RingCentral®

2022 Impact Report

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Introduction

A message from our CEO

2022 brought times of togetherness and growth.

Last year we saw unforeseeable global events that brought challenges to so many. I am extremely proud that our teams rallied in support of each other and grateful that their passion kept our people safe and operations running smoothly. Thank you to our employees, customers, and partners for their dedication and efforts this past year. Our continued growing success and positive impact are made possible by their support as we continue to push our innovation and progress forward.

Strong corporate stewardship continues to be a core value of our organization. We're proud to share the corporate responsibility initiatives, momentum, and impact we've made in 2022.

Vlad Shmunis
*CEO, Founder, and Chairman of the Board

*As of Dec 31, 2022. For current leadership, see our leadership page.

Our commitment to Corporate Responsibility

Across the organization, we are committed to furthering our Corporate Responsibility.
Being a strong corporate citizen is imperative for our employees, the customers we serve, the planet, the communities in which we operate, and ultimately our business.

Vlad Shmunis
*CEO, Founder, and Chairman of the Board

Mo Katibeh
*President and Chief Operating Officer

Sonalee Parekh
Chief Financial Officer

Kira Makagon
Chief Innovation Officer

John Marlow
Chief Administrative Officer
and General Counsel

Helen Vu
VP of Global Real Estate
and Workplace

Carson Hostetter
Chief Revenue Officer

Allison Chang
Chief Compliance Officer

Homayoun Razavi
Chief Business Development Officer

Michael Armer
Chief Information Security Officer

Paola Zeni
Chief Privacy Officer

Vhaibhav Agarwal
Deputy Chief Financial Officer

*As of Dec 31, 2022. For current leadership, see our [leadership](#) page.

2022 highlights

In 2022, we focused on building a strong foundation for our ESG programs.

Completed
a **materiality assessment**

Set 2022 as the **baseline energy year for RingCentral offices**

Established formal ESG oversight

at the board, executive, and other key leadership levels

Implemented
ESG reporting software

Improved ESG ratings from industry-leading agencies:
- **MSCI, AA rating**
- **Ecovadis, 63 score – silver medal**
- **ISS, prime rating**

Commitment to **net zero by 2050 for our UK office**

Established the

RingCentral Foundation™

Frost & Sullivan Enlightened Growth Leadership Award

for our responsible growth

$40.3M

invested in Diverse Suppliers

$1.42M

donations made by RingCentral and employees

300+

nonprofits benefitted through volunteering and donations

1100+ hours

volunteered

30 Awards

recognizing our diversity and inclusion, partnerships, philanthropy and culture

9

product awards

10

3 company and 7 individual awards

Who is RingCentral?

Built on a trusted foundation of world-class global security, privacy, compliance, and industry-leading reliability, RingCentral has a leading global network of partners and far-reaching global solutions offerings. We directly provide cloud communications around the world and support flexible migration options through our bring-your-own-carrier (BYOC) and hybrid PBX solutions.

Phone

Video & Messaging

AI

Contact center
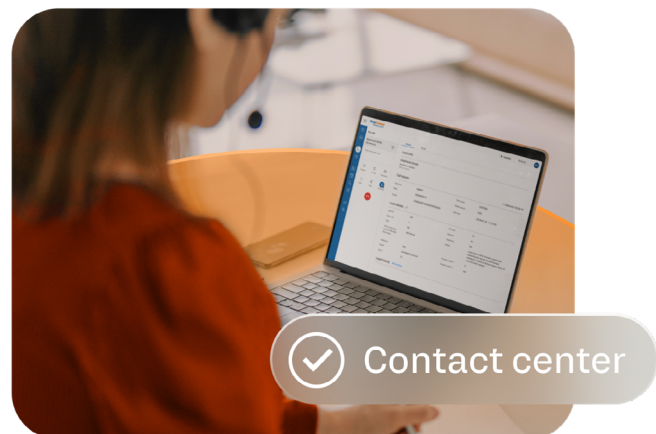
2022 Numbers at a Glance

1999
born in the cloud

Annualized Exit Monthly Recurring Subscriptions was
## $2.1B in 2022

Headquarters:
Belmont, California

Approximately 4,000 full time employees
contractors not included

9 offices
around the world and on four continents as of December 31, 2022

RingCentral defines its offices as locations that are RingCentral owned through a direct lease, where the RingCentral real estate manages and supports the site. RingCentral noted 10 offices (11 buildings) being used during a portion of 2022, consolidating to 9 at the end of 2022.

Our revenue growth
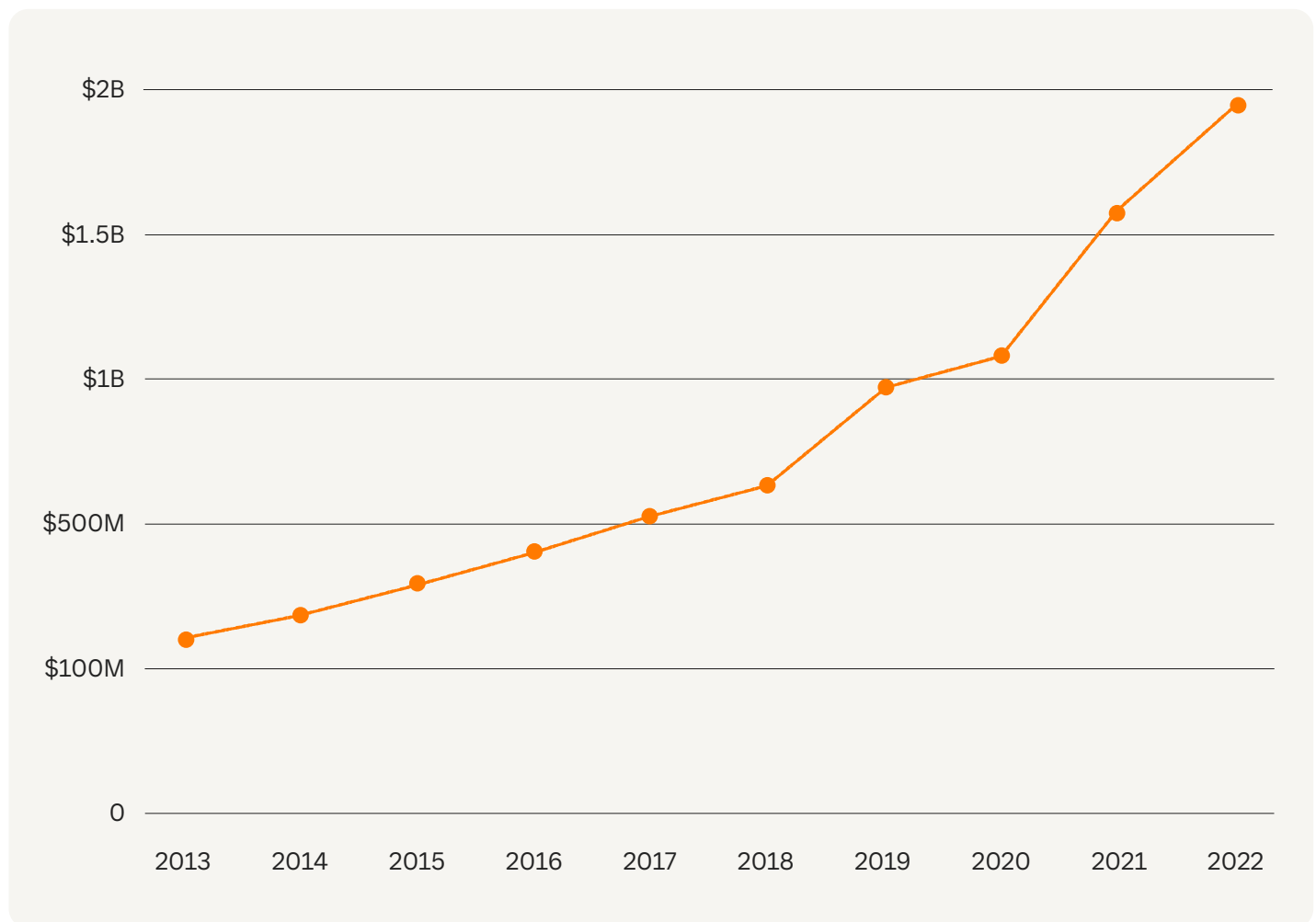
Total revenue (in Millions)

$160
2013

$380
2016

$902
2019

$219
2014

$503
2017

$1,183
2020

$296
2015

$673
2018

$1,594
2021

$1,988
2022

Note: Figures for FY16 and FY17 have been modified to reflect the adoption of ASC 606 (immaterial impact), which we adopted on January 1, 2018' Some prior year impact report figures have been adjusted to maintain consistency with other publications.

A note from our Corporate Responsibility team

2022 was a breakout year for our corporate responsibility, marked with tough challenges and many milestones in our commitment to being a strong corporate citizen. Thank you to our employees, partners, and customers for their passion and dedication to our vision.

In 2022, we formalized our ESG efforts and laid the groundwork for future program development. We began to integrate ESG into core business operations and implemented key initiatives that will become the foundation of our programs going forward.

Our 2022 highlighted accomplishments include:

- Completed a materiality assessment
- Set 2022 as the baseline energy consumption year
- Established formal ESG oversight at the board, executive, and leadership levels
- Implemented ESG reporting software
- Focus and improvement on ESG ratings from industry-leading agencies
    - MSCI, AA rating
    - Ecovadis, 63 score – silver medal
    - ISS, prime

- Commitment to net zero by 2050 for our UK office
- Established the RingCentral Foundation
- Identified better process to track and increase our supplier diversity
- Won the Frost & Sullivan Enlightened Growth Leadership award

Looking back at 2022, I'm extremely proud of the commitment and progress across the organization towards our corporate responsibility. As we continue to get back together in person and strengthen our impact, I am excited for what more we can do together.

Signed by:

Jennifer Hill
AVP ESG and Brand Strategy

Our Journey

Our ESG roadmap

	Environment	**Social**	**Governance**
Our guides	Lower the environmental impact of our operations and those of our customers with virtual solutions	Aid underserved communities through our innovation and thoughtful partnerships	Prioritize ethics and compliance in our business and our partnerships
Our priorities	• Carbon reduction • Energy efficiency • Waste management and recycling	• Diversity and equal opportunities • Amplify nonprofit impact • Data privacy and security	• Ethical business practices throughout our supply chain • Formalize our ESG practices

Materiality

RingCentral is committed to corporate citizenship and has developed a strong foundation for ESG stewardship. After conducting a materiality assessment in 2022, we will solidify our strategy and set of tracked metrics in the coming years.

The materiality assessment, completed by an independent consultant, consisted of a benchmark review of our peers and of leading ESG frameworks and ratings (e.g. SASB, TCFD, MSCI, ISS, and Sustainalytics).

ESG strategy development is subject to the regulatory landscape, economic climate, and other business factors.

In addition, a series of in-depth interviews and surveys were conducted to help identify the topics that are most relevant to our internal and external stakeholders and most influential to our business. The assessment output indicated the high-priority ESG topics that materially impact our business and will be used to inform our future program development. Due to the complexity of this work, a final set of material topics is being developed in the coming years.

We support the UN Sustainable Development Goals (SDGs)

3 GOOD HEALTH AND WELL-BEING

In 2022, we focused on family and emergency support to our employees, flexible work options, fair compensation, and increased funding to employee resource groups.

5 GENDER EQUALITY

Diversity, equity, and inclusivity are the foundations of our culture. We prioritize equal pay, equal opportunity, and empowerment across all genders.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Responsible consumption and production are active areas of focus. In 2022 we conducted a materiality assessment and set our emissions baseline to understand our largest impacts and develop targets.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

We hold ourselves to the highest ethical standards with a 'see something say something, zero tolerance for backlash' policy. Our employees undergo annual business ethics training and have the resources they need to report activity in a safe environment.
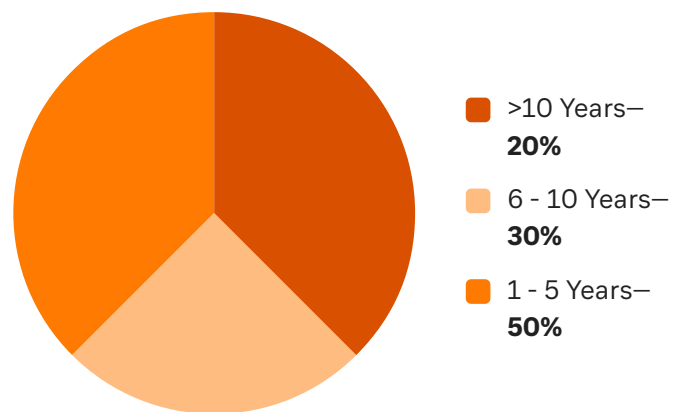
ESG Oversight

The Nominating and Corporate Governance Committee of the RingCentral Board of Directors has oversight of the Company's ESG strategy and performance. The Board receives semi-annual updates on the company's corporate responsibility and ESG strategies, priorities, and accomplishments.

In 2022, we established the ESG Executive Committee which makes strategic decisions about the Company's approach to ESG, and the ESG Steering Committee which executes daily activities and tracks performance related to ESG.

Governance

Throughout 2022 we implemented several initiatives to develop a clear picture of our current corporate governance over material ESG areas. We have identified the areas of our business that are material to track, develop governance for, and to report. In 2023 we intend on further developing our governance processes, policies, management, and documentation and aligning to SASB, GRI, and SBTi standards.

Leadership and diversity

As of December 31, 2022, the Board of Directors consisted of ten directors, nine of whom are independent, based on the rules for director independence. We aim to maintain a well-distributed blend of director tenure, understanding that longer-serving directors have invaluable institutional knowledge of our company and its culture, while directors new to the board have a fresh outlook and approach.

For a list of our current directors please see our leadership site.

Board of Directors by tenure

- >10 Years— **20%**
- 6 - 10 Years— **30%**
- 1 - 5 Years— **50%**

Keeping our customers' information safe and secure

Our products are designed with robust features to keep data and information private and secure. Every stage of the product development process includes a rigorous security review and our enterprise IT security operations have been designed to implement the highest security standards to protect the confidentiality and integrity of our customers' data.

Privacy and transparency

At RingCentral, maintaining customer trust in our data handling practices and demonstrating respect for customers' data privacy is fundamental. Our privacy program is based on the following principles

- Accountability
- Transparency
- Data Minimization
- Privacy by Design and Default
- Protection of Data Subject Rights
- Data Security
- Safeguards of Data Transfers

Get the whitepaper: Privacy and Data Protection at RingCentral

Data security

From our product design to the operations of our business, we employ rigorous security and data best-practices in everything we do. We provide our customers with a robust security platform by integrating security principles into the development process from the get-go. We have obtained the following certifications:

ISO 27001/27017/27018 (ISMS) for MVP and Engage Products
ISO 27001 Certificate
The ISO/IEC 27001 standard is widely known, providing requirements for an information security management system (ISMS). ISO 27001 certification demonstrates a robust security program, with rigorous management activity and technical controls in place to meet the confidentiality, integrity, and availability (CIA) principles of information security. RingCentral's ISO/IEC 27001:2013 certification also extends to the additional requirements described within both ISO/IEC 27017:2015 and ISO/IEC 27018:2019.

ISO 27017 Certificate
ISO/IEC 27017 gives guidelines for information security controls applicable to the provision and use of cloud services by providing additional implementation guidance for relevant controls specified in ISO/IEC 27002 and additional controls with implementation guidance that specifically relate to cloud services. This international standard provides controls and implementation guidance for both cloud service providers and cloud service customers.

ISO 27018 Certificate
ISO/IEC 27018 establishes commonly accepted control objectives, controls, and guidelines for implementing measures to protect personally identifiable information (PII) in accordance with the privacy principles in ISO/IEC 29100 for the public cloud computing environment. In particular, it takes into consideration the regulatory requirements for the protection of PII, which might be applicable within the context of the information security risk environment(s) of a provider of public

cloud services. It is applicable to all types and sizes of organizations, including public and private companies, government entities, and not-for-profit organizations, which provide information processing services as PII processors via cloud computing under contract to other organizations.

Read more about security at RingCentral
Learn more about our compliance and certifications

ISO 22301 (BCMS) for MVP and Engage Products
ISO 22301 is the international standard for Business Continuity Management (BCM). ISO 22301 is designed to help organizations prevent, prepare for, respond to and recover from unexpected and disruptive incidents. To do so, the standard provides a practical framework for setting up and managing an effective business continuity management system. ISO 22301 aims to safeguard an organization from a wide range of potential threats and disruptions.

SOC2/SOC3/C5 Reports for MVP and Engage products
The SOC 2 report validates the effectiveness of operating controls as a service organization against the criteria set forth by the American Institute of Certified Public Accountants (AICPA) Trust Services Principles. RingCentral annually undergoes a third-party audit to certify our services against this standard. The reports cover controls around availability, security, and confidentiality of customer data. Additional information can be found at aicpa.org/interestareas/frc/assuranceadvisoryservices/aicpasoc2report

SOC 3 Report
The SOC 3 report provides assurance about the controls at a service organization relevant to security, availability and confidentiality, but do not have the need for or the knowledge necessary to make effective use of a SOC 2 report. Additional information can be found at aicpa.org/interestareas/frc/assuranceadvisoryservices/aicpasoc3report

C5 English Version
This report demonstrates RingCentral's compliance with the C5 framework and standard. The German Federal Office for Information Security (Bundesamt für Sicherheit in der Informationstechnik, or BSI) created the Cloud Computing Compliance Controls Catalog (C5). C5 is an audited standard that establishes a mandatory minimum baseline for cloud security and the adoption of public cloud solutions by German government agencies and organizations that work with government.

HiTrust Certification for MVP and Engage Product

UK Cyber Security Essentials and UK Cyber Security Essentials Plus certification

PCI - DSS certification for Engage Voice and EU Contact Center (EUCC)

For more details, visit our Trust Center

Business ethics and compliance

We hold ourselves and our vendors to high standards when it comes to business ethics and compliance. We have a 'see something, say something, zero tolerance for backlash' policy in place at all our offices. Our employees undergo annual business ethics training and have resources available for asking questions and reporting activity in a safe environment.

Whistleblower policy

We require directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees and representatives must practice honesty and integrity in fulfilling RingCentral's responsibilities and must comply with all applicable laws and regulations. All employees are trained annually on how to file reports through our talent development program and our full policy has been in our Employee Handbook for nearly a decade.

Vendor code of conduct

Vendors must conduct their business interactions and activities with integrity and must, without limitation:

- Honestly and accurately record and report all business information and comply with all applicable laws regarding their completion and accuracy.

- Speak to the press on behalf of RingCentral only if the Vendor is expressly authorized in writing to do so by RingCentral.

- Avoid gifts to RingCentral employees because even a well-intentioned gift might constitute a bribe under certain circumstances or create conflicts of interest. Any gifts, meals or entertainment must comply with applicable law, must not violate the giver's and/or recipient's policies on the matter, and must be consistent with local custom and practice.

- Avoid the appearance of actual improprieties or conflicts of interest. Vendors must not deal directly with any RingCentral employee whose spouse, domestic partner, or other family member or relative holds a significant financial interest in the Vendor.

- Avoid insider trading by not buying or selling RingCentral or another company's securities when in possession of information about RingCentral or another company that is not available to the investing public and that could influence an investor's decision to buy or sell the security.

[Read our full code of conduct](#)

Our Impact

We focus our efforts on our people by creating a welcoming and diverse environment to ensure their professional and personal well-being.

Our people

In the last several years, we actively listened to how social and economic inequities and global events impacted people at RingCentral and our communities. We reflected on what we had learned and took action. We achieved our best year yet for hiring and retaining people from underrepresented communities and we developed several methods to continue to increase diversity in our teams. We also focused on creating a more flexible and accessible work culture. We continued to invest in diverse hiring programs that all work towards achieving our diversity goals.

● Goal   ● Achieved

40% female workforce by the end of 2024

80% of goal at the end of 2022

● Goal   ● Achieved

10%+ increase year over year Black and African American hires

111% of goal

● Goal   ● Achieved

10%+ increase year over year Latinx hires

139% of goal

We see diversity, inclusion and belonging as areas of ongoing change and we will continue to develop stronger stewardship over our people and communities. In 2022 we took these five key actions toward improving our people experience.

Our methodologies

All reporting on race, unless otherwise stated, reflects U.S. data. RingCentral uses global self-identified data to report global diversity numbers. In these instances, some race related categories have changed to be more globally relevant.

We do not collect data where it is expressly prohibited by local law or would put our employees' safety at risk.

Historical numbers may differ slightly due to rounding and corrections in methodology year over year.

1. Diversity-led recruiting

More than ever, we are focused on improving the diversity of our workforce. We continually evolve our hiring programs to meet underrepresented communities where they are and reflect the places where we operate.

In 2022, 140 interns participated in our RingTerns internship program globally through diverse programs from various universities.

Survey participants may identify with multiple categories. Total figures represent the singular trait against the total number of survey participants.

100
U.S.

35
Philippines

3
U.K.

2
France

Hiring Our Heroes (HOH)
This nationwide program supports military service members' transition into the civilian workforce. RingCentral is a proud host company of HOH by providing community, employee resource group mentorship, job training, and career opportunities.

We hired
3 Fellows (with military status) who were also all diverse - 33% Black & African American, 33% Middle Eastern. With a 67% conversion rate.

U.S. Interns

Description	Percent	Count
Male	48%	48
Female	51%	51
Non-binary	1%	1
White/Caucasian	26%	26
Middle Eastern	3%	3
African-American/Black	11%	11
Hispanic/Latin	4%	4
East Asian	15%	15
South Asian	27%	27
Southeast Asian	10%	10
Multiethnic	4%	4

Gender for both conversion and return RingTerns are 50% female and 50% male

Transitioning into Tech TN2T
This Program targets non-traditional educational backgrounds in underrepresented diverse groups. We provide tech talent with on-the-job training, professional development, and ERG mentorship.

Our goal was to grow the program by 20%, in 2022 we grew it by 33%.

In 2022 we hosted 4 Fellows
(some identified in more than one diverse group):
• 75% Black/AAB
• 25% Hispanic/Latin
• 25% Female
• 25% U.S. Veteran
• 25% LGBTQ+

Of the employees who have self-identified globally, we see:

Global employees by gender
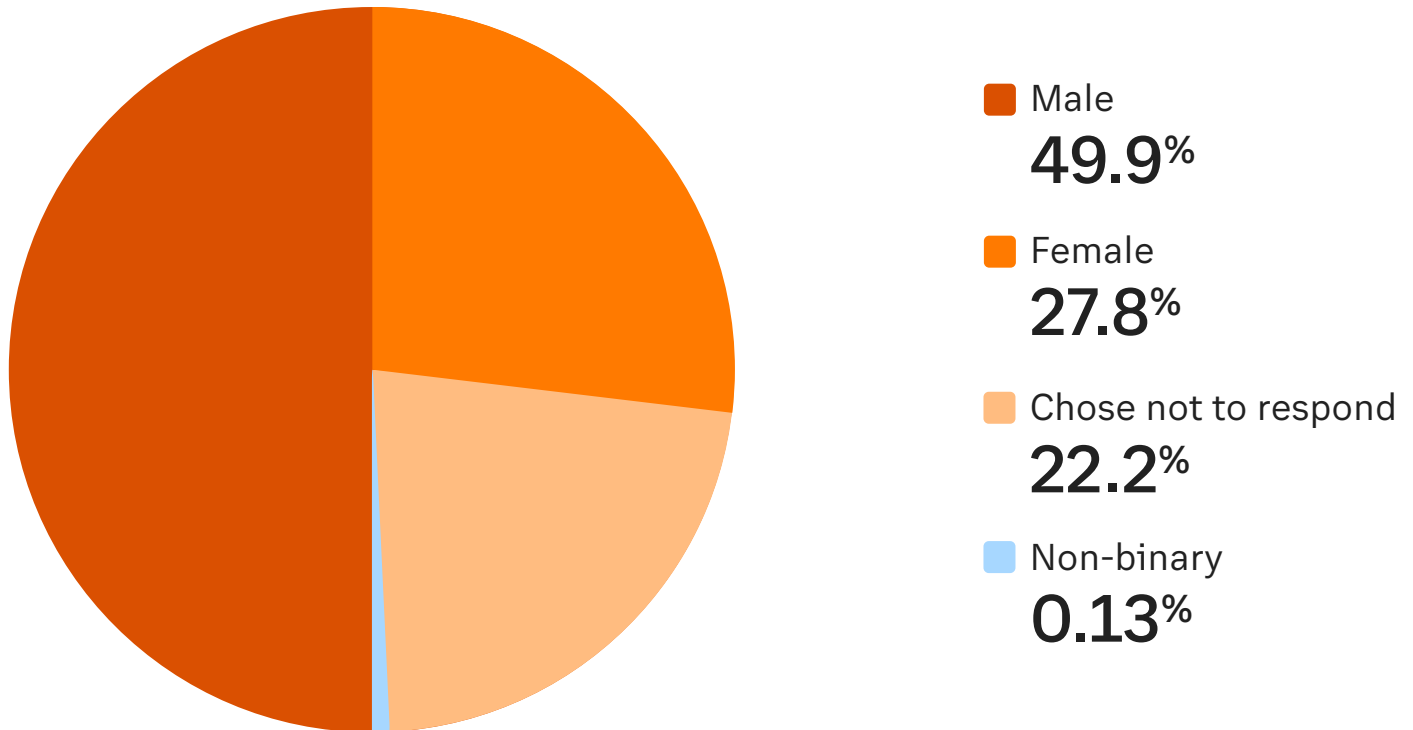
- Male
49.9%

- Female
27.8%

- Chose not to respond
22.2%

- Non-binary
0.13%

Of the employees who have self-identified globally, we see:

Global employees by race

■ White
18%

■ Asian
11.9%

■ Hispanic
1.9%

■ African American
1.3%

■ Mixed
0.87%

■ American Indian or Alaska Native,
0.15%

□ Chose not to respond
65%
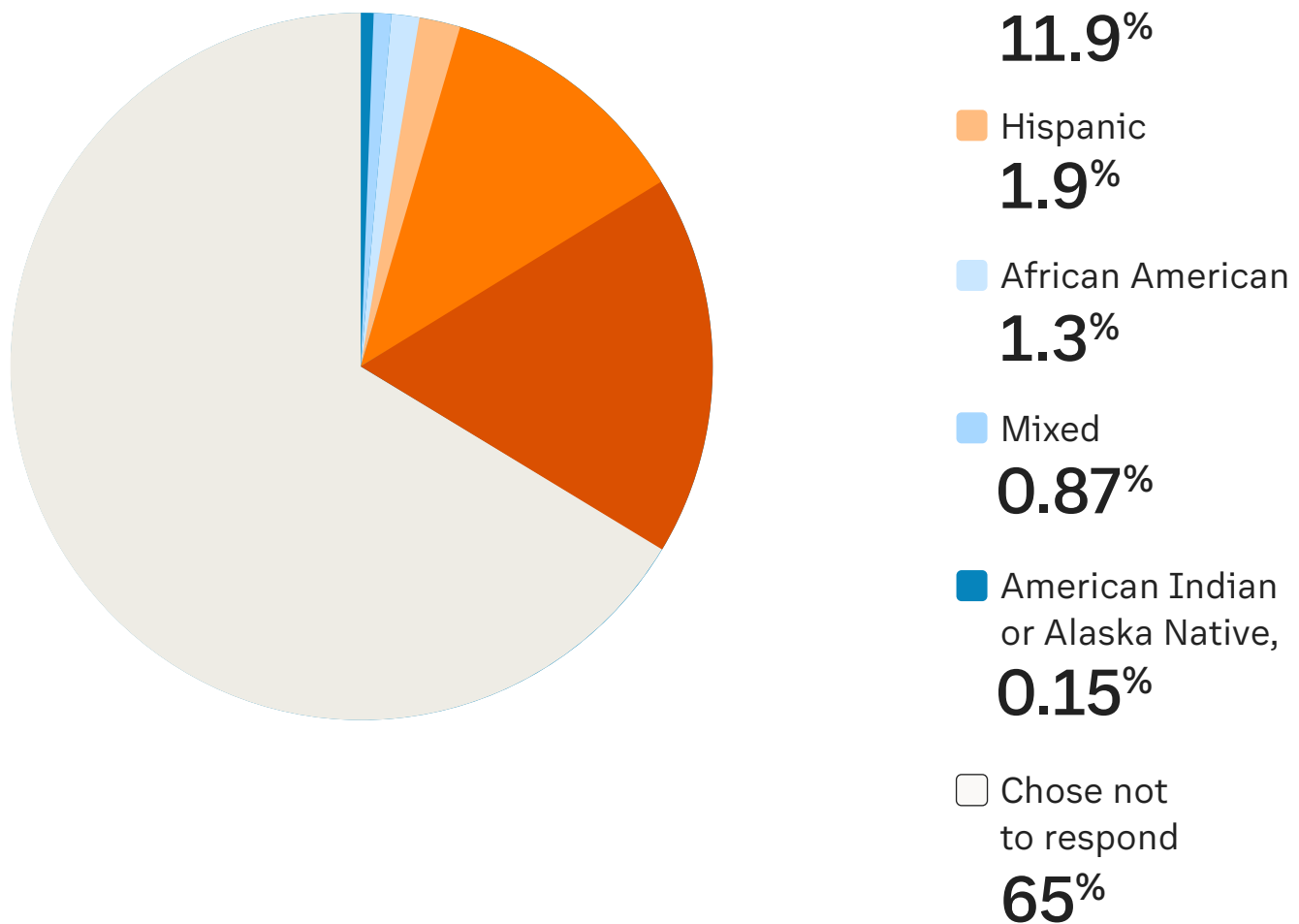
2. Progression

We focus on assisting employees to chart a clear career path and give them the tools needed to successfully accomplish their goals.

Performance appraisals and feedback
Employees conduct quarterly self-assessments that help align goals to manager expectations and rapidly changing business conditions.

Leadership development training
Unleash Your Leadership Potential (UYLP) is RingCentral's signature leadership development program. This offering establishes a common foundation for managing employee performance and provides the opportunity for employees to be leaders.

New-hire integration
In 2022 we extended the new hire onboarding process to develop more integration and cultural wellness.

3. Belonging and allyship

Our Employee Resource Groups (ERGs) facilitate open forums that allow employees to take action on issues that are important to them. We encourage ERGs to shape policies that better serve our employees, customers, and communities. We dedicated $125,000 in 2022 to developing our ERGs and empowering them to make changes that are important to them.

Our ERGs

Black Employees

Generations

Help and Understanding Group Support

Hispanic Organization for Leadership and Achievement

Indigenous group

Pan-Asian Network

Rainbow Room

Women in SaaS Empowerment

US Service Members Group

4. Work-life balance

Promoting a healthy workplace is one of our top priorities. We offer in-office, hybrid, and remote work options and adjust the expectations according to employee sentiment. Our flexible work options are available to employees who need accommodation for their unique situations.

We also have an annual wellness week that educates employees on emotional, mental, and physical well-being.

Our Task Human benefit offers individual coaching, and assistance.

5. Diverse supply chains

Having an inclusive and diverse organization goes beyond our employees and internal culture. In 2022, we continued to ensure that our values extend across our full supply chain.

Our Vendor Code of Conduct and Supplier Terms & Conditions provide vendors a clear set of guidelines that cover legal and regulatory compliance, business practices and ethics, labor practices and human rights, health and safety, environmental regulations, and protections.

In 2023 we intend to set supplier diversity targets and put an action plan in place for achieving those targets.

$40.3M   we spent on diverse suppliers in 2022.

Caring for our people

Our people are our biggest asset so we make it a priority to support them and their families on their professional and personal journeys.

We aim to continuously improve culture, employee engagement, and satisfaction. In 2022 we implemented back-to-work programs that encouraged social gatherings, sports teams, connection with remote employees, increased hospitality services, and in-office services such as dental exams, dry cleaning, and other common services. These services aim to reduce stress and promote mental wellness and more free time.

Health and Wellness

In 2022 we expanded our benefits to provide more well-rounded support for our employees' mental and physical health. New benefits in 2022 include:

- Carrot Fertility/family-forming benefit and lifetime benefit maximum reimbursement up to $20k (for U.S. only).

- Perks @ Work Employee discount program (for U.S. only).

- Extended U.S. Maternity and Parental Leave – Maternity up to 12 weeks with medical certification and up to 16 weeks for Parental leave, both paid at 100%.

Awards

In 2022 we are humbled to have won
the following awards for our programs:

Our community

RingCentral donates to organizations that align with our corporate responsibility strategy, and we encourage employees to give back through donation matching, volunteer grants, and volunteer hours.

The RingCentral Foundation

2022 will marked a significant year for RingCentral's philanthropy. It's been years in the making, rolling up our sleeves in the community, and exploring areas that align best with our company values while staying civically engaged. We knew we wanted this to become one focused effort: that of a 501(c)(3) nonprofit Corporate Foundation.

The RingCentral Foundation proactively drives RingCentral's philanthropic strategy. Our goal is to demonstrate our corporate citizenship with the utmost pride so we connect communities with our strategies the same way we connect people with our product.

At the end of 2022, we founded the RingCentral Foundation to prepare ourselves to launch into the community in a deep and meaningful way that, without a nonprofit of our own, was not possible before.

We look forward to using the RingCentral Foundation as our key pilot and platform for good.

Signed by:

Tu-Han Phan

RingCentral Foundation

Company donations

Beyond supporting the causes our employees care about, we contribute to causes aligned with our corporate responsibility strategy.

Donation matching

All employee donations made to nonprofits through our RCause program **are matched one-to-one** (up to $1,000 per employee annually). Additionally, in some circumstances we offer special donation incentives, such as double matching and no-limit matching opportunities.

$1.42M

total we donated to charitable organizations in 2022.

$496,427

of the total donated, RingCentral employees and donation matching totaled $496,427.
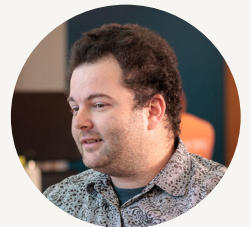
Volunteerism

Employees are given paid time off to volunteer with any registered nonprofit. For every hour volunteered, we donate $10 to the nonprofit (up to $500 per employee annually) through our Dollars for Doers program.

1,100+

Volunteer hours served by RingCentral employees

300+

Nonprofit organizations served

Our environmental impact

In 2021 RingCentral began to explore our environmental impacts. In 2022 we determined our energy consumption baseline and set our intention to achieve net zero greenhouse gas emissions by 2050 in our UK office. Due to the complexity of this work, our timeline for finalizing our full sustainability plan is extended through 2024.

Across our operations we are assessing and determining processes and targets to reduce environmental impacts, focusing first on energy consumption. Where RingCentral does not have operational control over environmental factors, we work with property management teams to influence reduction whenever possible.

Approach

The numerical values and calculations contained in this report were derived from data collected on the energy usage in RingCentral's offices during the calendar year 2022. Data were obtained from one or more of the following sources:

- Data exported from building energy systems

- Utility invoices for natural gas and electricity usage

- Account statements from property managers

At most sites, RingCentral occupies a portion of the building or floor and shares utility meters with other building tenants. In those instances, account statements from property managers, which contained utility and operating expense charges on a "pro rata share" percentage (as defined in RingCentral's lease), were used as the data sources.

The scope of this report includes 10 sites (11 buildings) within the operational boundary of RingCentral, Inc. Some of these locations were not in operation for the entire 2022 calendar year. These calculations include only the portion of 2022 when offices were in operation. Other sites from RingCentral subsidiaries or co-working vendors are not included.

Calculations followed guidelines from the World Resources Institute's (WRI) GHG Protocol. Reasonable estimations were made if exact data did not exist. Calculations and data sources are documented for each site.

2022 energy usage

In 2022 we set an energy baseline of

3,097,991.88 kWh

across RingCentral, Inc.'s operational boundary.

The environmental benefits of cloud-based solutions

RingCentral provides software as a service (SaaS). Our solutions allow customers to reduce or eliminate on-premises hardware, which increases the possibility of a reduced environmental impact. Great news for the environment, our customers, and users.

Through continuous innovation designed to bring virtual communication closer to the in-person experience, we're working to make remote or hybrid just as meaningful as in-office collaboration. As a result, companies can reduce travel, and close office locations, and physical infrastructure, which creates the potential for a significantly lower environmental impact.

Our Product

Product Responsibility

Our approach to corporate responsibility extends through to our product's social impacts.

Our products are thoroughly tested with advanced human assistive technologies, which meet or exceed accepted / market / general digital accessibility standards. Our multi-year mission is to ensure that everyone can effortlessly communicate and collaborate with one another, no matter their language or way of communicating.

We also offer industry-specific solutions designed for the best customer experiences in education, healthcare, and nonprofit organizations.

Product accessibility features

Accessibility settings
Quickly customize font size
for easier legibility.

Keyboard accessibility
Navigate all major workflows with
common keyboard keys
and shortcuts.

Screen reader support
Our products are compatible
with the most used screen
reader software.

High & color contrast
Improve readability
for everyone.

TRS711 service
General adherence to the TRS711
communications assistance
service for the Hard of Hearing.

Voicemail-to-text
Turn auditory language into a visual
language with voicemail to text.

Visual voicemail
Read your voicemails that are
automatically transcribed for you
or listen to them with voicemail
transcriptions in app and to email.

Closed captioning
Live translation of auditory
language into a visual language with
our AI-driven closed captioning.

Custom video layouts
Create your own custom video
gallery from several options.

Active speaker highlights
Automatically highlight interpreter
and speaker videos, or create
a custom view.

Browser-based app access
Allows users to log into the RC app
from any computer, as long as they
have an internet connection and a
compatible browser.

Live transcription
Automatically transcribe a video
meeting with AI for an easy way
to follow the conversation.
Download the full transcript
to refer back to post-meeting.

Advanced meeting insights
Get AI-generated meeting summaries,
highlights, and transcripts as part
of a meeting recording to instantly
catch up in just a few minutes.

Auto-follow
Stay on camera, no matter where
you are on the frame. Auto-follow
allows attendees to move and
change postures during a video
meeting while maintaining a steady
presence on camera.

Participant reactions
During a video meeting, react
in real-time using an array of
non-verbal reactions.

VPAT
Compliance
We use Voluntary Product Accessibility Templates (VPATs) to evaluate
our products against WCAG 2.0 AA and GSA 508.

Read more about accessibility in our products

Product awards

In 2022 we were proud to be a leader in several categories and win the following awards:

IDC MarketScape: Worldwide UCaaS Service Providers for Enterprise 2022 Leader

8th year in a row, a Gartner® Magic Quadrant™ Leader for UCaaS, Worldwide Ranked highest in 2 of 4 Use Cases in the 2022 Gartner Critical Capabilities for UCaaS, Worldwide

Source: Gartner (November 2022)

5th year in a row, Leader, in 2022 Frost Radar UCaaS North American Market Report

Leader in the Aragon Research Globe™ for Unified Communications and Collaboration, 2022

TechRadar Best CCaaS
2022 Forbes Advisor
Best Call Center Software, 2022

MetriStar Top Provider
Contact Center Platforms
2022 MetriStar Top Provider for Agent Assist Software

RingCentral®

Questions?

We'd love to hear from you.
Email us: corporateresponsibility@ringcentral.com