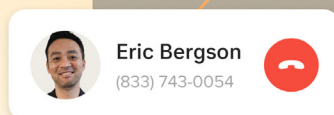


RingCentral RingCX Interactive Voice Response

Orchestrate simple yet powerful customer journeys and boost operational efficiency

Removing friction leads to higher customer satisfaction. To do that, your business needs an easy way to make customer service journeys easier, faster, and more successful. RingCentral RingCX provides a simple, intuitive Interactive Voice Response (IVR) flow designer that enables you to reduce customer wait times, speed up call resolution, and help customers to solve issues on their own.



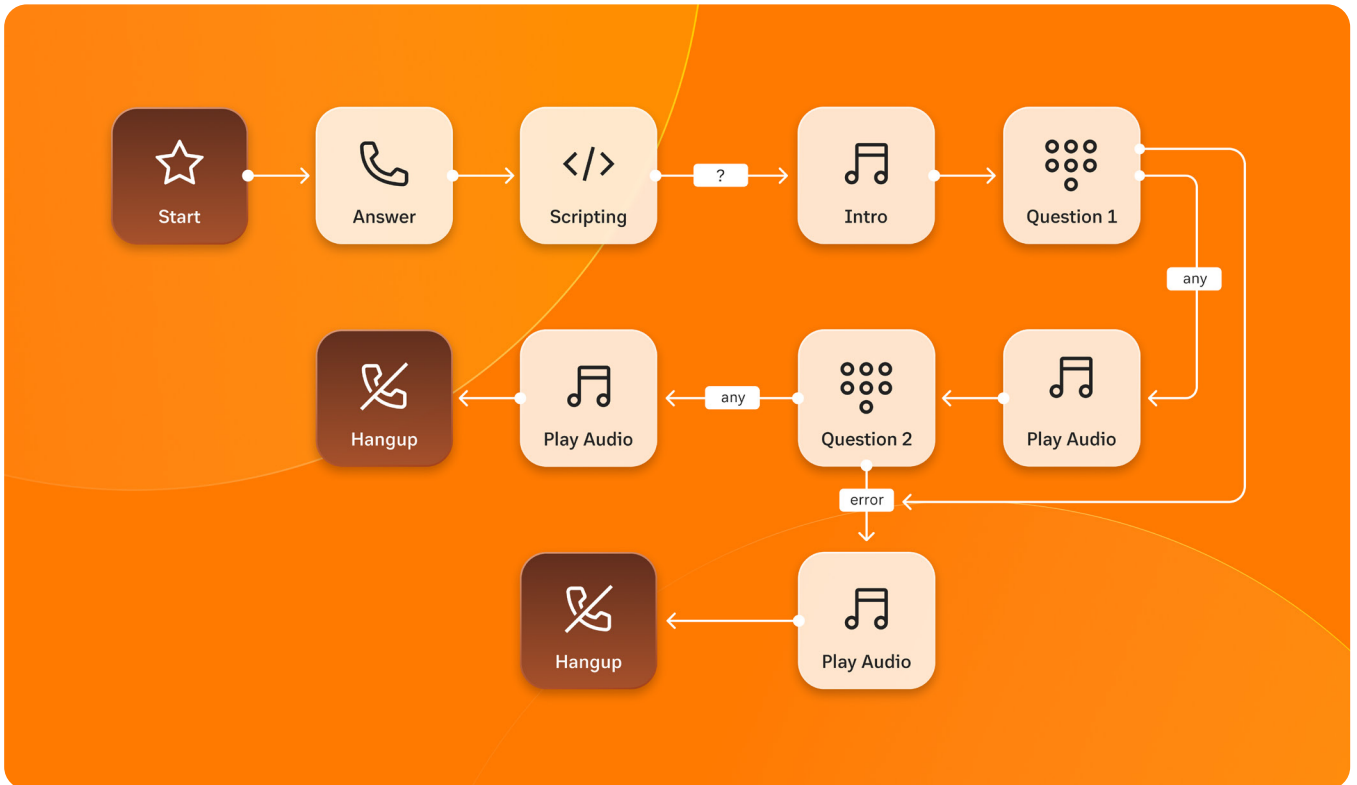
With its visual, no-code interface, you can easily design call flows to help customers get the answers they need, either on their own or by connecting them to an agent equipped to help them. You can also enable more personalized experiences by leveraging your existing customer data to drive better service with customized routing.

Key benefits

- Improve customer satisfaction by connecting them to the best agent to address their issues
- Reduce call abandonment rates using queue callback
- Maximize your resources and budget with self-service automation

Key features

- Web-based drag-and-drop IVR designer with no coding required
- Advanced routing options to match customers with the best available agent
- DTMF input and Automatic Speech Recognition



Find the right agent

- Boost customer satisfaction and first-call resolution by routing customers to agents with the right skills
- Give customers a familiar voice by connecting them with the last agent to help them
- Improve agent productivity and avoid back-and-forth transactions by only sending agents calls they are equipped to handle

Reduce abandoned calls

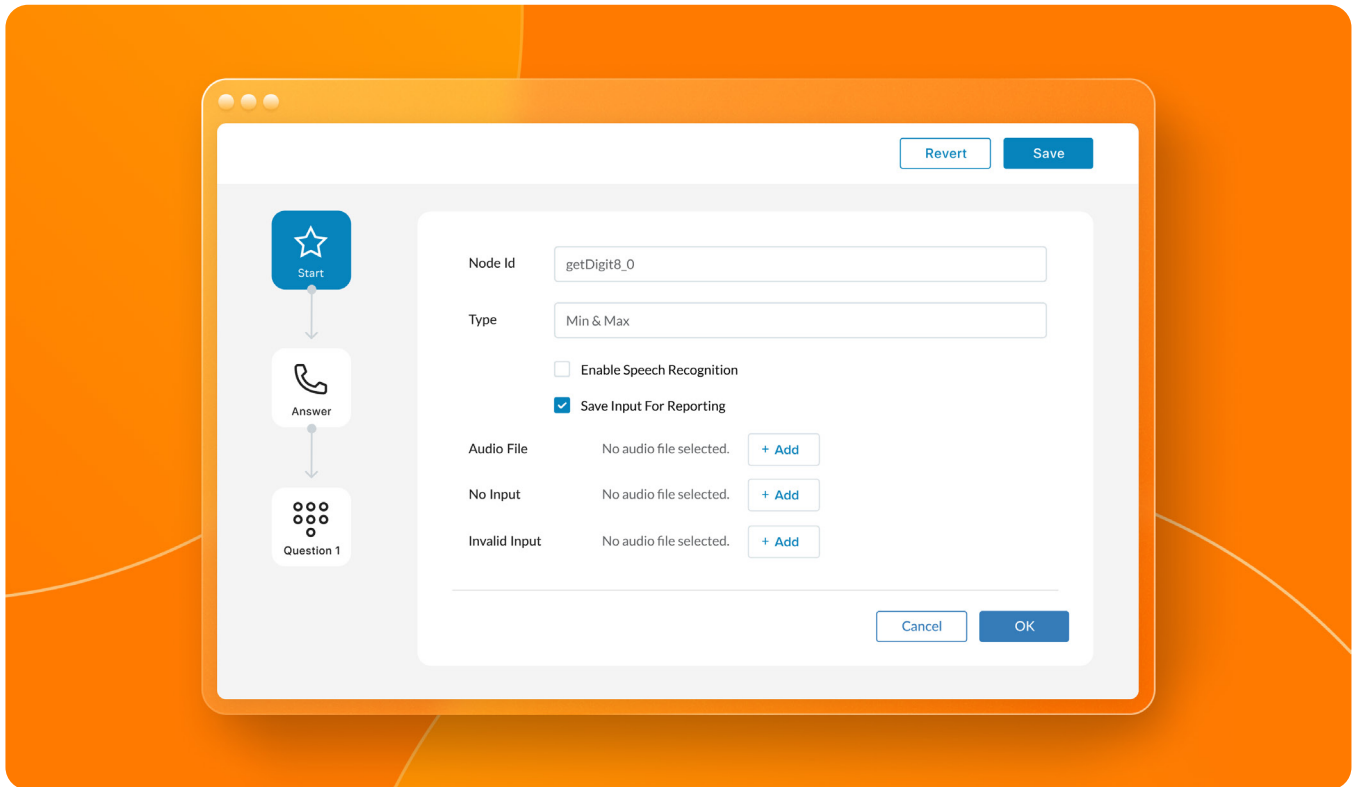
- Use callback to enable customers to maintain their place in queue and have the system call them back
- Provide estimated wait time announcements while customers are in queue
- Use scenario-based routing triggers to dynamically avoid long wait times

Enable effortless self-service

- Reduce costs by allowing customers to quickly self-solve basic issues
- Increase agent satisfaction by reducing repetitive, mundane tasks that bog them down
- Automate front-end data collection for faster interactions

Adapt operations in real-time

- Make updates instantly with clicks instead of code
- Set up, update, and change IVR scripts as needed with easy-to-use text-to-speech messages or recordings on the fly
- Include a business-hour prompt with ease with a prebuilt Hours of Operation function



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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