RingCentral
RingCX Analytics
Get actionable insights for your business

Reporting is the lifeblood of any customer service organization. Having a detailed understanding of customer journeys and agent behaviors can determine the health of your business and identify trouble areas that might negatively impact customer satisfaction.

RingCentral RingCX provides a unified view of voice and digital performance via live and historical dashboards and reports. Combined with RingSense™ AI conversation intelligence, RingCX provides you with the insights you need to understand the customer experience and improve your agents’ performance.

Key benefits
- Comprehensive analytics across all channels and teams
- Out-of-the-box ready reports and dashboards to track common KPIs
- Automatically generate transcripts and summaries to track agent performance

Key features
- 250+ pre-built reports and dashboards
- 350+ available metrics to build custom reports
- RingSense™ AI-driven transcripts, summaries, and scoring
Deep dive into agent activity

- Identify top and bottom performers by time period, channel type, or other categories
- Track key metrics such as Average Handle Time, Average Speed of Answer, Call Abandonment Rate, and more
- Review automated conversation scores and summaries through RingSense AI™ and provide direct feedback to agents

Track historical trends

- Choose from a broad list of visual dashboards or downloadable reports
- Easily distill data to hone in on teams, locations, channels, and more
- Spot trends over time and make adjustments as needed

Get real-time insights

- Select from a variety of available real-time widgets to build custom views
- Filter, move, and resize widgets to meet specific needs
- Instantly share dashboards with other users for a collaborative view of key metrics
Reporting your way

- Use a custom report builder and customizable dashboards to monitor key datapoints
- Set up flexible run schedules from every minute, hourly, daily, weekly, monthly, or custom
- Get data in the format that meets your needs the best - CSV, PDF, HTML, ODS, XLS, XML, or ZIP

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video Phone™ (MVP®) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP™ combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video®, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.