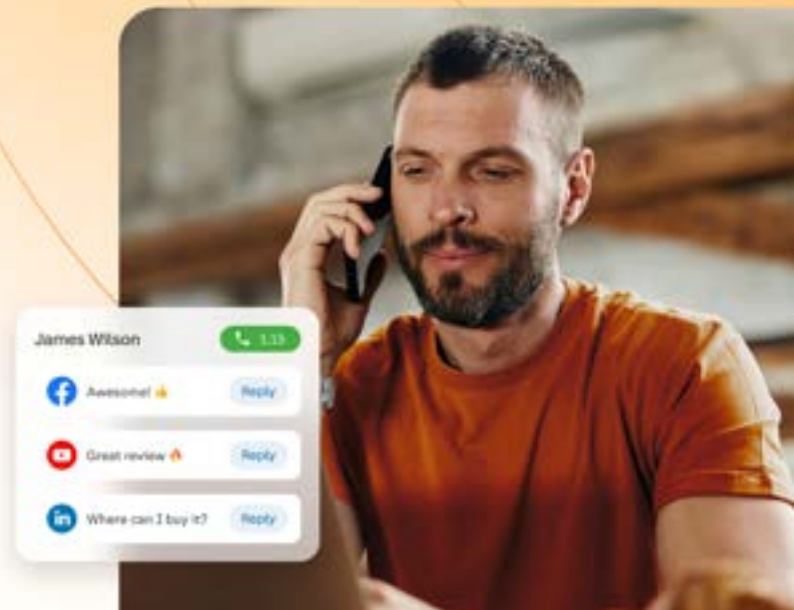![RingCentral]

# RingCentral CX solutions

Elevate customer experiences and empower your workforce with AI-enhanced capabilities

In today's economy, contact center leaders are constantly battling to find the balance between great experiences and costs. Customer expectations are higher than ever, and your business needs to transform its operations to meet those expectations. This requires a multi-faceted focus on the customer experience, agent experience, and operational agility.

RingCentral provides a portfolio of solutions to help solve these business challenges with fully omnichannel customer experiences, AI and automation capabilities to streamline interactions and reduce agent effort, and easy supervisor tools for scheduling, monitoring, and measuring performance. Whether your business needs are simple or complex, RingCentral can help.

## Omnichannel
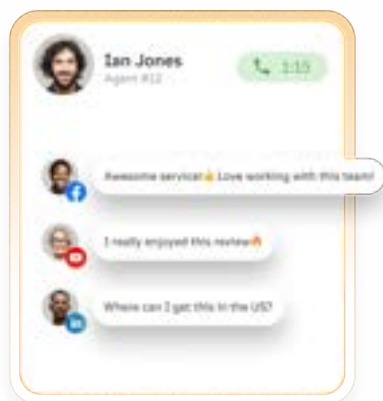
Whether they are calling, engaged in live chat on a website, or interacting on social media, customers expect the boundaries between channels to be blurred. They expect to move between channels - even in a single session - without having to start over. With RingCentral's omnichannel solutions, customers have a single identity to show their complete interaction history. This makes them feel more valued and enables your agents to serve them faster.

RingCentral can provide inbound and outbound voice (including predictive, preview, and progressive dialers) and digital channels to allow you to maximize your customer service reach. Coupled with features like skills-based routing and automatic callback, you can reduce abandonment rates and increase first-contact resolution for all of your interactions.

## Artificial Intelligence

Using AI in the contact center can have many benefits. AI can be infused throughout your CX operations, from advanced self-service options to real-time agent coaching to detailed insights at scale. RingCentral can provide AI for multiple use cases to unlock cost savings and operational efficiencies. Based on your specific needs, our expert team can work with you to determine how to implement the right AI strategy to boost the metrics that matter to you.

> " We realized it made sense to roll everything into one platform: phone, contact center, conference lines, video calls, and team messaging—why manage 4 or 5 vendor relationships when we could just partner with RingCentral for everything?"
>
> Tom Wyatt
> Senior Director of Corporate Partnership Sales
> Detroit Lions

## Workforce Engagement Management

Agents are the biggest expense of any contact center, so investing in their performance can provide a huge boost to customer satisfaction. This can be especially challenging with hybrid and remote agents. AI-infused workforce management capabilities can streamline resourcing to ensure the right amount of agents at any given time. Quality management provides direct feedback, coaching, and automated scoring on all calls to ensure agents are reviewed accurately and fairly on all interactions without requiring additional resources. Performance management promotes friendly competition and rewards for agents. Feedback management capabilities allow you to collect direct customer feedback across any channel.
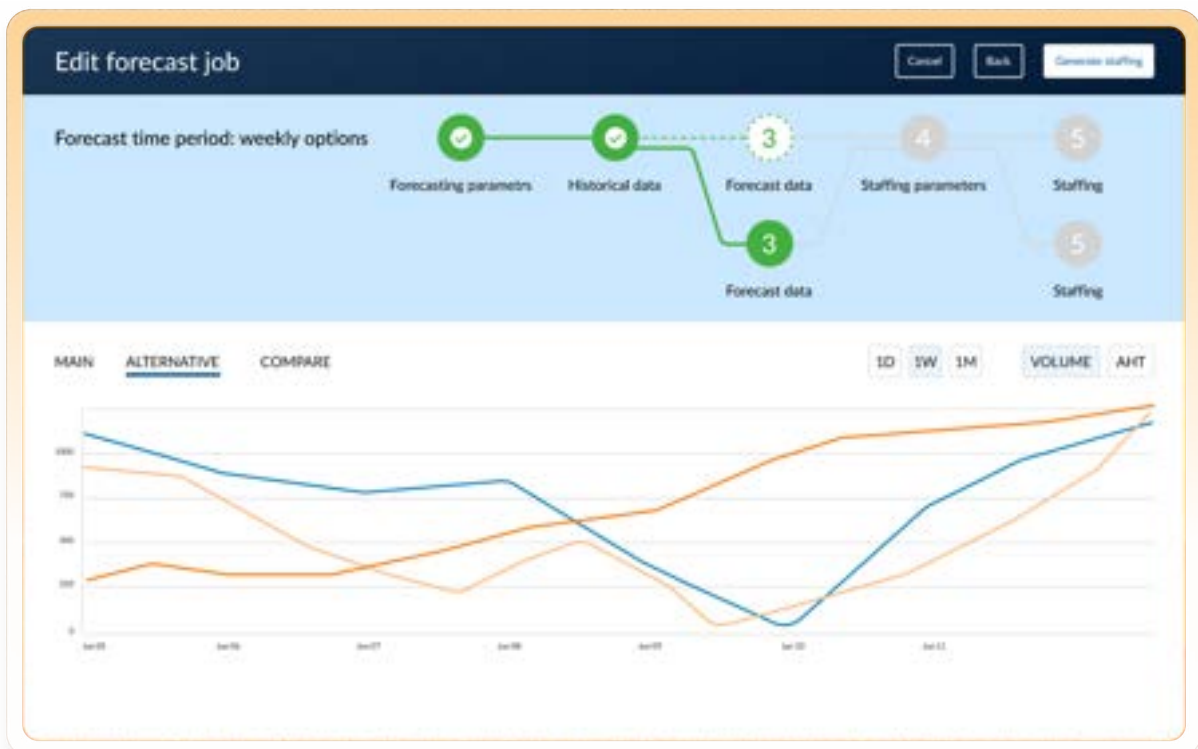
## AI-powered analytics

It is critical for businesses to measure and understand performance. RingCentral can provide hundreds of prebuilt reporting and data points, custom report-building capabilities, and deep AI insights to help identify opportunities for improvement. Supervisors can easily step in to help agents when necessary or make configuration updates for better long-term performance.

## Open platform

RingCentral can help remove communication siloes with prebuilt integrations to common CRM tools and open APIs to connect your CX platform to virtually any application. RingCentral also provides an application gallery with prebuilt connectors to common business tools developed by a network of independent software vendor partners.

## Integrated MVP

RingCentral is at the forefront of unifying UCaaS and CCaaS. RingCentral provides intelligent, connected experiences that result in higher customer satisfaction, higher employee satisfaction, and reduced costs - a complete solution for your business needs.

> " The way RingCentral products are integrated so tightly and seamlessly is unique and very powerful."
>
> Irene Torres
> Manager of Customer Service and Quality
> Bactes

## Putting it all together

In an environment where you must do more with less, RingCentral's CX solutions can help you transform your operations by:

1. Making it easy for your customers by deploying the right mix of digital channels, intelligent chatbots, advanced virtual agents and proactive customer outreach options for an effortless, personalized experience while balancing costs.

2. Empowering your workforce with easy-to-use agent tools and in-the-moment AI assistance to improve FCR and reduce AHT.

3. Providing CX leaders with analytics and AI-powered insights that provide a complete picture of customer behavior and agent performance in order to improve efficiencies and CSAT while lowering cost.

---

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

**RingCentral®**