

RingCentral Workforce Optimization

Productive agents and loyal customers.

Agents comprise more than two-thirds of the cost of your contact center and are the face of your company for your customers. Investing in their performance improves overall agent satisfaction, reduces churn, and ultimately helps you build better customer relationships. Build a more efficient contact center and elevate customer satisfaction while realizing significant cost savings.



Many ways to maximize performance:

RingCentral Workforce Optimization is a game changer for your contact center. Benefits our customers enjoy include:

- Proper scheduling to maximize coverage and minimize idle agent time
- Feedback, coaching, and measurements to improve agent performance
- Analytics to anticipate trends and customer needs
- Insight into business impacts on the contact center
- Gamification to revolutionize agent performance

A full suite built for the cloud

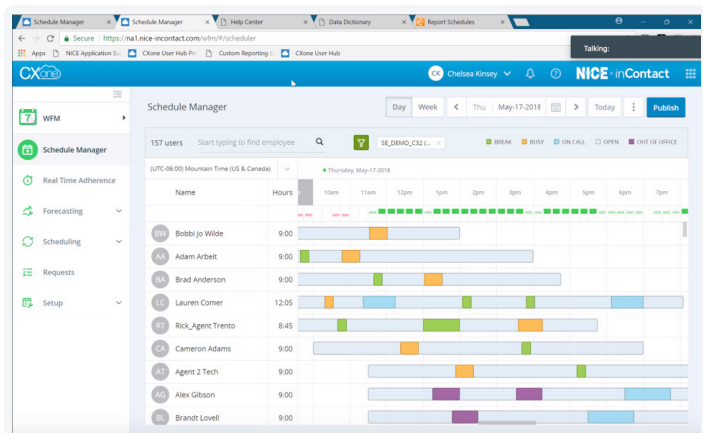
RingCentral Workforce Optimization is a proven and complete suite of tools built for the cloud and designed to improve customer experiences with better agent interactions and more efficient

transactions. Straightforward and cost-effective, RingCentral Workforce Optimization has the broadest range of tools to help you get the best value from your contact center.

RingCentral Workforce Optimization has it all:

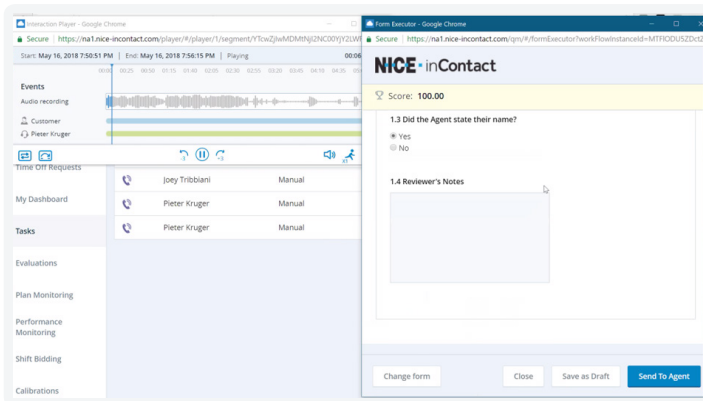
Workforce management

Build agent schedules, manage timelines, and empower agents with the ability to trade shifts.



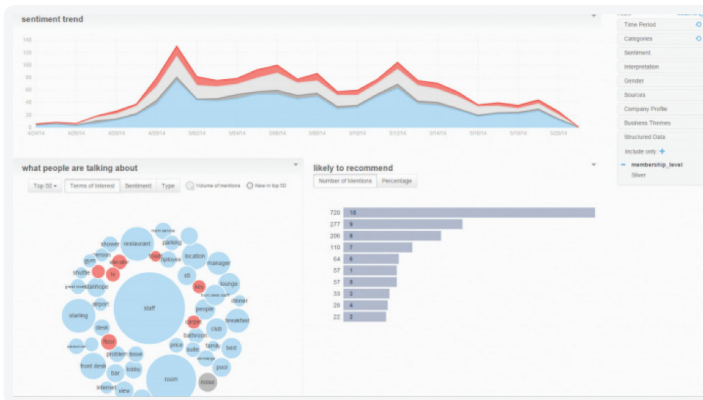
Quality management

Record calls and screens, create and manage review forms, calibrate reviews, and select calls to review.



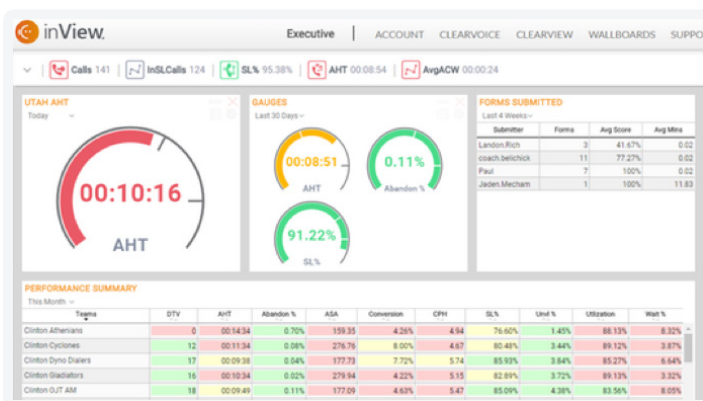
Omnichannel analytics

Search call recordings and text interactions for keywords, complaints, compliments, and sentiment analysis.



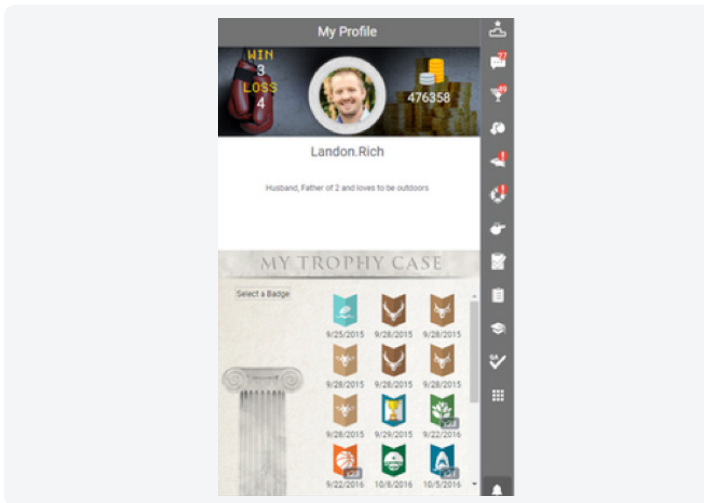
Performance management dashboards

Combine call and other contact statistics with customer accounts, CRM, or other back-end information to provide real insight into how the contact center is impacting your bottom line.

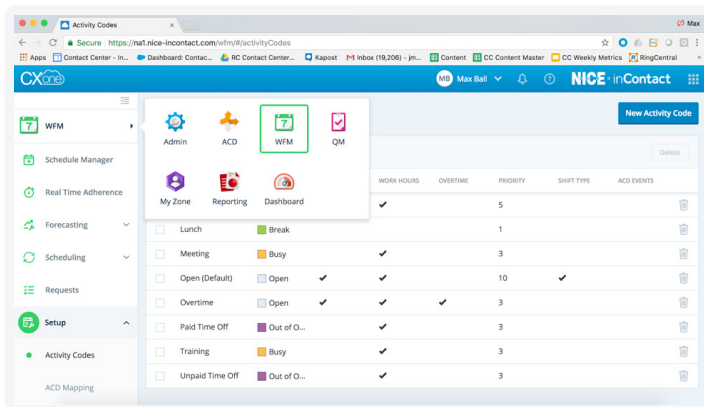


Gamification

Motivate agents to optimal performance with badges, rewards, and challenges.



Better together



The average contact center manages 20 different vendor relationships—something that would keep any manager awake at night.

When you power your contact center with RingCentral Office® and RingCentral Workforce Optimization, you will experience the full breadth of capabilities from telephony to collaboration, all from a single vendor.

Remember, you are not compromising on any of the components of your contact center. RingCentral provides market-leading tools for the Workforce Optimization suite combined with an omnichannel contact center solution and unified communications.

Providing value across all industries

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“Our real estate professionals conduct \$100 million worth of transactions each hour. Our call centers have to be up and running to their fullest extent, and the support reps need tools to answer questions quickly. RingCentral Contact Center makes that happen.”

– **Vernon Jones**, Vice President of Customer Support at Bright MLS

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“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 on how RingCentral Workforce Optimization works, check out our Workforce Optimization page at:

<https://www.ringcentral.com/contact-center/products/workforce-optimization.html>

Contact RingCentral Partner Support:
partners@ringcentral.com or 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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