

RingCentral Pulse™ for Contact Center

Achieve a new level of responsiveness.



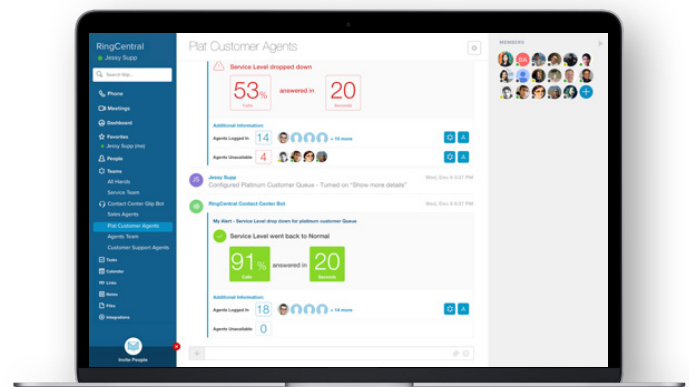
Overview

The only constant in the contact center is change. Successful companies respond immediately to change to stay one step ahead of the competition. RingCentral Pulse for Contact Center is a new approach to notifications, moving alerts directly into the Glip® collaboration tool, helping the right people respond immediately from any device.

RingCentral Pulse for Contact Center

By marrying RingCentral Contact Center's capabilities with Glip collaboration, RingCentral provides a critical way to stay responsive to your customers' needs.

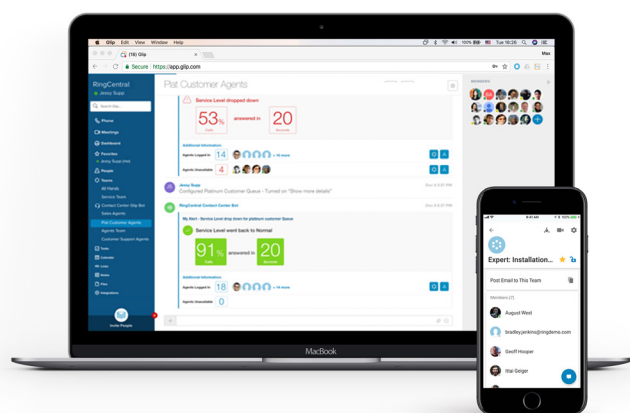
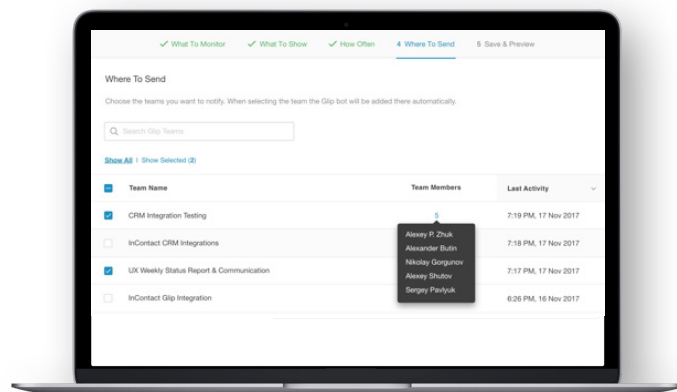
- Identify and track what is important to your business.
- Review trends and immediate events.
- Send alerts to collaborative teams to allow immediate response from those who need to act.



The power of simple

A simple configuration tool means the contact center defines what to monitor and who to notify.

- Identify and monitor conditions that are important to your business.
- Decide how often to send alerts.
- Identify what teams should get the messages.



Take immediate action

Don't let your alerts languish on an IT dashboard somewhere. Tell the right people in a tool that allows immediate response.

- Define teams for each type of alert.
- Get alerts on any device.
- Collaborate on solutions right there in the tool.

Flexibility to get closer to your customer than ever

Automated monitoring

- Bots watch your system.
- Monitor agent and customer issues.
- Monitor real-time and historical events.
- System wide or group specific.

Define your own alerts

- Mix and match conditions as needed.
- Share critical information in the alerts.
- Identify who gets the alerts.

Leverage Glip collaboration

- Automatically create Glip teams that match your agent teams.
- Target alerts to teams that are empowered to act.
- Get alerts on any device.
- Immediate collaboration to solve problems.

Stay ahead of the game

- Early warning on critical issues.
- Immediately send to stakeholders who can respond.
- On-the-spot collaboration to solve problems.



“Glip makes sure that we’re all connected in a way that we couldn’t be before.”

—Jayson Lindsley, Director of Information Technology at MyOutDesk



“Glip has become a very key part of our communication in the contact center.”

—Ryan Stewart, Vice President of Canadian Operations at Market Force Information

For more information, please contact your channel manager. Visit partners.ringcentral.com or call 800-595-8110.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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