

RingCentral Engage Digital™

WHAT IS RINGCENTRAL ENGAGE DIGITAL?

The **RingCentral Engage Digital** platform makes it easy for companies to meet customers wherever they are online. Leveraging an AI-based smart routing engine, RingCentral Engage Digital enables agents to efficiently manage customer interactions across all digital channels via a single interface.

WHY DO CUSTOMERS CHOOSE RINGCENTRAL ENGAGE DIGITAL?

Many contact center solutions extend to email, live chat, and some social channels. While voice is still a foundational element of customer support, emerging technologies introduce new channels upon which customers can communicate with or about your business.

Businesses that wish to go beyond voice and chat technology can use RingCentral Engage Digital to reach out to customers on all digital channels. With customer insights from CRM systems and social media identities aggregated on a single platform, businesses can provide more personalized and efficient experiences for customers.

RingCentral Engage Digital results include:

- Up to a 92% increase in first-contact resolution
- A 32% reduction in customer response time
- An 18% increase in agent productivity

Customers also see:

- Increased customer satisfaction
- Increased Net Promoter Scores
- Reduced manpower requirements
- Lowered costs

RINGCENTRAL PROFESSIONAL SERVICES AND YOUR ORGANIZATION

The RingCentral Professional Services team works to drive quality and ensure proper end-user adoption in all of our engagements. To do this, RingCentral adheres to PMI best practices by utilizing a project life cycle (PLC), or waterfall, model for project delivery and building upon the model for the modern customer. Traditionally, a PLC model requires strict adherence to gating events to move from stage to stage. However, RingCentral interjects aspects of the software development life cycle (SDLC), or agile, model to create a unique experience for every customer.

Key features include:

- Project management
- Technical consultation
- Increased adoption
- Proven methodology
- Network readiness assessment

CHOOSE YOUR OWN DEPLOYMENT

Choose from our three deployment packages built to get you started quickly with RingCentral Engage Digital at a lower cost. Use prebuilt integrations with popular email, chat, and social media applications to power your digital customer engagement.

Packages

	Starter	Standard	Premium
Agent Cap	Up to 10	Up to 25	Up to 25
Single Source Channel: Email OR Chat OR Social Media ¹	Yes	Yes	No
Email Source	Delegation	Delegation and/or redirect	N/A
Chat Source	Standard	Customization on colors; no images or chatbots	N/A
Messaging Channels	No	No	WhatsApp OR Apple Business Chat ²
Messaging Channel: Facebook Private Messenger ³	No	No	Yes
Qualifications	7	15	25
Standard Teams	3	3	0
Custom Teams	0	0	5
Migration	Standard	Standard	Standard
Survey	0	1	2
Rules Engine	5	10	15
Reply Assistant	0	1	2
Training: eLearn	Online	Remote: 2 hours	Remote: 2 hours
Timeline ⁴	20 days	30 days	60 days

¹ Social Media = Facebook, Twitter, Instagram, and YouTube.

² The customer must submit a business case for how they plan to use WhatsApps or Apple Business Chat so the Professional Services team can determine if they can set up channels in the Engage Digital solution.

³ Facebook Messenger is private not public (i.e., comments are not included).

⁴ Starts from when the resources have been assigned.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. 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'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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