

RingCentral Engage Voice™ Interactive Voice Response (IVR)

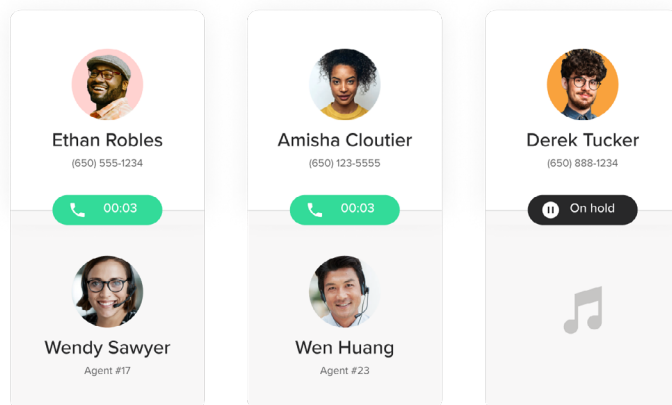
Powering the effortless customer experience

Interactive voice response systems (IVRs) are a key element of any contact center deployment, helping customers perform routine operations in a self-service manner at any time. They also help qualify your customers and enable more personalized interactions by leveraging information from a variety of systems like CRMs. IVRs enable simple calls to be handled automatically, giving your agents more time to handle more complex requests, for higher productivity overall. With the visual Engage Voice IVR, you get automation at its best with fewer points of customer abandonment. Every menu option, customer response, and automated menu selection is easy to incorporate or adjust using a simple drag-and-drop visual builder.



Maximize agent productivity

- Deflect simple calls in the IVR and carve out more time for complex interactions demanding real agent assistance.
- Qualify calls and display screen pops with contextual information to agents so that they can be as effective as possible when talking to your customers.
- Create the optimal experience for customer self-service and guide customers efficiently through prompts for connecting to the best available agent when necessary

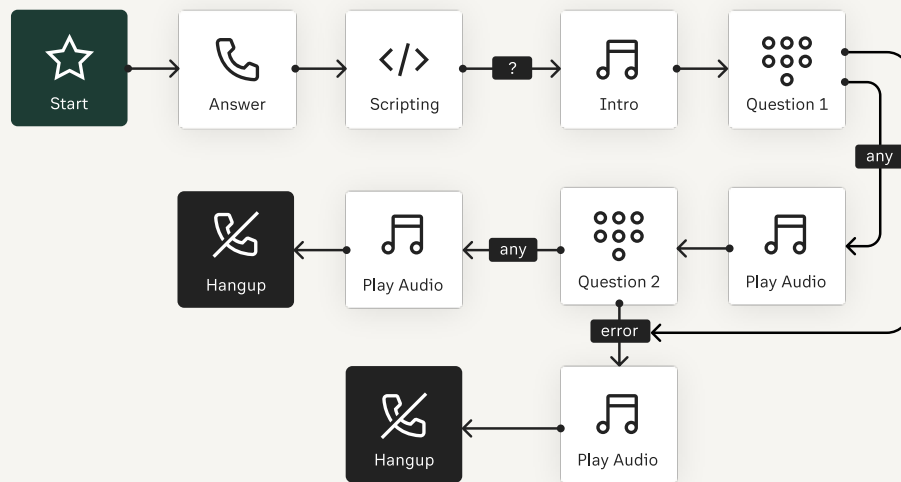


Maximize self-service, not costs

- Take advantage of our full self-service elasticity and only pay per usage, not per ports.
- Front end your locations with our cloud-based IVR and remove on-premises bottlenecks with our geo-based percentage distribution—get better distribution, lower wait time, and lower costs.
- Increase your self-service automation and reduce your human costs by optimizing the number of agents needed.

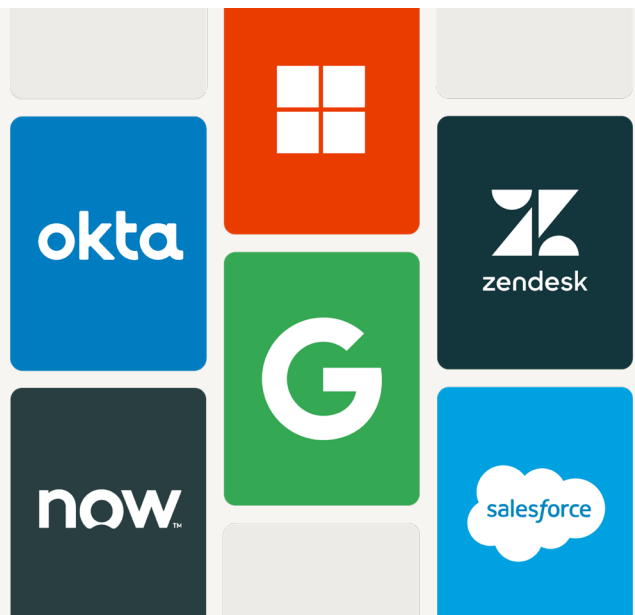
Increase customer satisfaction and first-contact resolution

- Enable customers to self-service and find information fast 24/7/365.
- Gather needed information so customers can reach the right agent right away, avoiding annoying back-and-forth transfers.
- Remove the need for customers to repeat information by capturing the necessary information and displaying it to the agent.



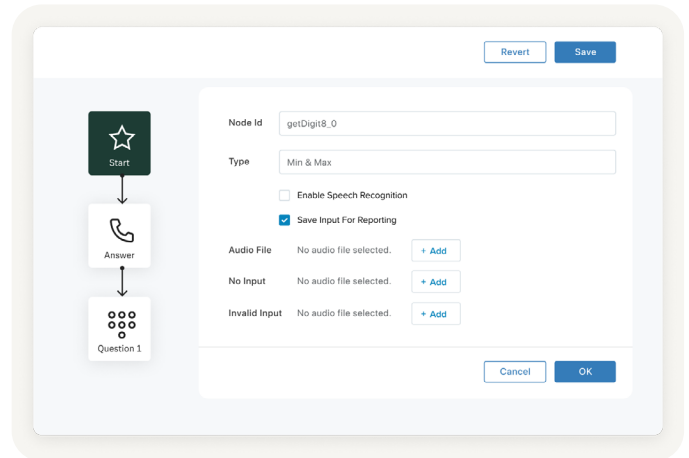
Take advantage of unlimited integrations

- Integrate with CRM systems via open APIs to retrieve additional customer details and improve qualification, resulting in routing to the agent with the right skills.
- Integrate with payment gateways via open APIs to offer fully automated payment services, eliminating the need for customers to talk to an agent.
- Integrate with back-office systems so customers can get automatic updates on their purchases and orders without the need to talk to an agent.



Easily customize your customer experience

- Make browser-based updates and changes with clicks, no code required, using the intuitive, visual drag-and-drop builder.
- Empower your contact center admins and supervisors to set up, update, and change IVR scripts as needed—with easy-to-use text-to-speech messages or recordings on the fly.
- IVR branching logic enables you to recognize customers, predict their intent, and proactively offer suggestions via the IVR, such as updating the customer on their flight status for that day.



Eliminate unnecessary agent interactions

Maximize agent time by automating FAQ responses, freeing your agents for more important customer interactions.



Get it right the first time

Improve customer service by increasing first-contact resolution, routing callers to the right agent the first time and reducing resolution time.



Maximize your budget

Save money with a solution that replaces costly agent positions.



Design the ideal solution

Customize your platform with ease or call upon our team to design the system that best serves your customers.

Key Features

Web-based drag-and-drop development environment

Take control of your customer experience without requiring a programming background with our easy-to-learn and easy-to-understand drag-and-drop development environment that only requires a browser to access.

Support for JavaScript

If your developers would rather code from scratch, they can build applications directly in JavaScript.

Call qualification

Pass on the right information about every call to make the best possible routing decision and to provide your agents with the best possible insight into what is going on with every call.

Inbound or outbound

Use IVR capabilities to streamline interactions and make every call count for both inbound and outbound situations.

Open access

Open APIs enable access to back-end systems, letting agents go to the source for all interactions and make direct updates into back-end systems for highly personalized customer interactions.

Text to speech (TTS)

Pass text to the IVR to be read to the customer, useful in cases of highly variable information retrievable from thirdparty systems (e.g., flight status or the amount due on a credit card payment) or in cases of major issues (e.g., emergency closure of a site).

Automated speech recognition (ASR)

Enable your customer to talk to the IVR, as opposed to relying on dual-tone multi-frequency (DTMF) entries.

Branching nodes

Take different paths in the IVR based on customer identification, enabling a more customized customer experience.

Business hours

Easily include a business-hour prompt in your IVR by populating our pre-built function with your hours of operation.

What our customers are saying

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“With RingCentral Engage, our agents now have the capabilities like automated outbound dialing and screen pop ups showing them the relevant details about the next company they’re calling.”

– Vasili Ikonomidis, Chief Information Officer

iPacesetters

“I love that we’re on RingCentral now.

It makes our jobs fantastic. We’ve had various other systems—and it was horrible. Now we’re on one platform, all in one place, and we go to one place for support.”

– Sarah Lawes, Sr. Director of Workforce Management & Analytics

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.

RingCentral

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