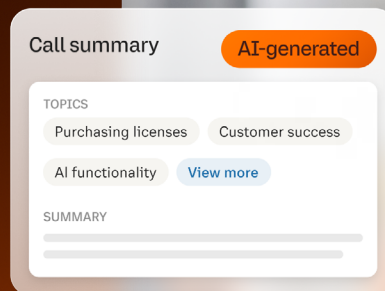


RingCentral RingCX

Smarter customer experiences, made simple

Customer service is a critical need for businesses of all sizes. However, traditional contact center solutions typically mean complex deployment and cost structures, making them challenging for resource-constrained businesses to implement and manage. These businesses need a streamlined, modern solution that enables great customer experiences at an all-inclusive, predictable, and cost-effective price.



RingCentral RingCX brings together cutting-edge RingSense™ AI technology, omnichannel contact center, and RingCentral MVP unified communications, delivering a next-generation AI-powered solution with a disruptive combination of product, packaging, and pricing.

Key benefits

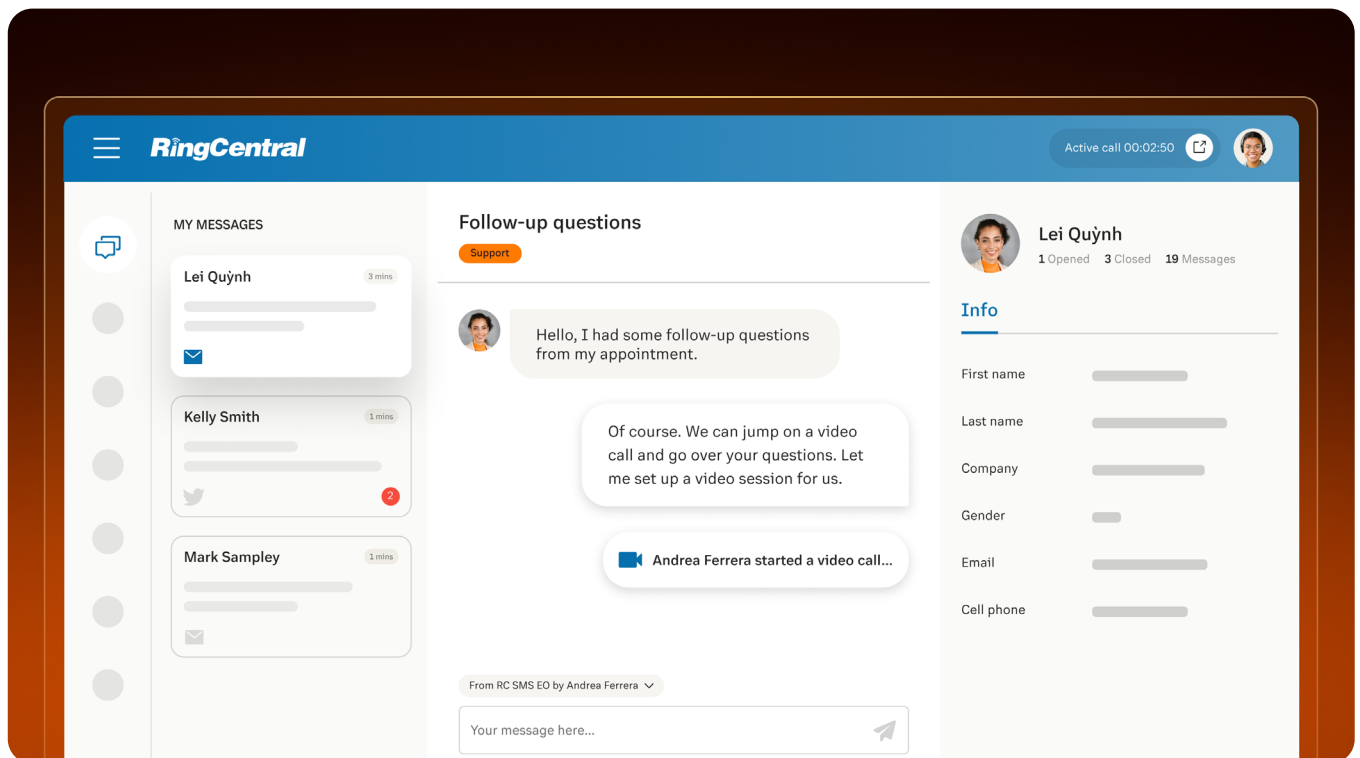
- AI-first to help customers and businesses before, during, and after interactions
- Rich omnichannel bringing together voice, video, and 20+ digital channels - including SMS, email, chat, social (such as Facebook and Twitter), as well as messaging applications like WhatsApp - all into a single pane of glass for agents
- Easy to deploy with a single administrative interface to get up and running in days, not weeks
- Simple to use with a single interface unified with RingCentral MVP to seamlessly connect with internal experts and increase first contact resolution
- Disruptively packaged and priced with unlimited domestic minutes for cost savings and predictability

Key features

- Turn agents into super agents with a single, AI-powered interface
- Empower supervisors with AI insights and analytics
- Make operations efficient and future-proof with low cost of ownership

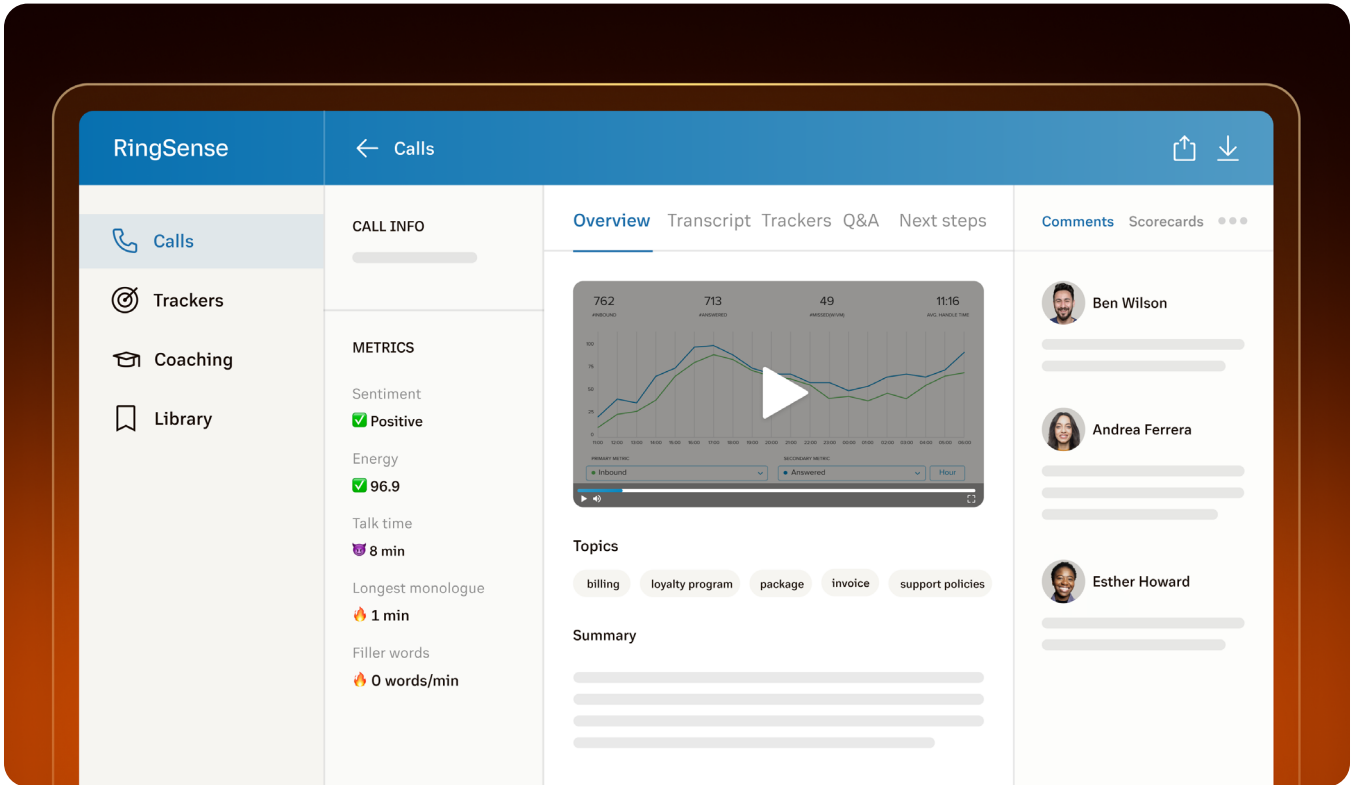
Turn agents into super agents

- Real-time, AI-generated transcription and post-call summaries through RingSense™ AI enable agents to better engage in customer conversations by freeing them from taking notes or capturing action items.
- Agents can easily navigate all channels, with voice, video, and 20+ digital channels in a unified interface.
- Free agents up to handle complex issues by leveraging the RingCX IVR and intelligent virtual agents for self-service



Empower supervisors with advanced insights

- Real-time dashboards provide a complete view into operations across all channels, enabling data-driven decision-making for improvements.
- RingSense™ AI provides post-call behavioral coaching, automated quality scoring and feedback, and insights like call sentiment and topics, enabling supervisors to save time by identifying critical interactions for coaching opportunities.
- With over 250 out-of-the-box reports and live dashboards, supervisors can constantly monitor performance.



Maximize the value of your CX operations

- RingCX is disruptively priced and packaged to provide businesses with a low total cost of ownership and predictable monthly pricing.
- Unified analytics for voice and digital provide rich business insights into key metrics like call volume, handle time, and customer sentiment
- As customer and business needs change, RingCX helps you adapt quickly with a scalable, future-proof cloud solution to get the most out of your CX investment.

For more information, please contact a sales representative.

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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