

What Does RingCentral Auto-Receptionist Do?

For many customers, a phone call is the first interaction they have with your business. You can make sure you never miss customer calls—or sales opportunities—with RingCentral Auto-Receptionist.

Included with all RingCentral Office® packages, RingCentral Auto-Receptionist answers all of your incoming calls with a professional greeting, then automatically transfers callers to the appropriate extension. Callers can dial by extension, dial by name, or choose from a menu to reach the correct department or person. Auto-Receptionist lets you manage calls more efficiently to improve your overall business operations.

How RingCentral Auto-Receptionist works



A caller calls your business number.



The call is answered by RingCentral Auto-Receptionist.



Automated options

Department

FAQs

Contacts

The caller is presented with a customized menu with options to reach the right department.



Office



Remote workers



Mobile

The caller is seamlessly connected to the right department.

Benefits of Auto-Receptionist

Optimized call handling: Lets you define rules for call handling to route calls to the appropriate department, extension, or voicemail inbox.

24/7 service: Provides information to callers around the clock.

Customization: Allows you to use different customized messages for calls received during business hours, holidays, and non-business hours.

Greater customer satisfaction: Eliminates wait times by responding to a caller immediately.

Auto-Receptionist features

Company call handling: Forward calls to any extension, multiple numbers simultaneously, outside lines, or directly to voicemail. The outside line can be anywhere in the US or world.

Call routing: Route callers to the appropriate destination, specific employee, or department extension.

Customized business hours: Establish call routing rules for business hours, after hours, weekends, holidays, or date; includes automated answering rules for the holiday season that revert automatically.

Menu options: Establish answering rules for the main company number and set language selection options, announcement-only options, and connection message selections.

Ease of use: Make changes to your auto attendant settings from anywhere on any connected device through the RingCentral mobile app.

Multi-level auto attendant: Create an account-wide call routing rule to handle incoming calls for multiple office locations within your organization.

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 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.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

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