RingCentral Contact Center

Cloud-based RingCentral Contact Center helps strengthen customer loyalty by dramatically improving the overall call center experience. This omnichannel solution lets customers contact your company on the communication channel of their choice, while giving agents ready access to the data needed to solve problems quickly and efficiently.

With powerful administrative tools and a simple drag-and-drop development environment, RingCentral Contact Center reduces the dependence on IT and puts control back into the hands of call center managers.

Features and benefits

Smart routing

Reduce costs and enable more efficient and personalized customer interactions.

- Skills-based routing connects customers to the agent who can help them best.
- Interactive voice response (IVR) enables self-service capabilities while helping you gather additional customer information.
- CRM integrations arm your agents with the right data at the right time.

Analytics, reporting, and supervisor tools

Gain the business insights needed to maximize agent performance and provide better customer service.

- Widget-based dashboards provide real-time and historical reporting capabilities.
- Call recording and monitoring tools allow supervisors to manage teams more easily.

Workforce optimization

Drive higher efficiencies and gain better insights by utilizing a full workforce optimization suite. Capabilities include:

- **Customer Survey Application** provides deeper insights into what your customers think.
- **Performance Management** features one dashboard to provide insight across all Contact Center systems and gamification to drive agent performance.

- **Workforce Management** optimizes scheduling.
- **Quality Management** maximizes agent performance via coaching and feedback.
- **Speech and Text Analytics** uncover customer hot buttons and hidden opportunities.

RingCentral®

Flexible, reliable, and secure

Based in the cloud, RingCentral Contact Center allows you to easily scale your staffing up or down as needed. Agents can work from nearly anywhere even if disaster strikes your headquarters, while automatic failover capabilities allow you to continue running should your primary data center go down.

RingCentral Contact Center guarantees 99.99% uptime and safeguards your data with compliance to PCI 1, compliance and BAA agreements for HIPAA, as well as adherence to several other key reliability standards.

Find the perfect fit with our smart packaging options

RingCentral Contact Center offers three base packages to help simplify your choice. Each can be tailored with optional features, such as speech recognition, customer integrations, workforce optimization, and more.

	BASIC	MOST POPULAR ADVANCED	ULTIMATE
Summary functional approach	**Voice only**	**Omnichannel**	**Omnichannel with outbound**
Interactive voice response (IVR)	●	●	●
Skills-based routing	●	●	●
Open APIs	●	●	●
Pre-built CRM integrations	●	●	●
RingCentral Office® integration	●	●	●
Glip® expert connect	●	●	●
Full supervisor tools, reporting, and analytics	●	●	●
Central administrative environment with security-based profiles	●	●	●
Active / active disaster recovery	●	●	●
Compliant to PCI / HIPAA and many other security standards	●	●	●
Personal connect outbound	○	○	●
Campaign management	○	○	●
Advanced IVR capabilities	○	●	●
Customer callback	○	●	●
Omnichannel interactions	○	●	●

Optional workforce optimization

	BASIC	ADVANCED	ULTIMATE
Performance management	●	●	●
Quality management	●	●	●
Workforce management	●	●	●
Speech and text analytics	●	●	●

Contact RingCentral Partner Support:
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