RingCentral

RingCentral Customer Analytics

Your contact center. Your insights. Your way.

Create a data-driven culture where every employee can make better decisions, fast. With consolidated reporting and analytics from RingCentral, you can turn insights into results with data that is relevant, easy to consume, and actionable.

Turn insights into results

With insight at your fingertips, your options are limitless—you have the information you need to grow productivity, improve customer satisfaction, and transform your business.

Now you can drive measurable improvements and deeply understand the customer experience while taking advantage of historical and real-time information, easy customization, and simple and secure access to data. You can even tailor information based on your contact center roles (executive, manager, supervisor, business analyst, and agent) making RingCentral Customer Analytics both useful and easy to use.

Drive decisions with data.

Deliver actionable intelligence for everyone.

Gain insights from every interaction.

Get meaningful results immediately.

Turn guesswork into precise work in your contact center

RingCentral Interaction Analytics

- Analyze every interaction to understand operational trends and agent performance.

- Uncover what drives positive and negative business outcomes to continually improve performance.

- Detect dissatisfaction, even when customers don't tell you.

- Mitigate risk by ensuring that legal and compliance procedures are being followed.

RingCentral Reporting

- Get value out of the box with more than 90 prebuilt reports covering typical contact center reporting requirements.

- Use custom reports to address your unique reporting needs with over 250 predefined metrics and fields.

- Provide external reporting systems direct access to summary and detail-level data via a secure real-time connection.

RingCentral Feedback Management

- Unlock detailed customer insights to identify opportunities to improve.

- Get better results faster with best practice solutions built in.

- Get a full view of the customer journey, going beyond just the call center.

- Help agents see the total impact of their work with unfiltered feedback.

Drive decisions with data

Improve the speed and outcome of decisions.

- **Tackle the actual drivers of business outcomes,** like customer satisfaction, to create lasting improvements.

- **Increase profitability** by focusing on the best areas to save or spend for bigger impact.

- **Make sure everyone uses the most relevant data** to make smarter decisions.

Gain insights from every interaction

Use insights from unstructured customer interactions.

- **Analyze every interaction** to know where—and how—to improve.

- **Boost agent performance** by identifying improvement opportunities for individual agents.

- **Detect and resolve non-compliant actions quickly** before issues escalate.

Turn raw data into lasting impact

Make data relevant and easy to understand, and keep it all secure.

- **Provide data** that is relevant to everyone's roles and clear to interpret.

- **Access data directly** in real time for use by business intelligence tools.

- **Tailor reports** based on your exact needs with point-and-click customization.

- **Keep security risks low** while providing everyone the information they need.

Get meaningful results immediately

Standard reports and dashboards, common user security profiles, and integrated data sources from across RingCentral are ready when you are.
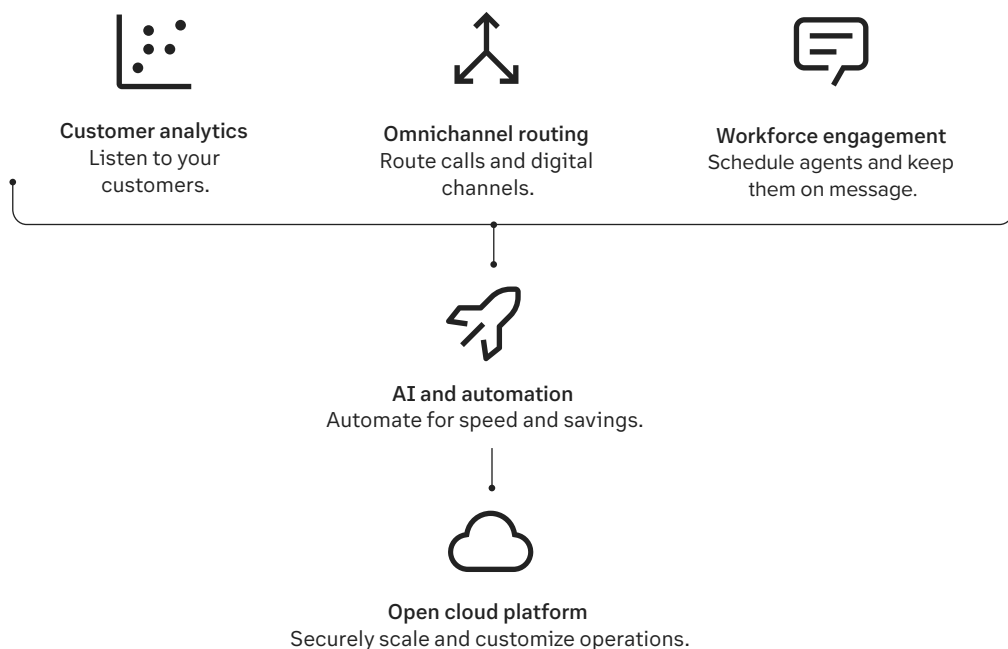
- **Gain value out of the box** with predefined reports designed to provide and share the contact center performance metrics you need, with great visuals.

- **Lower administration costs** with users, security, and other tasks centralized in a common portal.

- **Say goodbye to implementing and maintaining data** connections to third-party ACDs and other systems.

Every great experience starts in your contact center

Be first and stay first in your industry with RingCentral Contact Center™. Now you can power expectation-defying experiences for your customers and employees using an integrated platform that unifies best-in-class customer analytics, omnichannel routing, workforce engagement, automation, and artificial intelligence—all built on an open cloud platform. With RingCentral, moving faster and working smarter becomes your first advantage.

Only RingCentral delivers one unified experience, on one cloud native platform, along one proven path—all from one leader.

Customer analytics
Listen to your customers.

Omnichannel routing
Route calls and digital channels.

Workforce engagement
Schedule agents and keep them on message.

AI and automation
Automate for speed and savings.

Open cloud platform
Securely scale and customize operations.

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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