

Automatic and on demand call recording

Automatic call recording offers an automatic way of recording inbound and outbound calls.

Once a call is recorded, it is stored in the cloud* and is available for playback and download at any time, from anywhere. Listen to the recording as many times as you would like in order to review the conversation or take notes.

Use your recorded calls for customer service evaluation, training purposes, and for keeping accurate compliance records.

This feature is included in RingCentral MVP Premium and Enterprise editions. On-demand calling recording is included in Standard, Premium and Ultimate editions.

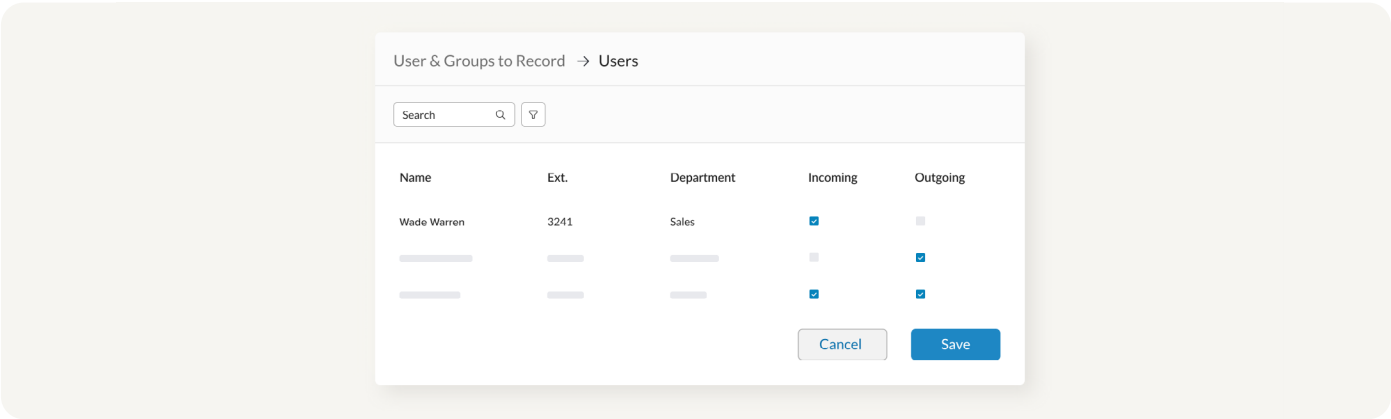


Features and benefits

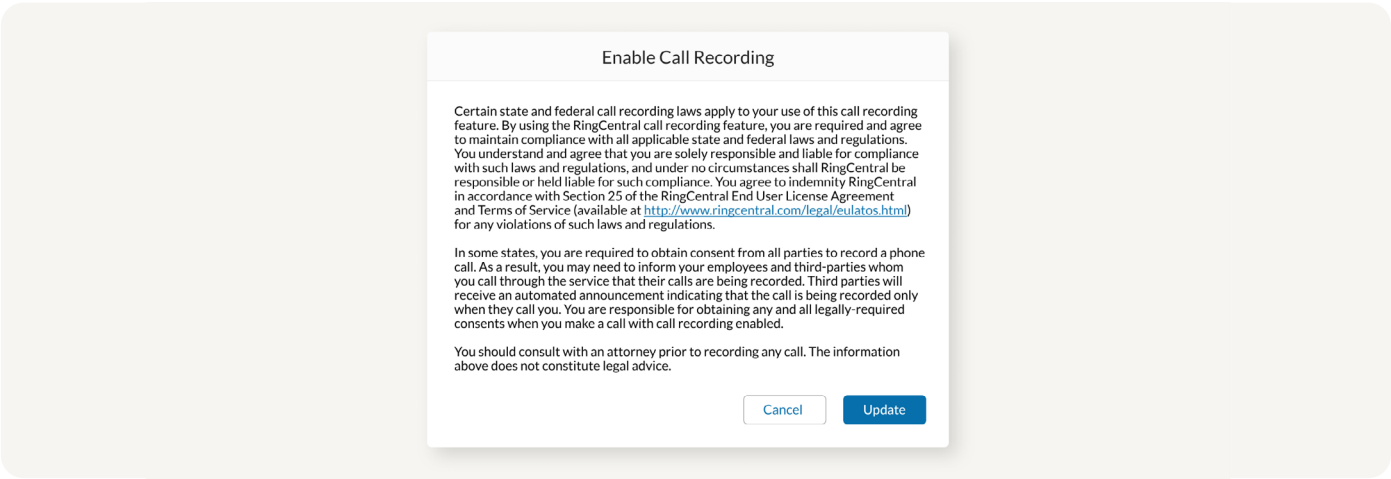
- Enable with a few simple clicks for one or multiple users, for **inbound** and/or **outbound** calls.
- Turn on automatic recordings for incoming calls to departments, such as Sales or Support.
- Record calls from **any device** on your RingCentral system.
- You do not need any additional equipment to record calls—it's all **done in the cloud**.
- Find all of your recorded conversations online in your RingCentral account call logs.
- Play, download, and **forward** recorded conversations as email attachments.
- Record conference calls or web presentations when detail and focus are essential.
- Review recorded calls for customer service or training purposes.
- Document conversations and keep accurate legal and **compliance records**.
- On demand call recording can be turned on live during any phone call. All parties are informed when on-demand call recording is turned on.

*Recordings are available for download and playback for up to 90 days, with up to 100,000 recordings per account.

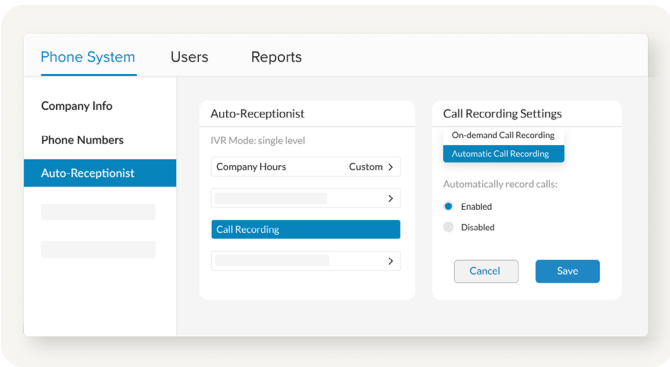
How it works



Select users and departments, and specify automatic call recording rules for each. Choose to record inbound and/or outbound calls for users, or just incoming calls for departments.

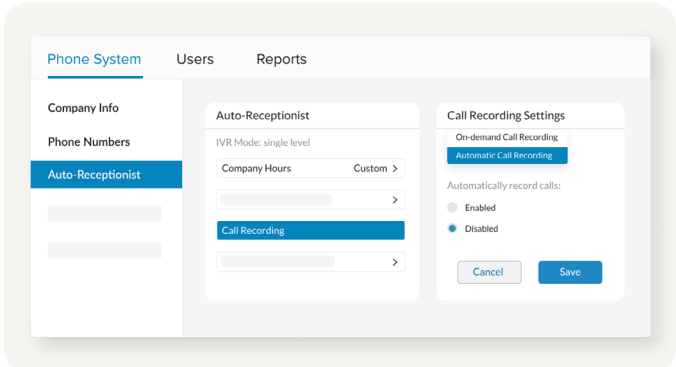


Read and accept legal disclaimer regarding compliance on call recordings.



When enabled, you can begin recording inbound and/or outbound calls for single or multiple users.

You can also enable recordings for any department for all inbound calls.



Automatic recordings are turned off by default and can be enabled or disabled any time by admin.

Call Recording Announcement

☒ **Default**

This call is being recorded. If you do not wish to be recorded, please disconnect at this time.

☐ **Custom**

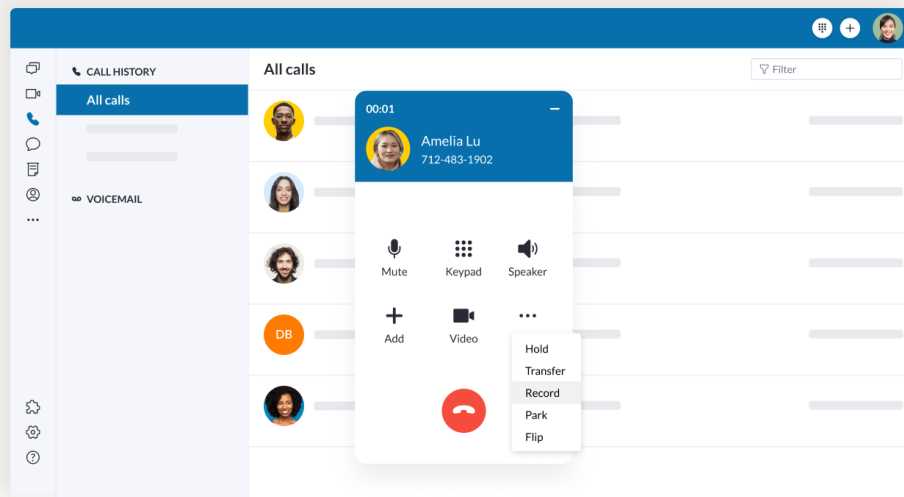


Cancel

Save

Customize your call recording announcement or use the system default.
This announcement will be heard by callers before automatic call recording begins.

How to use on demand call recording



In an active call, press *9 (star 9) to start recording your conversation.
To stop and save the recording, press *9 (star 9) again.

You can also tap the record button on your softphone and tap it once more to stop and save the recording.

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 business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. 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 offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. 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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