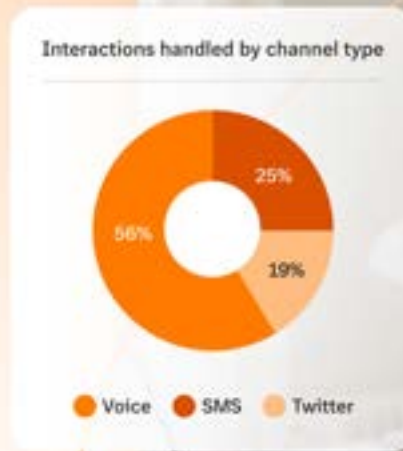


# RingCentral RingCX Analytics

Get actionable insights for your business

Reporting is the lifeblood of any customer service organization. Having a detailed understanding of customer journeys and agent behaviors can determine the health of your business and identify trouble areas that might negatively impact customer satisfaction.



RingCentral RingCX provides a unified view of voice and digital performance via live and historical dashboards and reports. Combined with RingSense™ AI conversation intelligence, RingCX provides you with the insights you need to understand the customer experience and improve your agents' performance.

## Key benefits

- Comprehensive analytics across all channels and teams
- Out-of-the-box ready reports and dashboards to track common KPIs
- Automatically generate transcripts and summaries to track agent performance

## Key features



250+ pre-built reports and dashboards



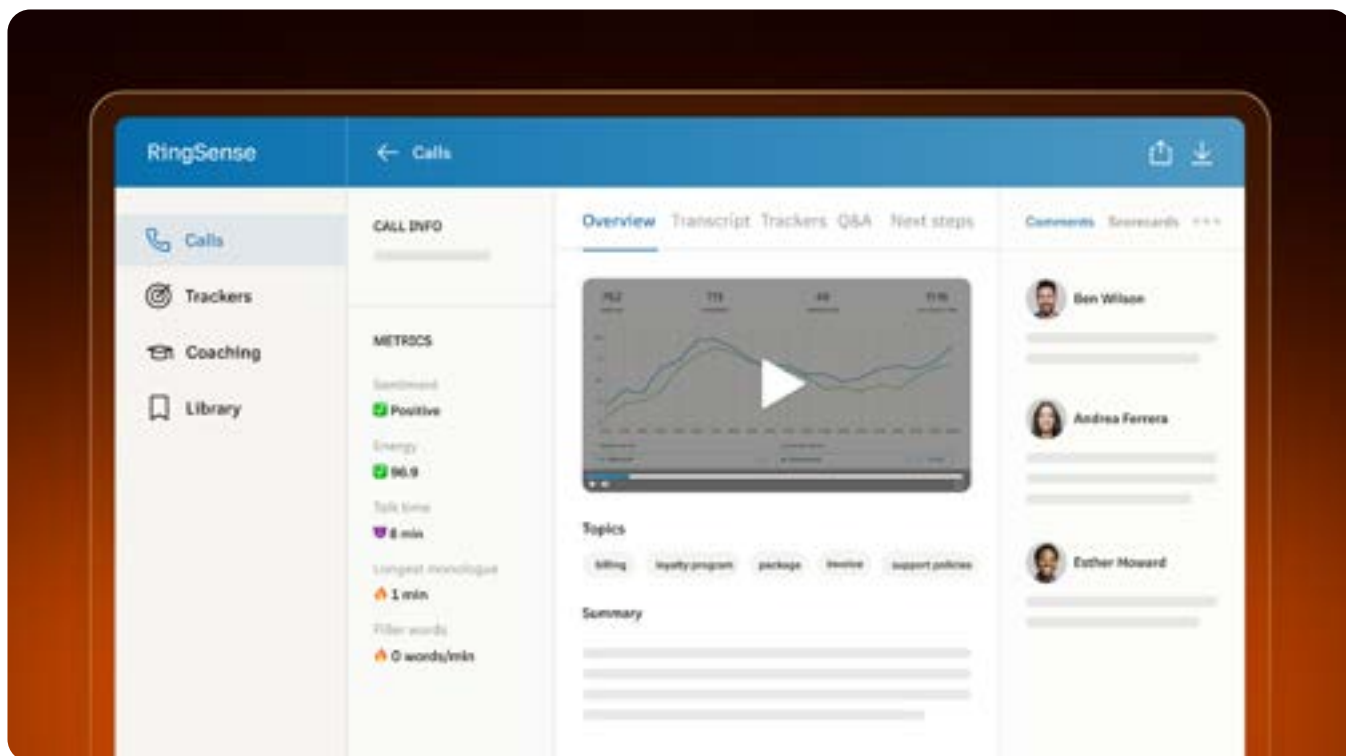
350+ available metrics to build custom reports

# AI

RingSense™ AI-driven transcripts, summaries, and scoring

## Deep dive into agent activity

- Identify top and bottom performers by time period, channel type, or other categories
- Track key metrics such as Average Handle Time, Average Speed of Answer, Call Abandonment Rate, and more
- Review automated conversation scores and summaries through RingSense AI™ and provide direct feedback to agents

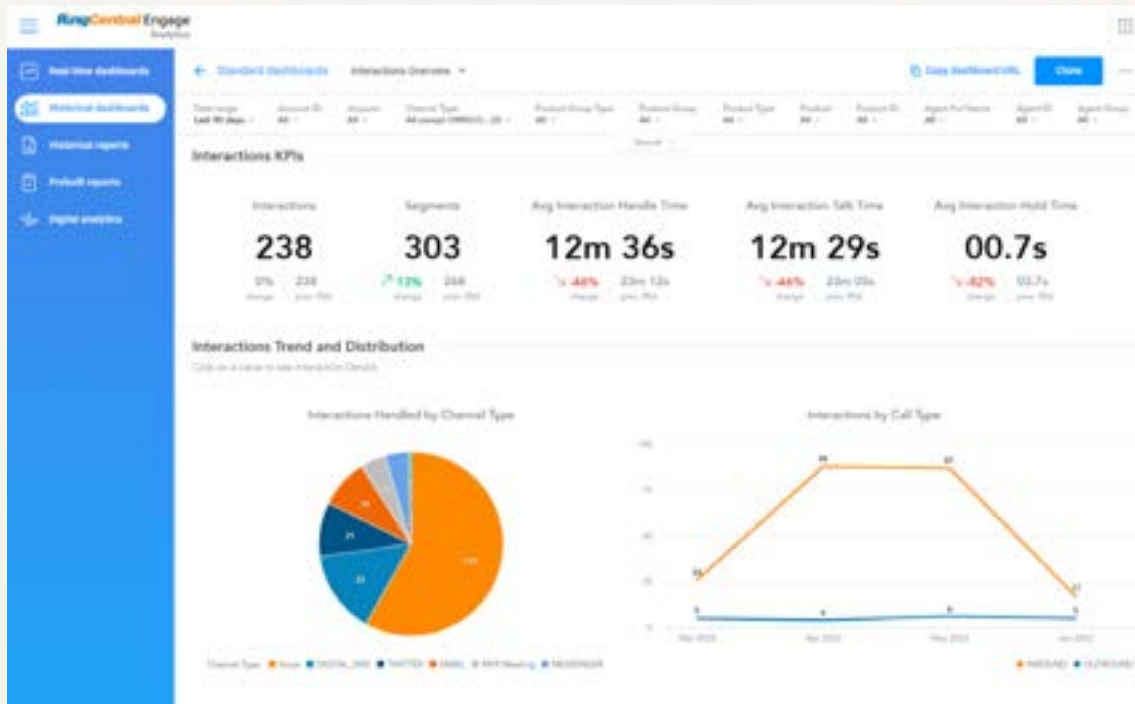


## Track historical trends

- Choose from a broad list of visual dashboards or downloadable reports
- Easily distill data to hone in on teams, locations, channels, and more
- Spot trends over time and make adjustments as needed

## Get real-time insights

- Select from a variety of available real-time widgets to build custom views
- Filter, move, and resize widgets to meet specific needs
- Instantly share dashboards with other users for a collaborative view of key metrics



## Reporting your way

- Use a custom report builder and customizable dashboards to monitor key datapoints
- Set up flexible run schedules from every minute, hourly, daily, weekly, monthly, or custom
- Get data in the format that meets your needs the best - CSV, PDF, HTML, ODS, XLS, XML, or ZIP

For more information, please contact a sales representative. Visit [www.ringcentral.com](http://www.ringcentral.com) or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video Phone™ (MVP®) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP™ combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video®, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.



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