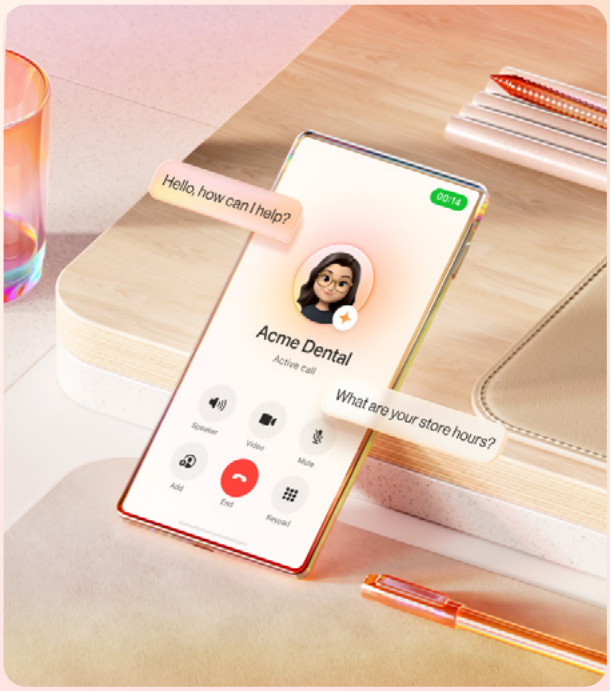
RingCentral

RingCentral AI Receptionist

Say goodbye to missed calls. RingCentral AI Receptionist™ (AIR) makes it easy to assist every customer, 24/7.



Powered by generative AI, RingCentral AIR™ answers calls, handles routine questions, routes inquiries, and sends texts with a natural, human-like tone—just like a full-time receptionist. Unlike complex and costly contact center intelligent virtual agents (IVAs), RingCentral AIR is built directly into the RingCentral phone system, making this AI call automation solution easy to deploy for any business.

The ROI of our AI Receptionist

93%

Of calls handled by AI Receptionist for **Integral Recruiting Services**

50%

Decrease in time spent on inbound calls for **Owen Security**

50%

of calls resolved instantly, cutting wait times to seconds for the **Detroit Pistons**

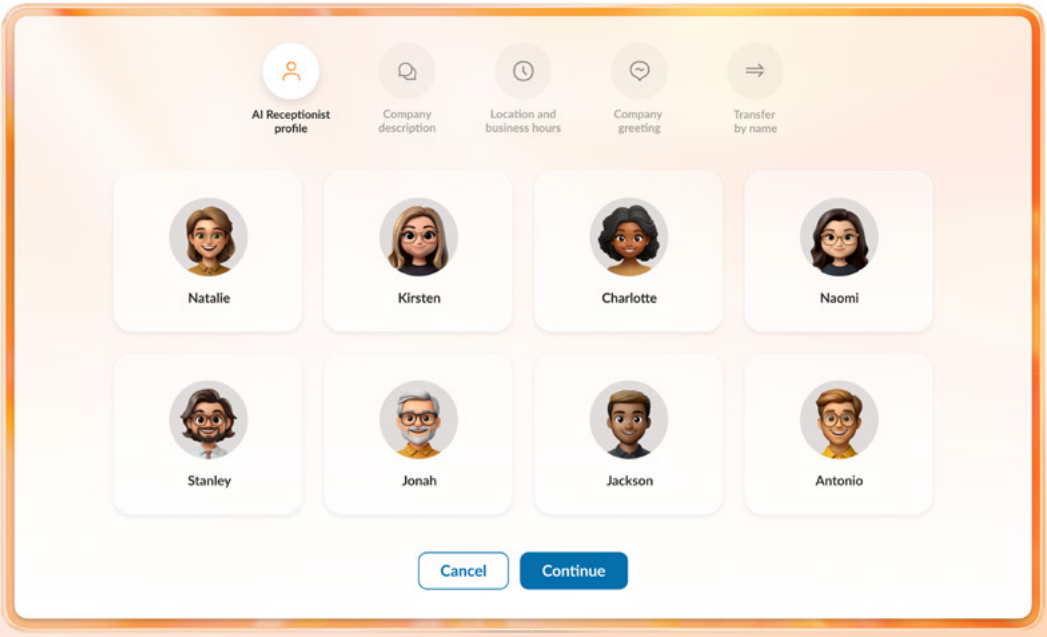
Key Benefits:

Easy to set up
Start in minutes—no IT support needed. Quickly train AI Receptionist using your website, FAQs, and uploaded documents.

Offer conversational support
Deliver natural, human-like interactions that keep customers engaged every step of the way.

Intelligent routing
Route calls seamlessly by names, locations, and context—eliminating frustrating phone menus and wrong transfers.

Handle routine questions
Automate FAQs, block spam, send texts, and handle peak-time or after-hours calls with ease.



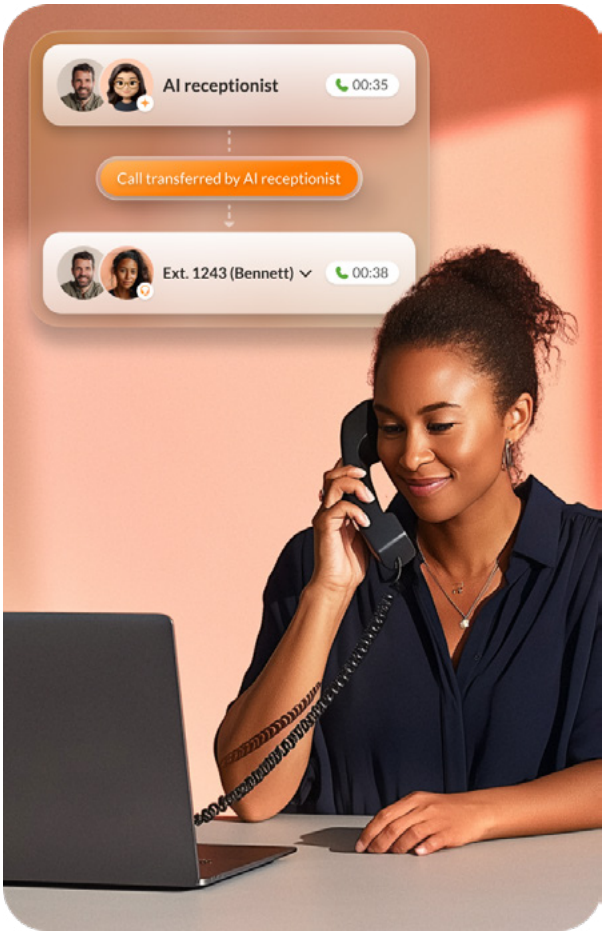
Key capabilities

Natural, human-like conversations
Engage customers with a natural, conversational experience. RingCentral AIR understands intent and responds naturally.

Resolves routine customer inquiries
Use generative AI to answer routine customer questions by leveraging your websites, uploaded policies, processes, and other business documents.

Scalable for multiple locations or departments
Can be deployed for a single storefront, multiple business locations or teams from billing to customer support. Each location can have its own business hours, personalized SMS responses*, customizable routing rules, so customers always get location-specific information.

*Available in the United States and Canada only.



Intelligent call routing
Connect callers to the right person or department based on names, keywords, and conversation context - no more phone menus or wrong transfers that can frustrate customers. Transfer calls to any external number outside RingCentral, including mobile phones, contractors, third-party services, and more.

Outbound SMS*
Text important details like confirmations, requested forms, links, email addresses, and more on request right after calls - no manual follow-up needed.

Appointment booking
Make scheduling easy by texting customers a link to your booking page.* Third-party calendar integrations coming soon.

Call transcripts
See transcripts for every call to understand what customers are calling about. Identify peak hours, track call volumes, and spot patterns to improve your customer service.

Call analytics
Get clear insights into your AI Receptionist's performance. Monitor exactly which calls were fully handled versus which needed a human, track your usage minutes, and make informed staffing decisions with detailed analytics.

Conversational insights
Turn call transfers into resolved calls by identifying top questions the AI Receptionist can't answer and adding responses with one click.

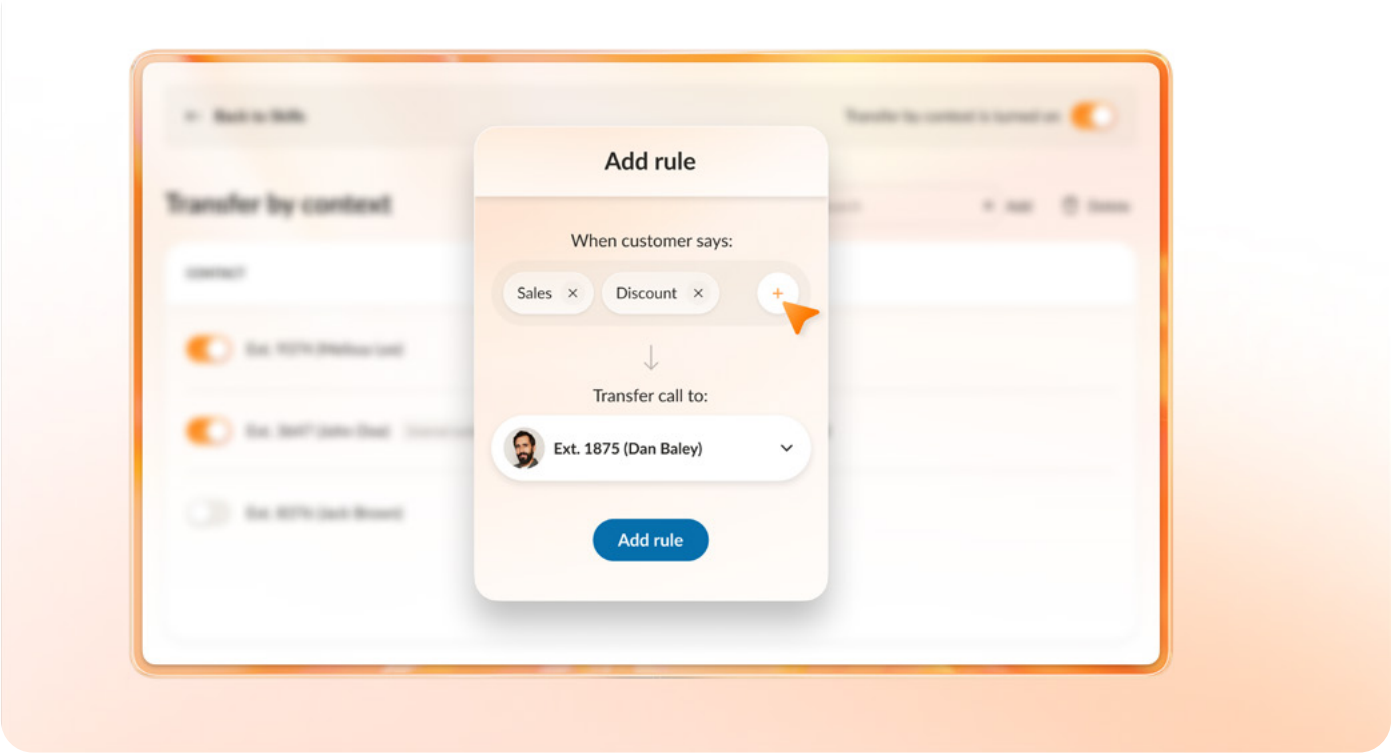
Easy testing and number assignment
Test your AI Receptionist's responses before going live - either through a simple chat interface or by dialing in. Plus, assign your AI Receptionist its own dedicated phone number - perfect for promotions, support, or departments where you want callers to reach your AI Receptionist immediately.

Customizable voice
Select a consistent, professional AI personality that reflects your brand. Choose from eight voice options, currently available in English and Spanish. Additional languages coming soon.

*Available in the United States and Canada only.

Spanish language support
Serve Spanish-speaking customers with flexible language options - choose Spanish-only mode for full Spanish greetings and conversations, or dual-language mode where callers can request Spanish support during English calls to switch languages seamlessly.

Customizable welcome greetings
Create customizable welcome greetings that reflect your brand's unique voice, plus add special announcements to keep callers informed about promotions or updates.



What makes RingCentral AI Receptionist different?

Unlike most AI voice tools that add complexity instead of solving problems, RingCentral AIR integrates seamlessly with your existing RingCentral phone system.

- **Works inside your existing RingCentral phone system.** RingCentral AIR works directly within your existing phone system. No extra apps or complex integrations.
- **Quick and easy setup.** Automatically syncs with your existing numbers, contacts, employee directory, and business settings. Just share your business info and website, and RingCentral AIR starts handling calls 24/7 - no IT required.

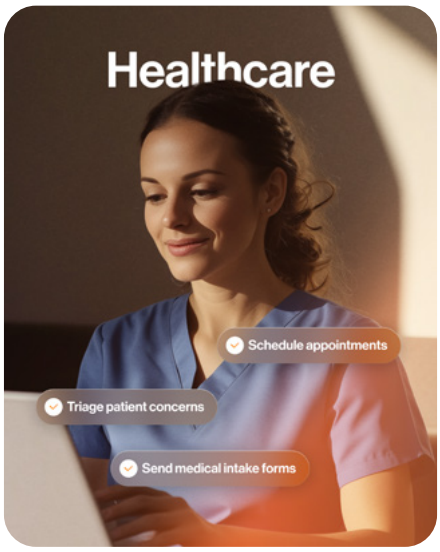
- **Human-like reasoning.** RingCentral AIR is trained as an expert on your business, answering common questions with accurate, business-specific responses using your website, smart FAQs, and uploaded documents.
- **Multimodal.** RingCentral AIR can schedule appointments, send texts, and share important links.
- **Seamless AI-to-Human handoff.** RingCentral AIR can quickly route complex requests that need a human touch to your team.
- **Built on enterprise-grade voice infrastructure.** Backed by RingCentral's decades of expertise in voice communications, security, and compliance.

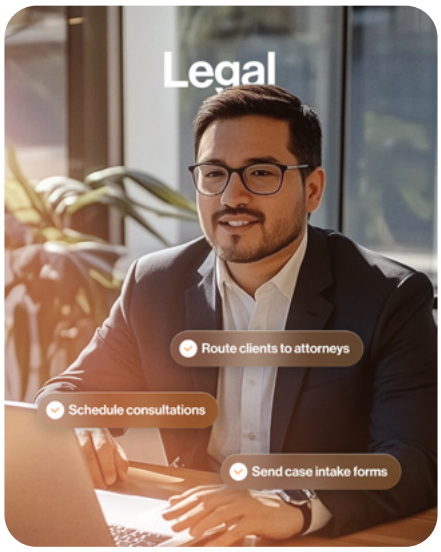
"Outsourcing our receptionist was a huge waste of money. Even bringing it in-house cost us $3,000/month just to answer calls. RingCentral's AI Receptionist saved us money and freed up 10% of our team's time. Setup was so easy, I contacted support thinking I missed something!"

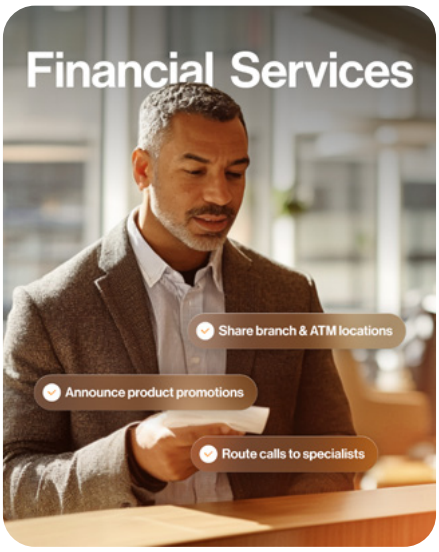
Brian Weiss
VP of Technology, Big Think Capital

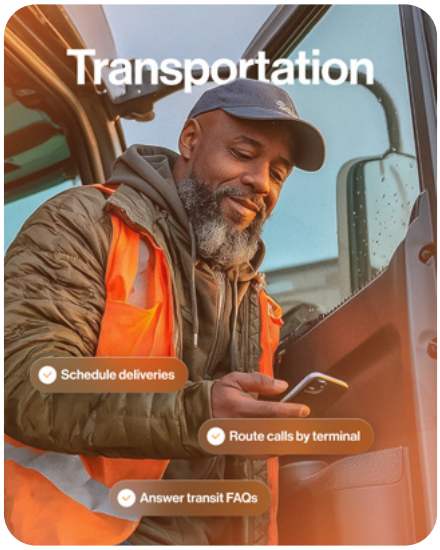
BIG THINK CAPITAL

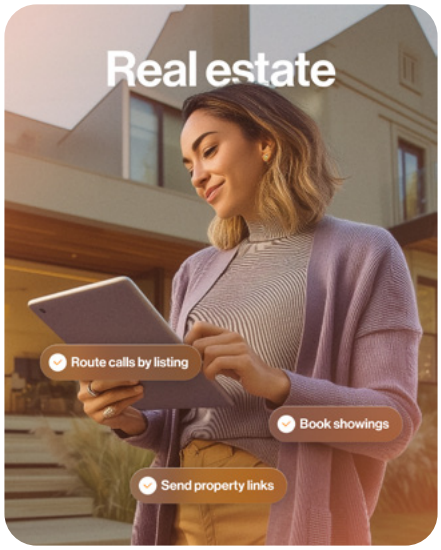
RingCentral AI Receptionist for you

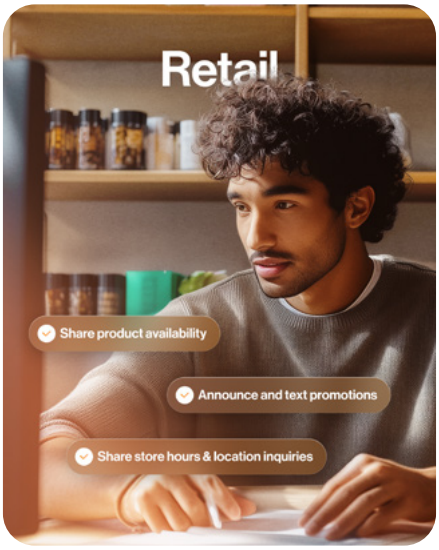












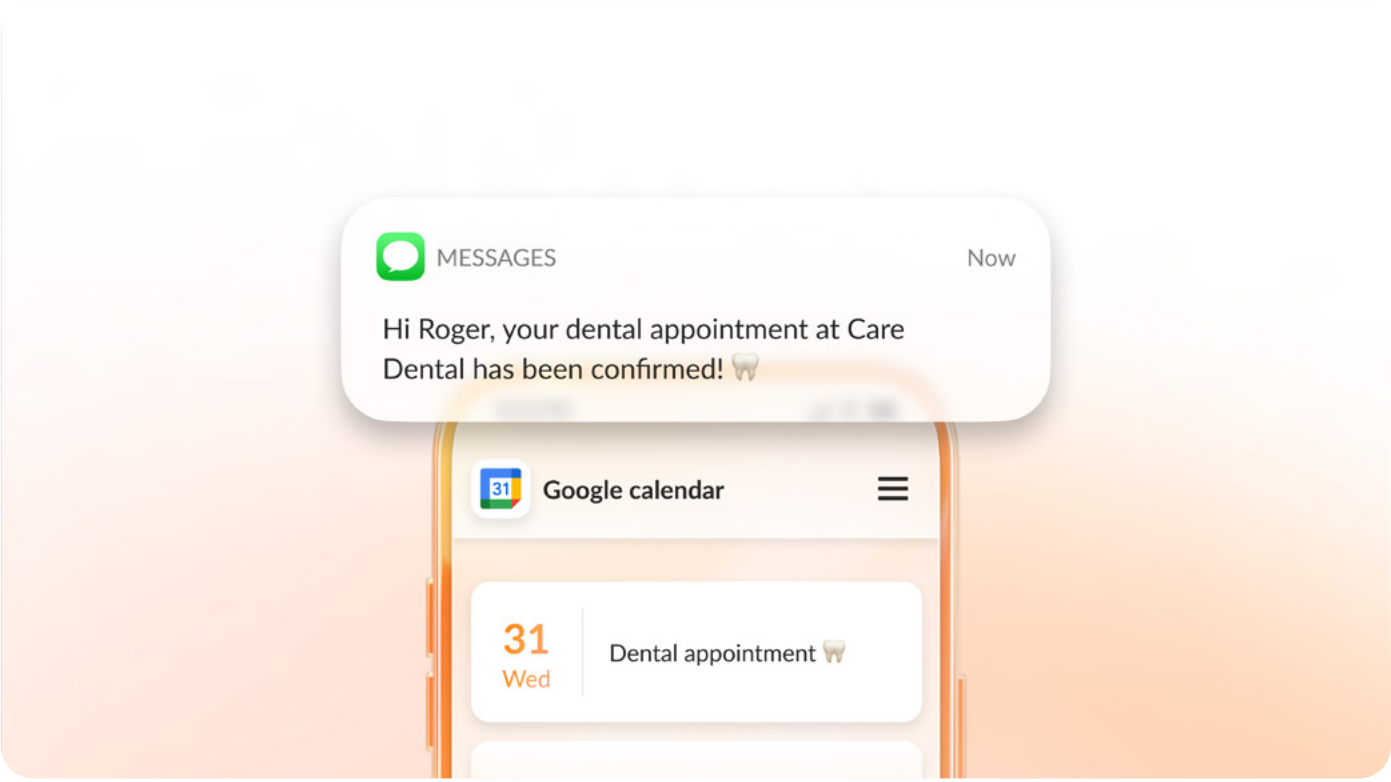
"**RingCentral AI Receptionist saves each agent 20 hours per week** - that's a full 50% decrease in time spent on inbound calls. We've turned those saved hours into revenue-generating activities, tripling our outbound call volume."

April Chastain
Director of Operations, Owen Security

OWEN

How to purchase

RingCentral AI Receptionist is available as an add-on for both new and existing RingCentral customers.



RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world..

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

© 2025 RingCentral, Inc. All rights reserved. RingCentral, the RingCentral logo, and all trademarks identified by the ® or ™ symbol are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.

9375473313 06/2025