



RingCentral Contact Center Recording

Meet compliance and quality needs with ease.

RingCentral Contact Center Recording provides secure, full-featured interaction and screen recording for audio and digital channels to satisfy contact center compliance and quality needs. Adhere to compliance regulations with capabilities to meet GDPR, PCI, and HIPAA standards, including encryption, automated and on-demand masking, consent-based recording, extensive retention options, and key management. As a core component of the RingCentral Contact Center™ platform, it's easy to set up and manage policies and use recordings for quality, coaching, and analytics activities, and use a single interface to search, playback, and monitor recordings and transcripts for all voice and digital channels.



Benefits

- Deliver regulatory requirements with ease.
- Ensure security in storage and transport.
- Find interactions in a flash and expedite setup time.
- Empower business users with an intuitive interface and simple permissions.
- Enjoy robust functionality to support global expansion.
- Relax knowing recordings are secure at all times, with HTTPS/SFTP protection while in transit, and 256-bit AES encryption at rest with per-tenant encryption keys managed by AWS Key Management Services. Or use your own key management service—you choose!
- The flexible lifecycle management lets you control the retention of your call and screen recordings and specify the time in active storage prior to long-term storage. You can also extract recordings for internal use or allow customers to provide their own AWS storage that is managed by their own lifecycle management policies and tools.
- Give your customers peace of mind with the ability to prompt them for consent and stop recording based on preference, promoting transparency and consumer trust in your privacy practices.

Maintain compliance and customer trust

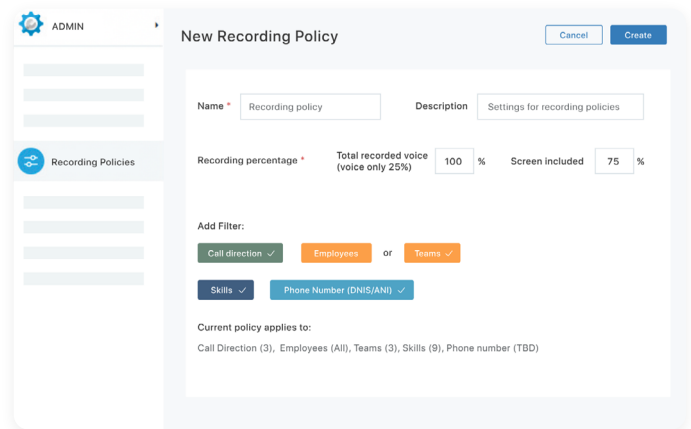
Meet regulatory requirements for PCI, GDPR, and HIPAA while recording up to 100% of interactions.

- Get robust compliance capabilities without the hassle with easy and intuitive configuration for all facets of recording—from recording rules to masking and storage.

Simplify recording management

Manage and locate your recordings instantly with intuitive navigation, effortless search interface, and quick permissions and policy configuration.

- An easy-to-use Interactions module, coupled with custom permissions and role-based access control, empowers managers, supervisors, and agents with a single place to access the voice recordings and digital transcripts relevant for their role using filters and free text search.
- Straightforward and uncomplicated policy management and rules-based recording allows you to set up and start recording across channels in minutes.
- Detailed audit trails and dynamic Business Intelligence reports provide metrics and recording status by channel, team, and skill to ensure your recording setup is delivering the desired results, and drill into data to identify gaps for improvement.
- With RingCentral Contact Center Recording woven throughout all facets of the RingCentral Contact Center platform, you can seamlessly leverage your recordings for quality management, interaction analytics, reporting, and dashboards—and ensure recording isn't an afterthought.
- Unified recording means no need to install and maintain third-party Automatic Contact Distributor (ACD) integrations and no issues syncing data.



Adapt to today's work-from-anywhere model

See and hear agent interactions anytime from anywhere for remote workforce success.

- Real-time screen monitoring lets supervisors remotely see agents' screens during voice and digital interactions in real time, and listen in, whisper to coach, and barge in, replacing the over-the-shoulder coaching you'd normally give in-office.
- Transition to a remote recording model safely and quickly. Easily and reliably record agents to meet compliance needs from anywhere with

no additional cost or effort, and say goodbye to messy and cumbersome installations that make remote transitions a nightmare.

- Agent screen recordings on multiple computer monitors during all voice and digital interactions—including during wrap-up time—provide insight into process adherence and efficiency gaps, whether agents are in-office or at home.

Support organizational collaboration and growth

Meet your recording, collaboration, and analytics needs now and into the future.

- Flexible parameters and easy configuration allow you to set granular recording rules, ranging from 100% recording, to ANI/direction/employee/skill-based recording, all the way to on-demand recording.
- Multilanguage with localization infrastructure future-proofs your investment and helps you achieve a global footprint.
- Collaborate with ease with the ability to annotate, tag, sticky note, and email a recording directly from the player, or download and export recording files.
- With the ability to append external business data points to RingCentral Contact Center recordings, you can search and create quality management plans with precision.
- Open APIs let you memorialize and access recordings and transcripts from your external CRM or database to keep a complete record of your customer interactions.

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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