RingCentral RingCX
Smarter customer experiences, made simple

Customer service is a critical need for businesses of all sizes. However, traditional contact center solutions typically mean complex deployment and cost structures, making them challenging for resource-constrained businesses to implement and manage. These businesses need a streamlined, modern solution that enables great customer experiences at an all-inclusive, predictable, and cost-effective price.

Key benefits

- AI-first to help customers and businesses before, during, and after interactions
- Rich 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 - all into a single pane of glass for agents
- Easy to deploy with a single administrative interface to get up and running in days, not weeks
- Simple to use with a single interface unified with RingCentral MVP to seamlessly connect with internal experts and increase first contact resolution
- Disruptively packaged and priced with unlimited domestic minutes for cost savings and predictability

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

- Turn agents into super agents with a single, AI-powered interface
- Empower supervisors with AI insights and analytics
- Make operations efficient and future-proof with low cost of ownership

Turn agents into super agents

- Real-time, AI-generated transcription and post-call summaries through RingSense™ AI enable agents to better engage in customer conversations by freeing them from taking notes or capturing action items.
- Agents can easily navigate all channels, with voice, video, and 20+ digital channels in a unified interface.
- Free agents up to handle complex issues by leveraging the RingCX IVR and intelligent virtual agents for self-service

Empower supervisors with advanced insights

- 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 is disruptively priced and packaged to provide businesses with a low total cost of ownership and predictable monthly pricing.
- Unified analytics for voice and digital provide rich business insights into key metrics like call volume, handle time, and customer sentiment
- As customer and business needs change, RingCX helps you adapt quickly with a scalable, future-proof cloud solution to get the most out of your CX investment.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.