



RingCentral

Communications and worker productivity: Where we are today

Introduction

Five years ago, we teamed up with research firm CITE to investigate the roadblocks to workplace productivity. At that time, many workers were overwhelmed by the volume of workplace communication and workplace tools they juggle every day.

Since then, we've been through a global remote work experiment, which gave us a wake-up call about the importance of mental health, balance, and cognitive capacity in the workplace.

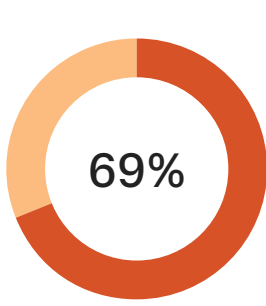
Has this newfound awareness given rise to initiatives that address communications overwhelm and improve worker productivity?

Here's where we are today, compared to where we were five years ago.

Time, well, spent

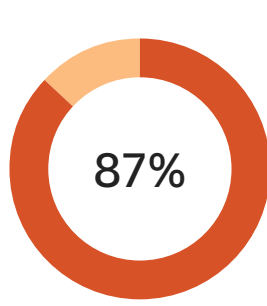
Attention experts say it takes around two minutes to re-establish focus after we get distracted. That's a lot of wasted time in the workplace. But we've known this for years, so how are we improving?

Five years ago



69% of respondents said they waste up to 60 minutes at work navigating between apps (up to 32 days a year)

Today

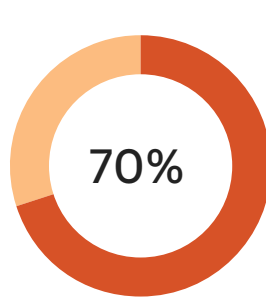


87% of respondents say they would save up to 2 hours in a workday if they had a unified app

Calming the chaos

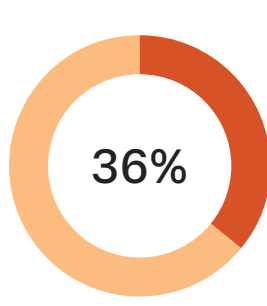
Channels just seem to get noisier and noisier. But we're learning to deal with them better, right?

Five years ago



70% of workers found communications volume challenging

Today



36% of respondents say constant app notifications is disruptive to workflow

Omnichannel collaboration

Surprising: Email's making a comeback?
Not surprising: We're on video way more these days.

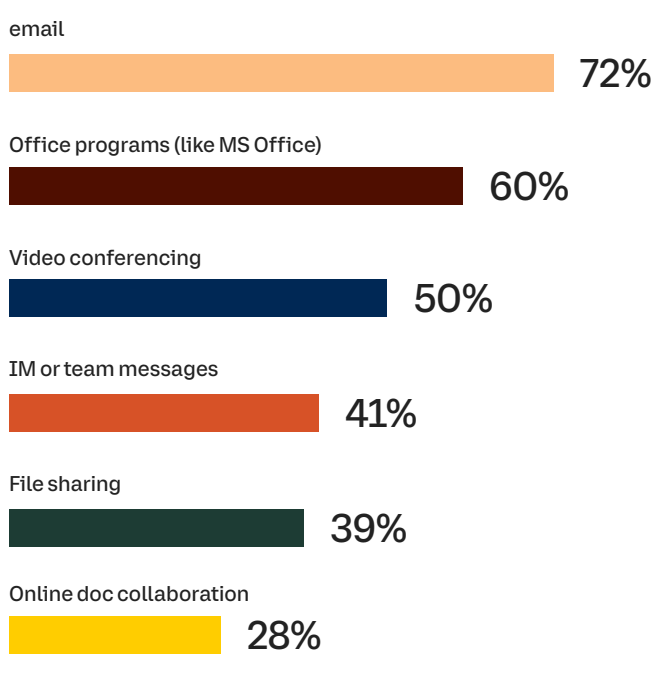
Five years ago

Comms app use (top 6):



Today

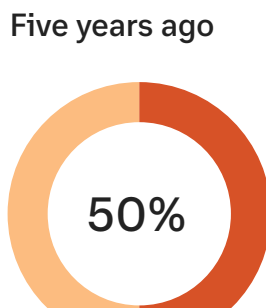
Comms app use (top 6):



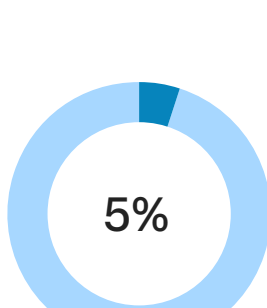
Up in the air

It's clear we're having to juggle more than before. Many hands make light work, but many tools just make it more complicated.

Five years ago

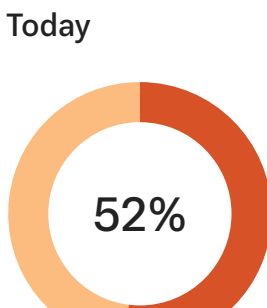


Half of workers (50%) used more than four communications apps

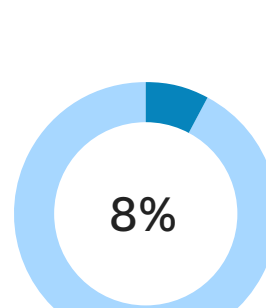


5% used more than ten

Today



Most employees use six or more apps in a typical work week (52%)



8% use more than 15 apps

What grinds our gears

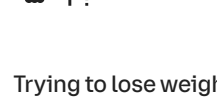
Is toggling really that bad? Well, it's worse than a bunch of other things we don't like either.

Navigating app was more annoying than:

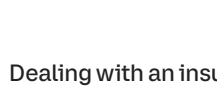
Household chores



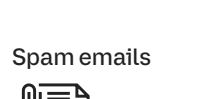
Paying bills



Trying to lose weight



Dealing with an insurance company



Spam emails

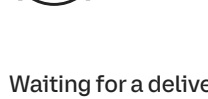


It's now more annoying than:

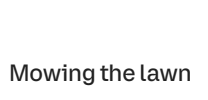
Folding laundry



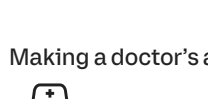
Washing dishes



Waiting for a delivery



Mowing the lawn



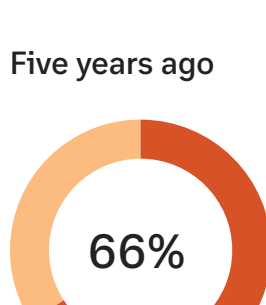
Making a doctor's appointment



Enabling productivity

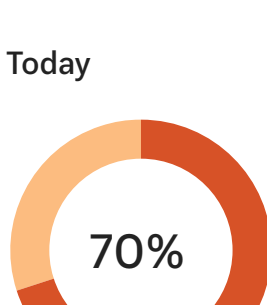
It's been a no-brainer for years: consolidate your apps, save time and money, and help your employees out. How's that going?

Five years ago

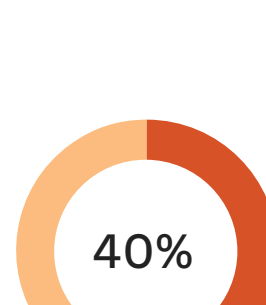


66% wanted a single platform for all their communications

Today



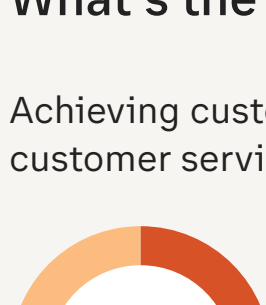
70% of respondents would prefer a unified platform



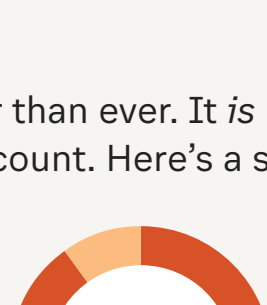
In fact, over 40% of 21-54-year-olds strongly prefer a unified platform

What's the secret to better CX?

Achieving customer satisfaction is tougher than ever. It is possible to improve customer service without increasing headcount. Here's a starting point for you:



73% of customer service workers prefer a unified communications and collaboration platform



90% of customer service workers say they would save up to 2 hours in a workday if they had a unified platform

The message hasn't quite hit home yet: the answer to workforce productivity isn't to keep adding technology.

Workers are overwhelmed, customers are frustrated, projects are disrupted. It doesn't have to be this way.

Find out how RingCentral can help bring your processes together and make life easier for everyone.

[Learn more.](#)

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

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