


Contact Center Admin Resources Quick Guide

Use this document as a quick reference as support while using RingCentral Contact Center.

Resources

CXone Help Center –	Unified search for guides and helpful information specific to Contact Center.
RingCentral Support –	Easy-to-use RingCentral platform for help and additional information.
Training Dashboard –	Starting point for all your training needs, including links to targeted video tutorials, quick guides, online training, and our live and recorded webinars.
RingCentral University –	Online courses with demos, exams, and more.
RingCentral Webinars –	Live and recorded webinars hosted by a RingCentral Pro.
Report Selector –	Online resource to find the right report to use based on needed metrics.
Data Dictionary –	Provides details about every data attribute and metric available in custom reporting.

Tips & Tricks

- Access guidance on specific features by using the contextual help  within Contact Center.
- Create new employees at the time they need to start using the system to avoid premature charges.
- **Points of Contact** lists the numbers to use to perform test calls.
- Alternate between dashboards by favoriting them and setting the timer within the projection view.
- Deactivate unneeded users before creating new users to better maintain the maximum monthly licenses.
- Duplicate a predefined role as a guide and starting point when creating a custom role.
 - a. Consider amending the name to include the name from the predefined role.
- Recommend setting proficiency values from **ACD Skills** versus **ACD Users**.
 - a. Proficiency – Determines which agents answer which contacts first.
 - b. Priority – Determines which Skills get handled first.
- Create a document to share with others, that may not have access, by downloading the **Existing Station** template, which displays all user Station IDs.
- Use the **Manage Multiple Users** template to update multiple ACD User's settings.
- Reference this [article](#) to quickly determine if your environment is Central or User Hub.
- Reference this [Pulse article](#) to learn how to get notifications anytime, anywhere.

Continue Your Learning

Continue your learning by completing these free courses on [RingCentral University](#).

- [Supervisor \(Contact Center Basics\)](#)
- [Reports \(Contact Center Basics\)](#)
- [Quality Management for Admins \(Contact Center Advanced\)](#)