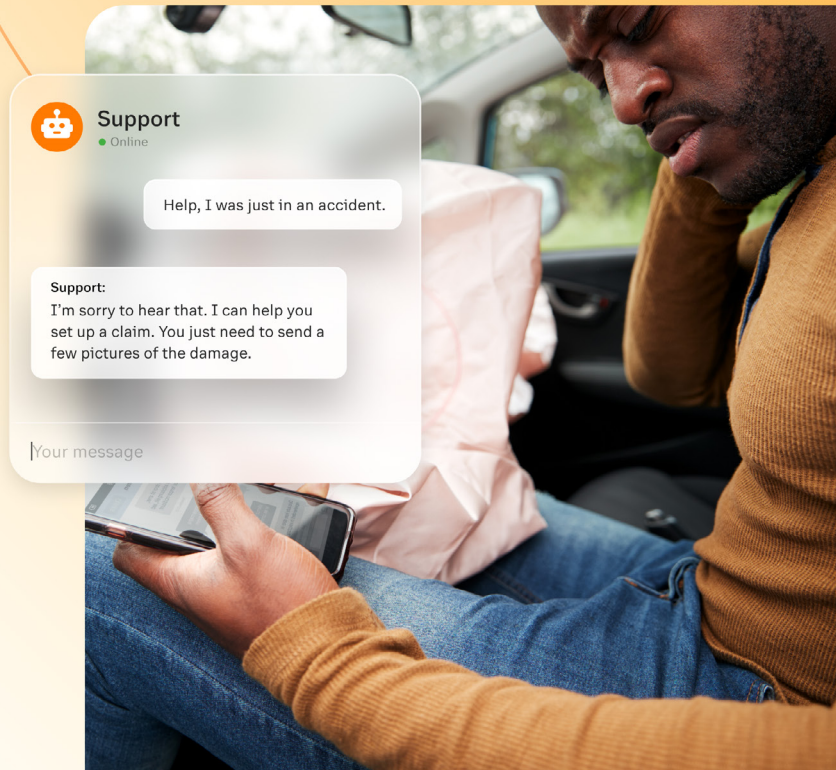


RingCentral RingCX Digital Engagement

Expand your reach with digital customer service

Today's consumers have more options than ever when choosing where to do business. The key to getting them to spend more with you? Offering them their preferred channel when they need to contact you. With RingCentral RingCX, you can interact with your customers on any of 20+ available digital channels, all from a single interface.



RingCX provides an easy way to route all incoming messages and create a comprehensive customer profile that unifies their digital identities into a single, omnichannel view of their journey.

Key benefits

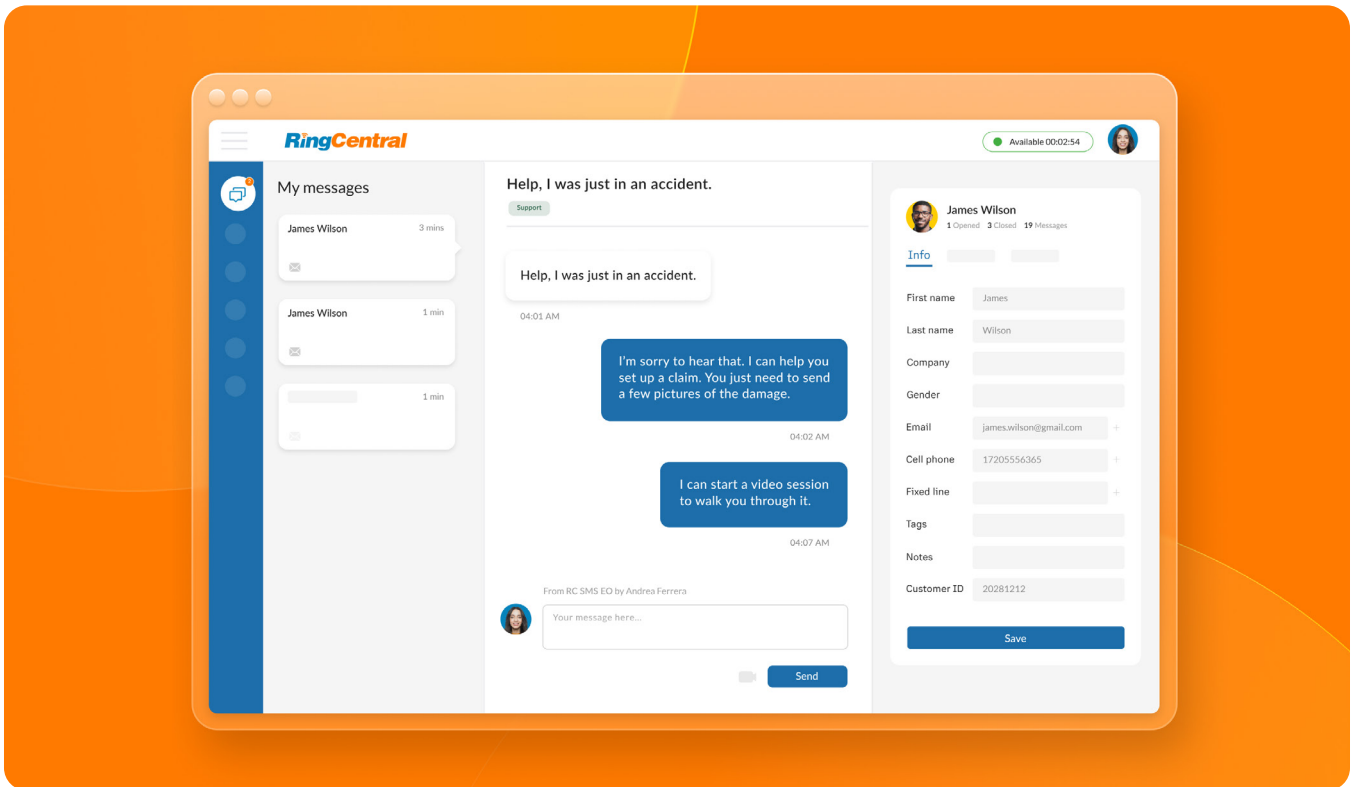
- Increase CSAT by offering the channels your customers prefer
- Boost agent performance with a unified view of customers across all channels
- Streamline digital administration and management under a single platform

Key features

- 20+ available digital channels
- One-click escalation to video
- AI automation for self-service

Meet customers where they are

- Chat on SMS, live chat, and messaging apps like WhatsApp, Facebook Messenger, Apple Business Chat, Google Business Messages, and in-app messaging on iOS or Android
- Maintain your online presence by engaging on Facebook, Twitter, Instagram, and other social channels
- Add video with a single click for richer conversations



Maximize agent productivity

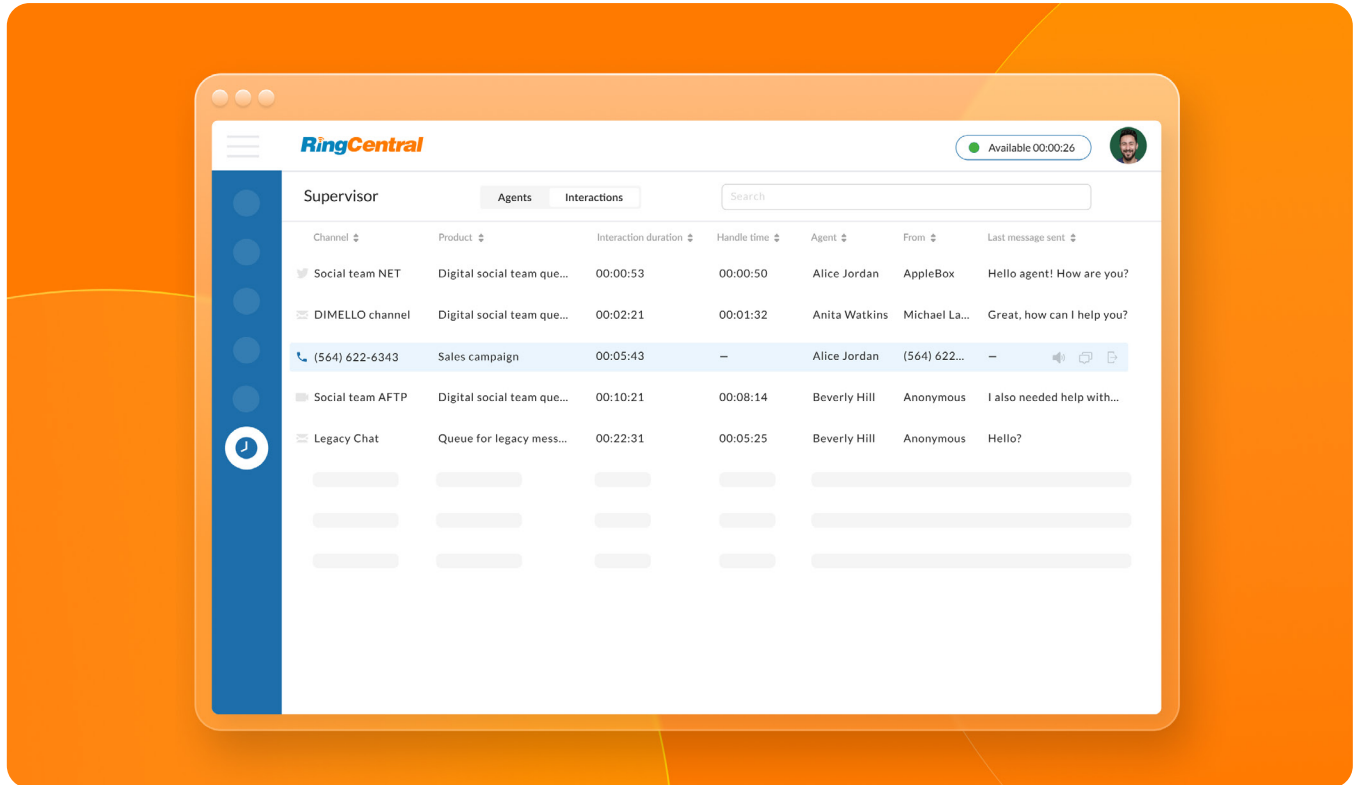
- Eliminate app switching by handling all interactions in a single interface
- Work efficiently by handling multiple conversations simultaneously
- Get a complete view of customer journeys by merging digital identities across channels

Boost efficiency and performance with AI

- Build a library of prebuilt responses for faster conversations
- Reduce agent strain with Conversational AI chatbots for common inquiries
- Empower agents with upfront information gathering by bots before handoff

Streamlined administration and management

- Easily configure all channels using a comprehensive admin portal
- Get a complete view of digital performance with unified reporting and dashboards
- Monitor all interactions - voice and digital - from a single supervisor interface



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

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP®) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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