

RingCentral Contact Centre™

Cloud-based RingCentral Contact Centre helps strengthen customer loyalty by dramatically improving the overall call centre experience. This omnichannel solution lets customers contact your company on the communication channel of their choice while giving agents ready access to the data needed to solve problems quickly and efficiently.

With powerful administrative tools and a simple drag-and-drop development environment, RingCentral Contact Centre reduces the dependence on IT and puts control back into the hands of call centre managers.

Features and benefits

Smart routing

Reduce costs and enable more efficient and personalised customer interactions.

- Skills-based routing connects customers to the agent who can help them best.
- Interactive voice response (IVR) enables self-service capabilities while helping you gather additional customer information.
- CRM integrations arm your agents with the right data at the right time.

Analytics, reporting, and supervisor tools

Gain the business insights needed to maximise agent performance and provide better customer service.

- Widget-based dashboards provide real-time and historical reporting capabilities.
- Call recording and monitoring tools allow supervisors to manage teams more easily.

Automated outbound capabilities

- Increase your agents' productivity with predictive dialler technology and comply with government regulations through intelligent call suppression features.
- The dynamic blended predictive dialler easily handles fluctuating call volumes by automatically switching outbound agents to inbound queues when volumes spike and back to outbound when service levels are met.
- The powerful auto dialler can be used for both agent and agentless calling campaigns, increasing agent productivity while staying within compliance.

Workforce optimisation

Drive higher efficiencies and gain better insights by utilising a full workforce optimisation suite. Capabilities include:

- **Customer Survey Application** provides deeper insights into what your customers think.
- **Performance Management** features one dashboard to provide insight across all RingCentral Contact Centre systems and gamification to drive agent performance.
- **Workforce Management** optimises scheduling.
- **Quality Management** maximises agent performance via coaching and feedback.
- **Speech and Text Analytics** uncover customer hot buttons and hidden opportunities.

Flexible, reliable, and secure

Based in the cloud, RingCentral Contact Centre allows you to easily scale your staffing up or down as needed. Agents can work from nearly anywhere even if disaster strikes your headquarters, and automatic failover capabilities allow you to continue running if your primary data center goes down.

RingCentral Contact Centre guarantees 99.99% uptime and safeguards your data with compliance to PCI 1, as well as adherence to several other key reliability standards.

Find the perfect fit with our smart packaging options

RingCentral Contact Centre offers three base packages to help simplify your choice. Each can be tailored with optional features, such as speech recognition, customer integrations, workforce optimisation, and more.

	Basic	Advanced	Ultimate
Summary functional approach	Voice focused	Omnichannel	Omnichannel with outbound
Interactive voice response (IVR)	•	•	•
Skills-based routing	•	•	•
APIs/open platform	•	•	•
Pre-built CRM integrations	•	•	•
RingCentral Office® integration	•	•	•
Glip® expert connect	•	•	•
Full supervisor tools, reporting, and analytics	•	•	•
Central administrative environment with security-based profiles	•	•	•
Active/active disaster recovery	•	•	•
Compliant to PCI and many other security standards	•	•	•
Advanced IVR capabilities	○	•	•
Customer callback	○	•	•
Omnichannel interactions	○	•	•
Personal connect outbound	○	○	•
Campaign management	○	○	•
Optional workforce optimisation			
Performance management	•	•	•
Quality management	•	•	•
Workforce management	•	•	•
Speech and text analytics	•	•	•

For more information, please contact a sales representative. Visit ringcentral.co.uk or call 0800-098-8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact centre solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact centre solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.