admin engagement across the entire campus
- Transform agents into highly effective ‘super agents’ with a single, intelligent interface, enabling them to provide exceptional student services.
- Empower supervisors with AI insights and analytics to make data-driven decisions, optimizing operations and improving overall performance.
- Ensure efficient and future-proof operations with a low cost of ownership, allowing educational institutions to invest in long-term success while maintaining budget predictability.



## Connect the student experience at every step

Offering diverse and personalized channels to engage with your academic community makes it easier for them to access your services and information, improving their experience and building trust.

- Admissions - Build relationships with prospective students that will last to graduation and beyond.
- Student Success - Connect and share student information across campus organizations to deliver strong service.
- Advancement & Athletics - Keep alumni, partners and parents in the loop with real-time messaging, SMS and digital responses.
- Financial Aid & Bursar - Connect and share student information across campus organizations to deliver strong service.
- Monitor student experience and student sentiment throughout the semester with call insights and surveys. Adjust digital support based on performance reports



## Turn agents into super agents

- Real-time, intelligent transcription and post-call summaries through RingSense AI empower agents to engage actively in conversations with students without the burden of taking manual notes or tracking action items.
- This streamlined approach not only enhances the quality of interactions but also allows agents to dedicate more attention to addressing students' needs effectively.

## Empower supervisors with advanced insights

- Agents can easily navigate all channels, with voice, video, and 20+ digital channels in a unified interface. This comprehensive platform ensures a consistent and efficient experience for both staff and students across all channels.
- RingCX IVR and intelligent virtual agents empower staff by handling routine inquiries and enabling self-service options for students. This frees up staff to focus on resolving complex issues and providing personalized support where it's needed most.
- Real-time dashboards provide a complete view into operations across all channels, enabling data-driven decision-making for improvements.
- RingSense AI provides post-call behavioral coaching, automated quality scoring and feedback, and insights like call sentiment and topics, enabling supervisors to save time by identifying critical interactions for coaching opportunities.
- With over 250 out-of-the-box reports and live dashboards, supervisors can constantly monitor performance.

## Maximize the value of your CX operations

- RingCX offers a disruptively priced and packaged solution, ensuring a low total cost of ownership and predictable monthly pricing for education institutions.
- Unified analytics for voice and digital provide rich business insights into key metrics like call volume, handle time, and student sentiment to make data-driven decisions and continuously enhance CX operations, optimizing support services and improving the overall student experience.
- With a scalable and future-proof cloud solution, educational institutions can maximize their CX investment and stay ahead in an ever-changing landscape by leveraging a solution that grows with their needs, ensuring long-term success and adaptability.

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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 global provider of AI-first cloud-based business communications and collaboration that seamlessly combines phone system, messaging, video, webinars and hybrid events, and contact center. 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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