RingCentral

Delivering effortless experiences from day one

At-a-glance guide to the simple, proven process to deploy RingCX

Trusted by

400,000+

businesses worldwide

When you become a RingCentral RingCX customer, you not only have access to innovative contact center technology, but also top-notch support and services that help you maximize the value of your investment. RingCentral's professional services team is with you every step of the way to ensure your deployment goes smoothly and you have everything you need for long-term success. The RingCX deployment process is broken down into five phases, each of which have been honed over the years to make modernizing your contact center as simple and effortless as possible.

Phase 1: Project kickoff

- Introduce you to your team
- Establish milestones and timelines
- Schedule ongoing status calls to keep the project on track

You'll be assigned a project manager (PM) who is dedicated to supporting you and your needs. Your PM will guide you through your deployment, keeping the process on track and gathering all the resources and expertise you may require. Deployment times can vary greatly based on the complexity of the environment and the level of customization, but average deployments take approximately two months from start to finish.

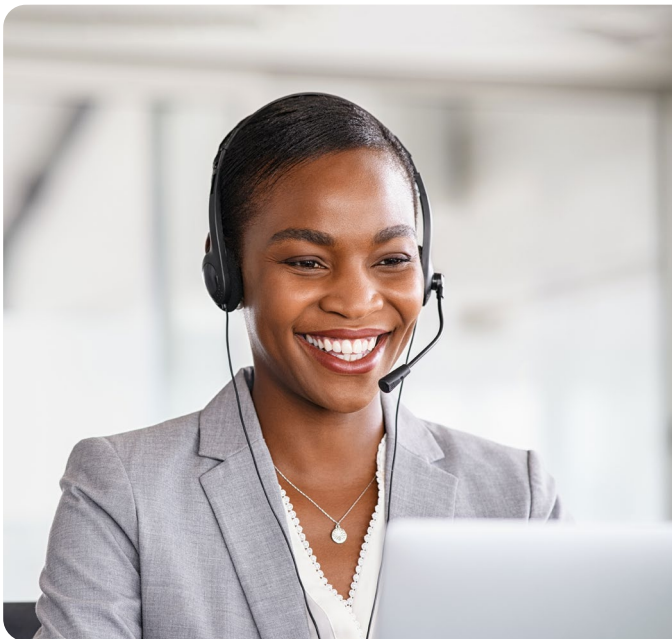**RingCentral**

Phase 2: Plan and design

- Define all the data that needs to be collected.

- Create and sign off on a data collection workbook for collaboration and design

- Identify and begin porting procedures for all the phone numbers that need to be ported over to RingCentral

This phase is designed to ensure everyone is on the same page. It will set the scope for the overall deployment, establishing objectives and milestones that ensure everyone is working toward the same end goal.

Gartner names RingCentral

Magic Quadrant Leader

for the ninth year in a row.

RingCentral professional services follow a proven deployment process based on decades of experience implementing and running contact centers across the globe.

Phase 3: Build

- Regular check-ins

In this phase, we build out all the flows in your account to make sure your contact center works effortlessly. On average, this phase takes approximately two weeks, depending on the complexity of your implementation.

A status dashboard keeps everyone on the same page

Weekly Project Status

Overall Health – 4/30/24						Stage	Stage End
Scope	Schedule	Timeline	Resources	Risks	Issues	Build	4/30/24

Current Project Status: Executive Overview

The project team's current objective is to have a fail over designed and created as soon as possible. Considering we do not know the next time that NCX will experience an outage, the sooner this failover is established, the better.

The next steps for getting this accomplished is Support to confirm that the user data in the workbook is complete and accurate. Once confirmed, PS can begin building out the queue in the system. Once completed, we can begin testing the build, while simultaneously testing Support engineer logins.

Technical Specifics

- 1 Queue
- Agent Dispositions
- No Skills
- No Office Hours
- Wrap time - 2 min
- Routing prioritization - whoever is in the queue next, gets the next call.
- For Support there are a set of numbers- globally for each region - TFNs and TNs that would all route into the same place

Upcoming Activities

#	Description	Status	Assigned To	Start	End	Status
1	External Kickoff	100%	PS/ Support	4/10/24D	4/10/24	✅
2	Planning and Design for RCX	90%	PS/ Support	4/10/24	4/22/24	✅
3	Workbook Signoff	100%	PS/ Support	4/23/24	4/23/24	✅
4	Build Work REX / RCX	10%	PS	4/22/24	4/29/24	✅
5	UAT - User Acceptance Testing	0%	PS/ Support	4/30/24	TBD	In Progress
6	UAT Signoff	0%	PS/ Support	4/30/24	TBD	Not Started
7	User Training	0%	PS/ Support	4/23/24	TBD	In Progress
8	Go / No Go Checklist	0%	PS/ Support	TBD	TBD	Not Started
9	Go-Live	0%	PS/ Support	TBD	TBD	Not Started
10	Project Signoff	0%	PS/ Support	TBD	TBD	Not Started
11	2 Weeks Post Go-Live Support	0%	PS/ Support	TBD	TBD	Not Started
12	Final Day of Project	0%	PS/ Support	TBD	TBD	Not Started

Risks / Actions / Issues / Dependencies

Description	Status
Action: Begin testing for failover queue	Open
Action: Final Approval of information in workbook	✅
Action: Complete build out of users in failover IVR/queue in the system	✅

Project Deliverables

Description	Status	Team	Completion Date
Delivery of RCX and all Phases	Open	RingCentral	TBD

Phase 4: Train

- Tailored training for different roles
- Agent training
- Supervisor training
- User acceptance testing

The goal of this phase is to speed adoption by ensuring everyone in your contact center is comfortable with the RingCX platform and can start to take advantage of all it offers. This phase doesn't necessarily have to be done chronologically, it can be initiated as soon as the contract is signed.

RingCentral Training hosts regular free webinars to help customers with onboarding and adoption.

Learn more →

Phase 5: Test and go live

- A go/no-go checklist that identifies any final action items that need to be executed before the system goes live

- Sign off that confirms the system has been built and is working correctly

- Cutover from the old system to the modern RingCX, which usually only takes a few minutes

This is the final phase that gives you time to test the system and make sure everything is working as it should before it goes live. We can provide a guide to walk you through how to conduct a test and log any potential issues that are uncovered, so they can be addressed. Typically, testing lasts for a week (5 business days).

After your initial deployment, RingCentral remains dedicated to ensuring your contact center runs efficiently and effectively for the life of your account. Our customer success manager (CSM) and technical account management (TAM) teams will establish a regular cadence of reviews to ensure your goals are being met.

Learn more →

RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. 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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