

RINGCENTRAL ARCHIVER



Seamlessly integrate your RingCentral solution with your preferred cloud storage provider to easily backup your communications data.

With RingCentral Archiver, starting from the time you set up, you can move both historical and current records to the cloud immediately resolving storage limitations and freeing up resources. Automatically save your RingCentral Video meeting

recordings, voicemails, recorded calls, text messages, and faxes to your cloud storage account and securely search and retrieve past records anytime.

FEATURES

Data storage

Store all the important communications data from your extension: RingCentral Video meeting recordings, voicemails, recorded calls, SMS text messages, and faxes.

Secure backups

Automatic backups happen on a regular interval with data securely transferred through SSL encryption.

Custom reporting

Easily create and export reports with custom filters. Filter and view status reports and archival times.

Intuitive search

Easily search stored data anytime from within your online administrative portal.

Reliable archiving

Self-service option enables users to re-archive failed uploads to their cloud storage account.

Flexible settings

Enable users to choose one or more of their communication data to be archived. Set up an archive of call recordings for all of their managed extensions as an administrator.

CUSTOMER BENEFITS



Seamless integration with Google Drive, Dropbox, Box, and Smarsh

Store all the important communications data from your extension: RingCentral Video meeting recordings, voicemails, recorded calls, SMS text messages, and faxes.



Scalable storage solution

Automatic backups happen on a regular interval with data securely transferred through SSL encryption.



Centralized access and control

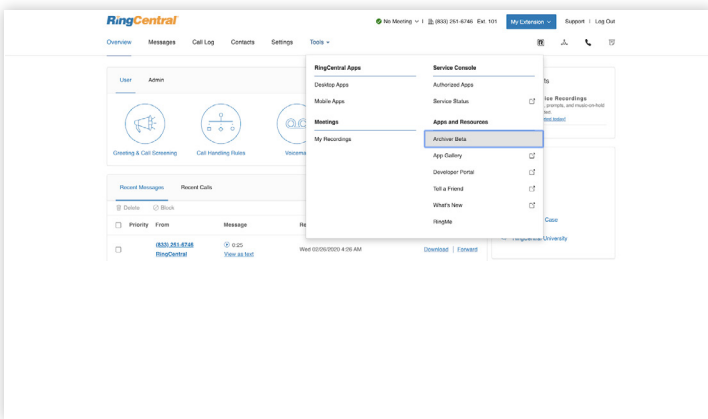
Easily create and export reports with custom filters. Filter and view status reports and archival times.



Streamlined management

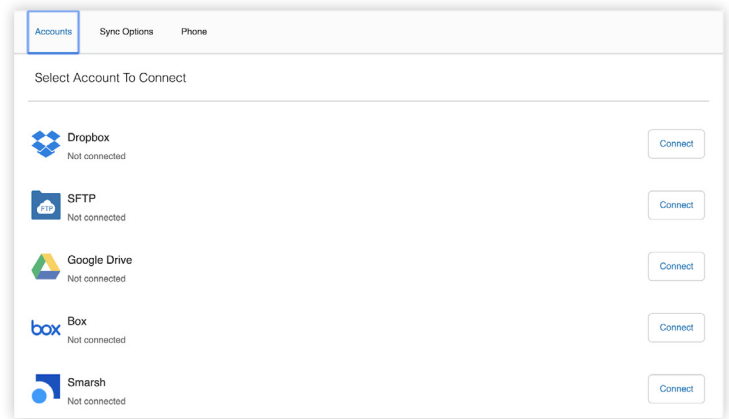
Easily search stored data anytime from within your online administrative portal.

HOW IT WORKS



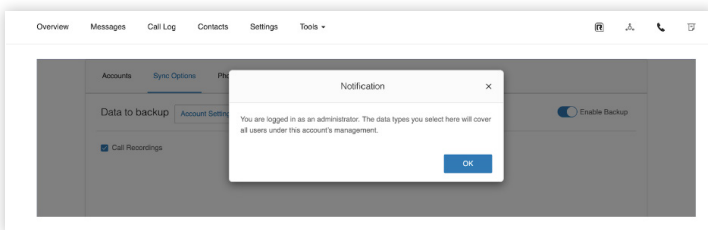
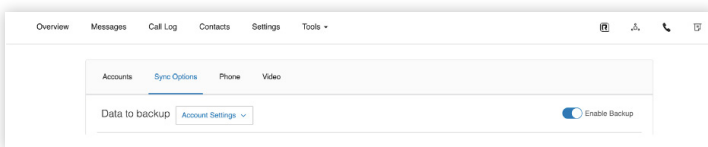
Online access

Access RingCentral Archiver from the Tools menu in your online admin portal.



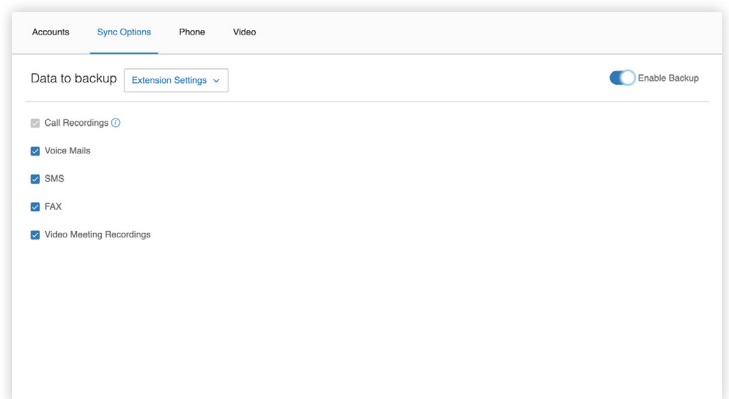
Integrated cloud services

Connect and authorize your RingCentral service with your cloud storage account of choice: Google Drive, Dropbox, Box, Smarsh or SFTP.



Account settings

If you're an administrator, select Account Settings to enable account-wide backups for recorded calls.



User settings

As a user, select what type of data to back up under Extension Settings. Choose from recorded calls, voicemails, text messages, and faxes sent to and from your extension.

TOOLS

The screenshot shows the 'Phone' tab in the RingCentral interface. It features a filter panel with the following options: 'Data Type' (dropdown), 'Direction' (dropdown), 'Data Created Last 30 Days' (calendar icon), 'More ^', 'From Phone Number' (text input), 'To Phone Number' (text input), 'Search by extension(s), separated by *,' (text input), 'Archived to Storage' (dropdown), 'Archive Status' (dropdown), 'Clear' (button), and 'Apply' (button). Below the filter panel is a table with columns: Type, From, To, Direction, Created, Archived, Storage, Status, and Action. The table contains five rows of data, all with 'Archived' status.

The screenshot shows the 'Phone' tab in the RingCentral interface. It features a filter panel with the following options: 'Data Type' (dropdown), 'Direction' (dropdown), 'Data Created 03/01/2020 - 04/07/2020' (calendar icon), 'More ^', 'From Phone Number' (text input), 'To Phone Number' (text input), 'Search by extension(s), separated by *,' (text input), 'Archived to Storage' (dropdown), 'Archive Status' (dropdown), 'Clear' (button), and 'Apply' (button). Below the filter panel is a table with columns: Type, From, To, Direction, Created, Archived, Storage, Status, and Action. The table contains five rows of data. The first and third rows have 'Failed' status and a 'Retry' action. The second, fourth, and fifth rows have 'Archived' status.

Custom filters and reports

Set filter options to create customized reports and easily export reports to spreadsheets. Filter by date, call direction, cloud storage, from and to phone number, and archived status.

Flexible re-archiving

Select and re-archive artifacts that have failed to successfully back up in the past.

REQUIREMENTS

- RingCentral Archiver is available for RingCentral Office® Premium and Ultimate customers.
- Supported browsers: Internet Explorer 11+ (Windows 7+), Firefox 46+ (Windows, Mac), Google Chrome 50 + (Windows, Mac), Safari 9.1+ (Mac)
- Supported cloud storage services: Google Drive, Dropbox, Box, Smarsh, and SFTP

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 global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. 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.