

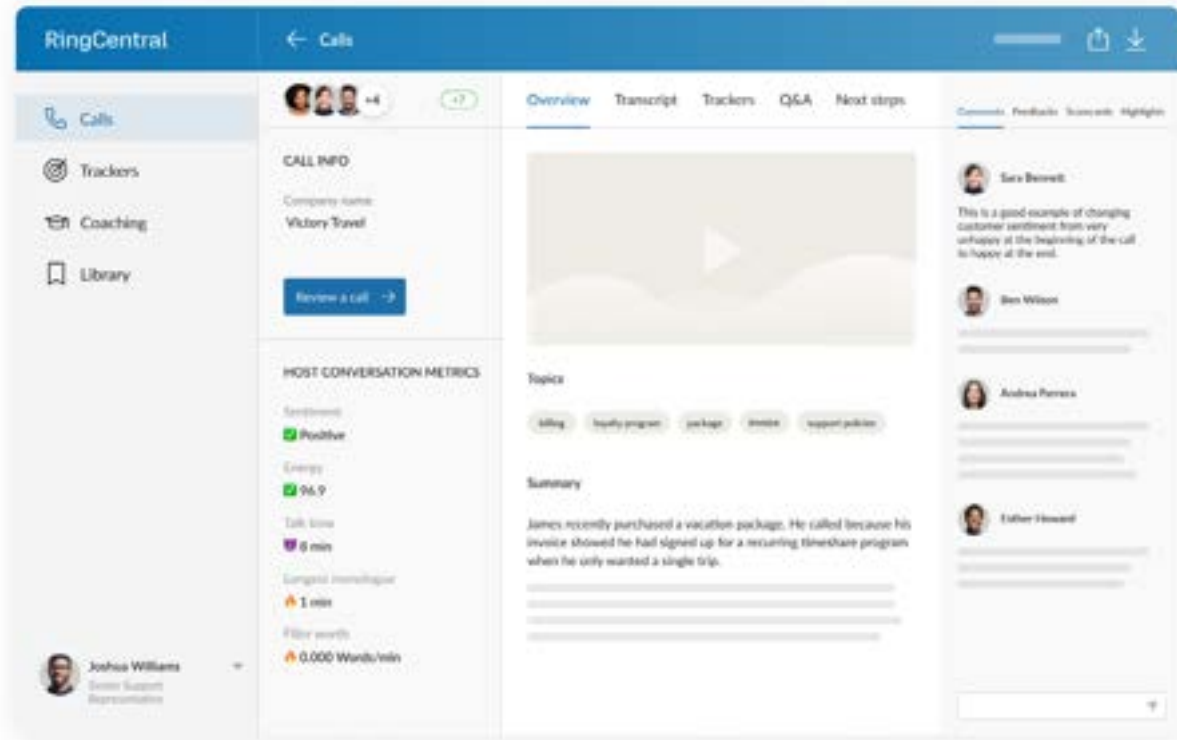
RingSense for RingCX

Get AI-driven insights to boost customer experiences and agent performance



Many customer service organizations struggle to have a complete picture of their operations. Without this information, poor customer sentiment and undesired agent behaviors can go unnoticed.

RingSense for RingCX is a native AI solution that solves this problem by monitoring all interactions - streamlining post-call analysis with auto-generated transcripts, summaries, call scores, and sentiment analysis.



Key benefits

Identify coaching opportunities. See where agents struggle and provide targeted feedback through scorecards and annotated notes.

Automate agent and supervisor processes. Reduce the workload on your teams by eliminating manual post-contact summaries and call scoring.

Uncover customer service trends. Make data-driven decisions to improve the customer experience.

Key features

Call summaries and transcripts

Reduce tedious, error-prone post-call workflows for agents and give supervisors an instant view of highlights without having to listen to entire calls, allowing them to focus on coaching and other tasks.

Quality Management

Automate scoring so each agent is reviewed consistently and fairly on all interactions without requiring additional resources. Use time-based annotations and scorecards to pinpoint specific problem areas to use as coaching opportunities to improve agent performance.

Conversation Analytics

Deep dive into customer sentiment with keyword identification, competitor mentions, and objections. See the top moments of customer frustration for each call. The more data it analyzes, the more effective RingSense for RingCX will be.

Tightly integrated with RingCX

Avoid the complications of 3rd party quality management and analytics tools. Easily access RingSense for RingCX and other RingCX tools from one screen. Combine AI insights with RingCX Analytics for a complete picture of performance.

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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