**RingCentral**

RINGSENSE™ FOR SALES

Crush your quotas with AI-driven revenue intelligence

Unlock value from every customer interaction with secure, customizable, and optimized conversation intelligence, deeply integrated with your CRM.

RingSense is a conversation intelligence platform from RingCentral. It uses artificial intelligence to analyze communications data, automate tasks, and discover insights.
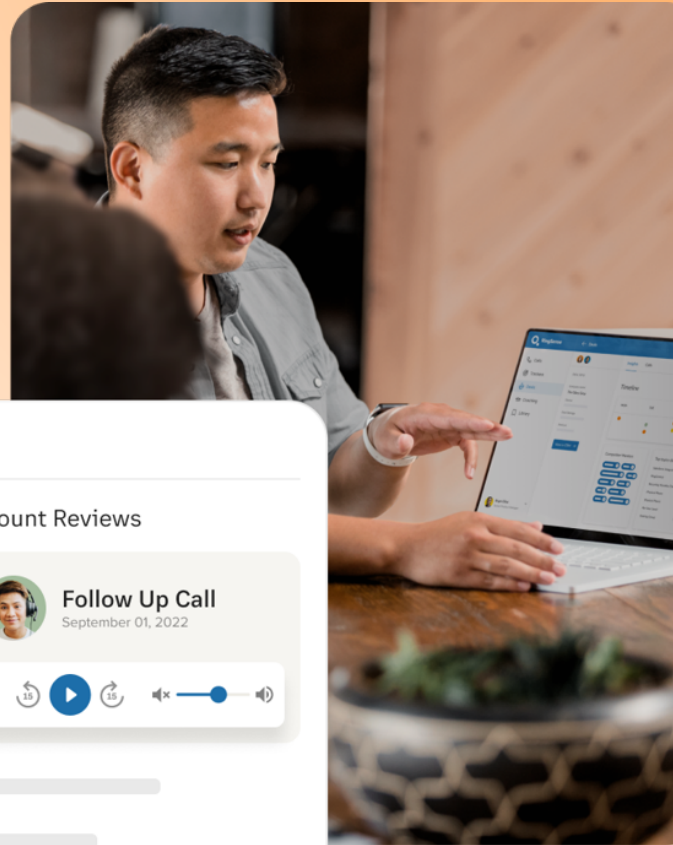
RingSense for Sales analyzes interactions between salespeople and their prospects and generates summaries, insights, and performance measures that help increase sales efficiency. It also provides sales leaders with visibility to help them better train, coach, and drive their teams to greater levels of success.

Key benefits

Automate sales processes. Operate at peak sales performance by eliminating lower value tasks and workflows.

Reveal untapped revenue opportunities. Increased visibility allows teams to identify important sales opportunities so managers can act fast with confidence.

Evolve your salespeople. Instantly whip up winning sales plays and coaching that help sales teams destroy their quota.

Key Features
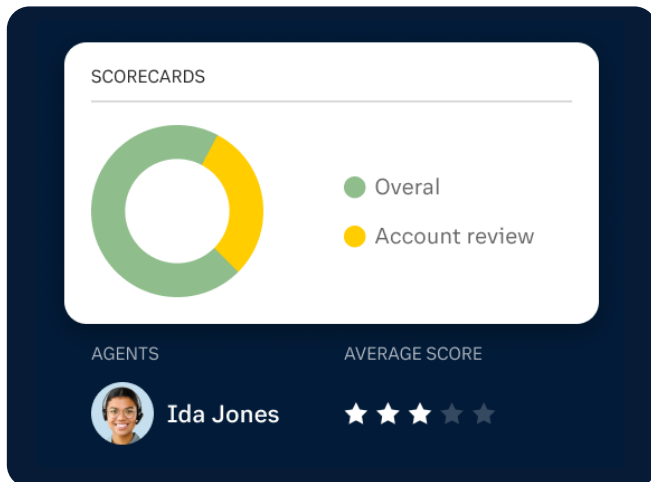
Coaching with human and AI scores

Drive superior coaching and sales best practices with AI driven coaching insights. Design your own scorecards and balance those with AI feedback to create winning sales plays. Both methods roll up into intuitive dashboards.
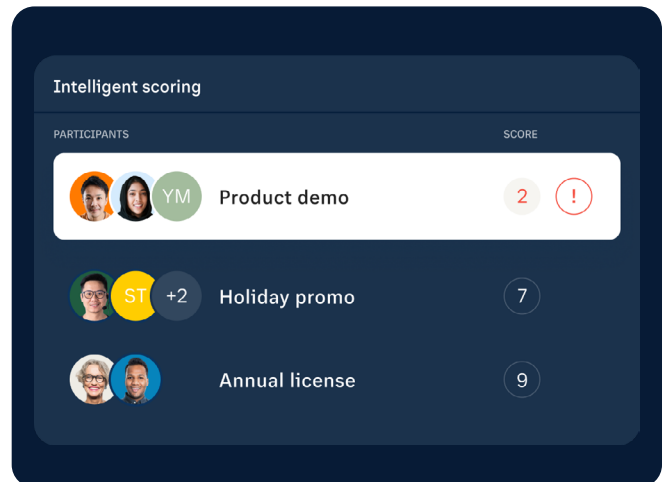

AI-generated, explainable summary scoring

Interaction-level scoring and reporting helps managers prioritize conversations that need the most attention without sifting through conversations manually. Hover over scores for a natural language explanation of the score.
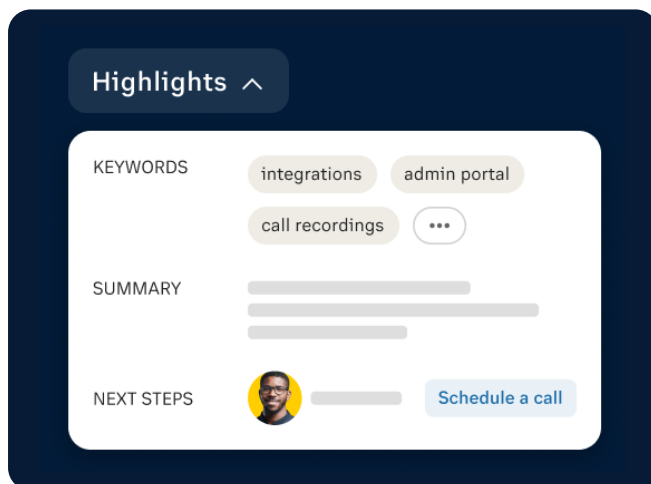

Ability to track keywords, phrases, and concepts (trackers)

Customized trackers allow teams to track keywords, phrases, and concepts, such as competitor names or selling best practices. AI learns to focus on the concepts that are relevant to your organization, not just specific words. Because it's AI, it gets better over time.
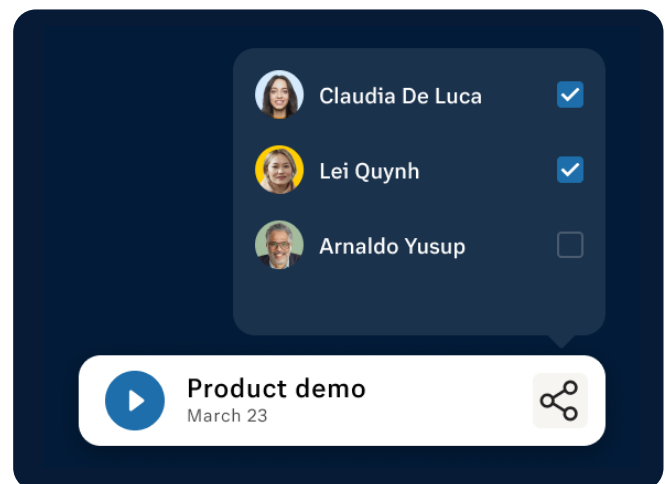
Sharing and collaboration

Hot-linking to key moments so you can better collaborate with your team or other stakeholders. Create custom libraries that organize interactions for optimal sharing and recall.
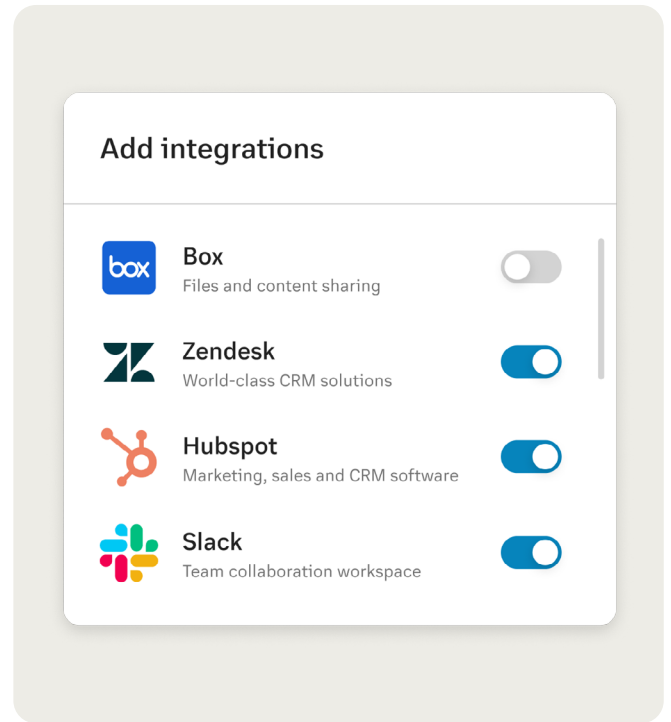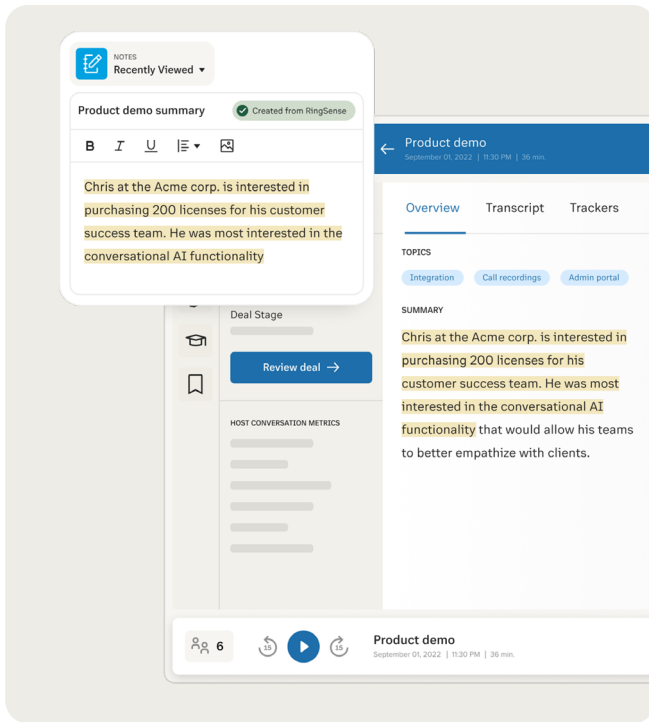
Automated follow-ups to drive productivity

AI-driven interaction summaries, notes, and follow-ups are automatically loaded into your CRM increasing disposition and facilitating better management of customer interactions. Reps can ditch note-taking and focus on listening to your customers. Managers get a crisp summary in your system of record.

Integrate with 3rd party apps

No more manual data entry. Integrate RingSense with leading CRMs (including Salesforce, Hubspot, and Zoho); calendar applications (Google Calendar and Microsoft Outlook), and RingCentral call and video meeting providers.

How to buy

RingSense for Sales is available as an add-on to RingEX packages and RingCentral Contact Center Solutions.

Reach out to a RingCentral account representative to learn more or visit ringcentral.com/ringsense.

RingCentral®