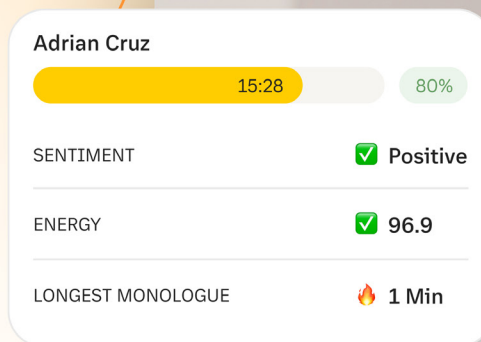


## RingCentral RingCX

Bring together AI, omnichannel contact center, and unified communications for a complete customer experience

Customer service is a critical need for any business, regardless of size. However, many businesses struggle to provide the ever-evolving experience that their customers expect. Conventional solutions are often too complex to deploy and manage and are out of their price range, so they have to settle for basic ways of interacting with their customers.



RingCentral RingCX brings together cutting-edge RingSense™ AI technology, omnichannel contact center, and RingEX™ unified communications, delivering a next-generation AI-powered solution that is easy to deploy and transforms customer journeys across various touchpoints for personalized experiences.

### Key benefits

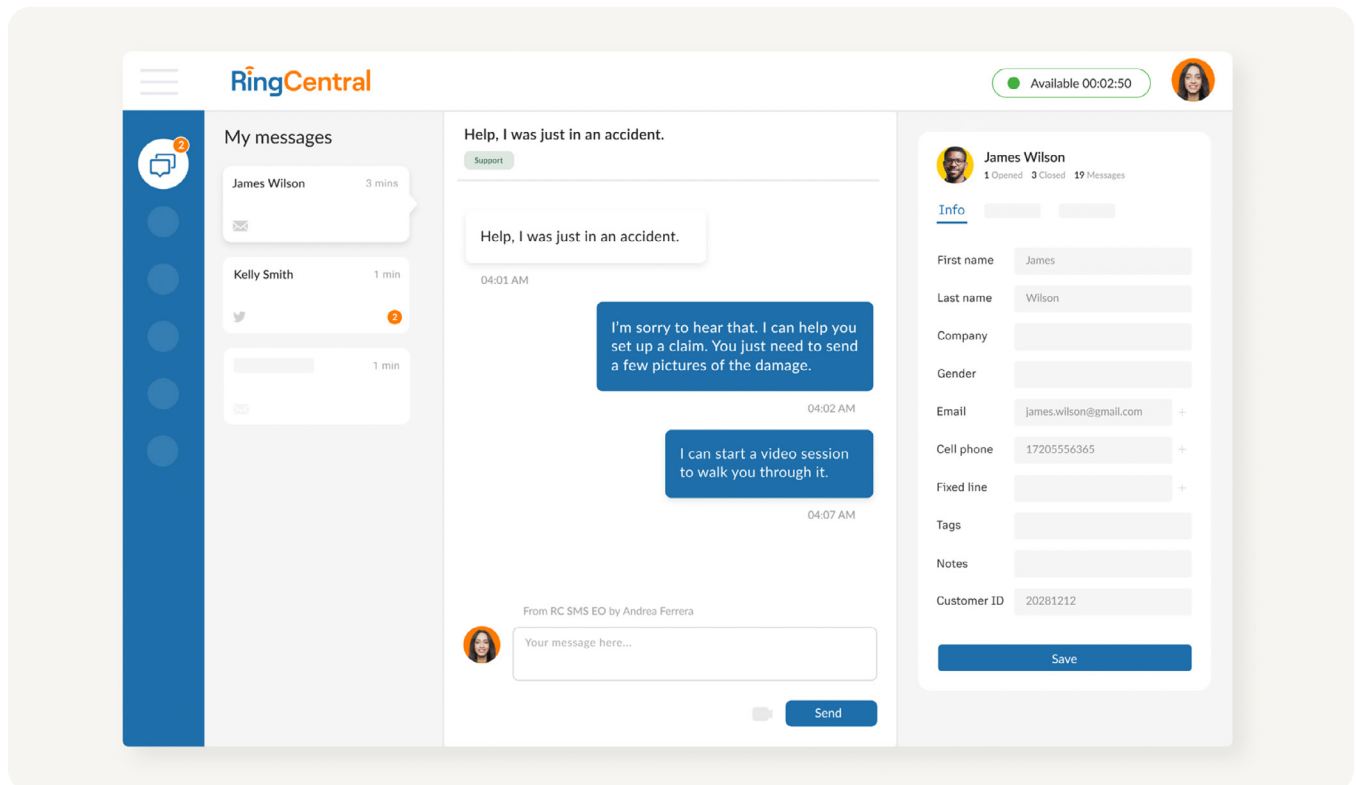
- Enable seamless customer conversations across voice, 20+ digital, native video, or self-serve AI channels
- Boost agent productivity and accelerate onboarding by empowering hybrid agents with one radically simple AI-assisted omnichannel desktop
- Self-manage, streamline, and unify voice and digital operations and get smarter and automated cross-channel customer and agent insights
- Turn up one secure and reliable communication tool for internal/ external communication easily with express implementation packages and buy it all in one bundled pricing with no overages

### Key features

- Native integrated omnichannel
- AI-powered transcripts, summaries, and conversational insights
- Workforce engagement management
- Deep integration with award-winning RingEX™

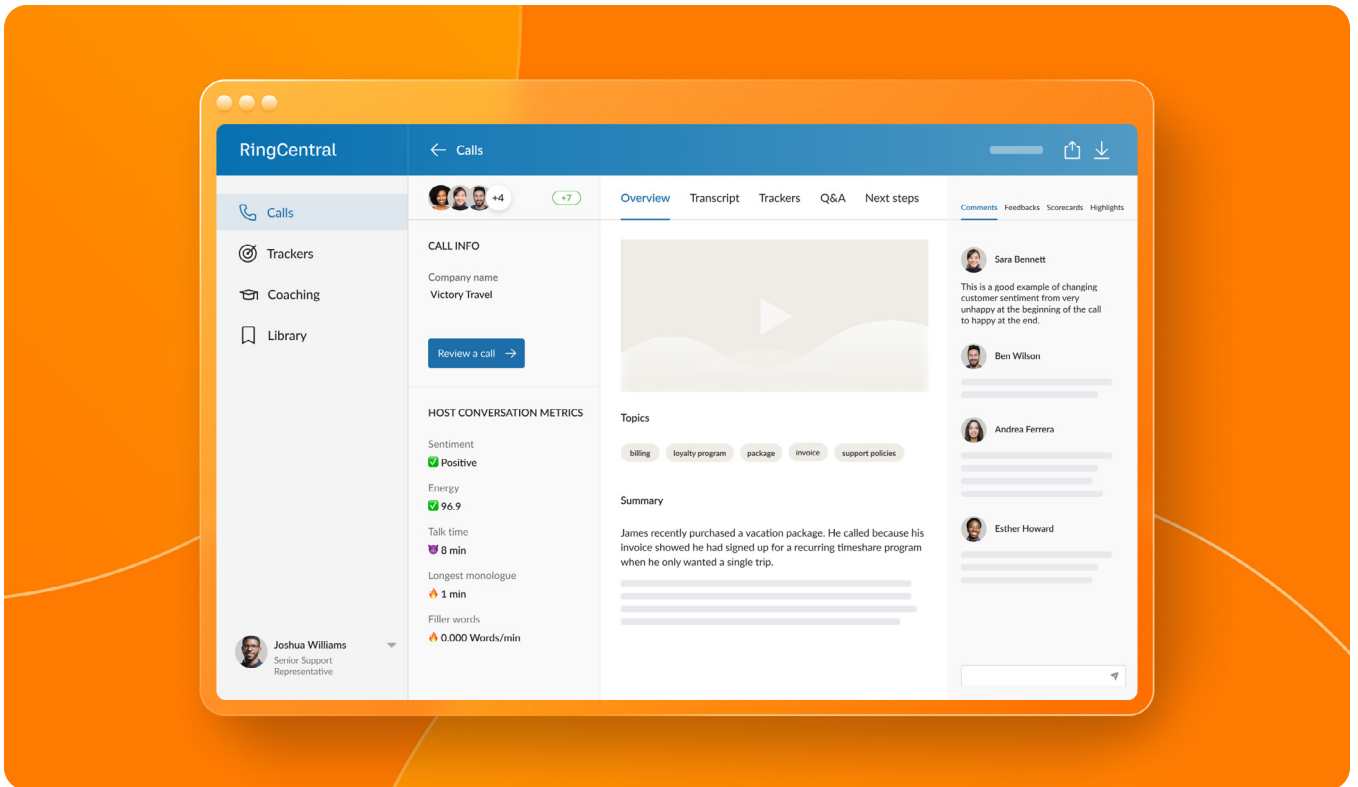
## Native integrated omnichannel

- RingCX delivers seamless customer experiences across inbound and outbound voice, 20+ digital channels, including email, SMS, live chat, and messaging applications, and quickly escalates to video for richer conversations.
- Unified analytics and management reduce complexity for administrators and supervisors with omnichannel administration, monitoring, live dashboards, and historical analytics - with 200+ pre-built reports and customization capabilities.



## AI-powered transcripts, summaries, and conversational insights

- Real-time, AI-generated transcription and post-call summaries through RingSense AITM enable agents to better engage in customer conversation by freeing them from having to take notes or capture action items. Transcripts can be seamlessly stored in CRM systems, facilitating post-call customer management, documentation, compliance, and analysis.
- Self-service chatbots enable customers to get questions answered quickly, at their convenience. RingCX chatbots today are powered by Google Dialogflow.
- Real-time, AI-driven agent assistance helps agents navigate customer interactions, guides agents to say the right thing for improved customer support experiences, and reduces agent training and attrition.



## Workforce engagement

- Native Quality Management via RingSense AI provides continuous guidance for agents on every call, as well as post-call automated scoring, coaching, and performance management for supervisors.
- Advanced workforce and quality management, including agent scheduling and forecasting is available via integration with Calabrio.

For more information, please contact partner support at [partners@ringcentral.com](mailto:partners@ringcentral.com) or 800-595-8110.



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