

RingCentral Analytics for IT and system administrators



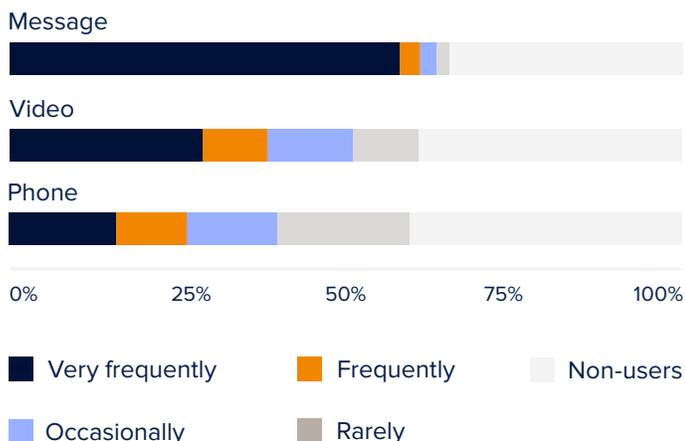
Say goodbye to cumbersome reporting and time-consuming, multi-step diagnosis and troubleshooting. With RingCentral Analytics, make system management and monitoring a breeze—identify issues easily, pinpoint and tackle problem areas, and ensure superior end-user satisfaction.

System and IT administrators play a pivotal role in “keeping the lights on” at every organization. Often working quietly in the background, these teams of ninjas ensure all systems are up and running and working as expected.

We offer IT admins a robust suite of reports and dashboards to make their lives easier while managing the RingCentral system. This single-pane view covers all aspects of RingCentral

communications and collaboration features: telephony, video meetings, and team messaging. Like the other aspects of the RingCentral system, the Analytics portal is web-based and can be easily accessed from anywhere, using any device of choice: desktop, tablet, or mobile phones.

Keeping IT needs and priorities in mind, RingCentral has designed the following reports and dashboard.



The Adoption & Usage report provides:

- End-to-end visibility into RingCentral Message, Video, and Phone usage across your organization.
- Deep dive into organization, site or department-wide, or user-level data to understand trends and preferences.
- Identify areas of low adoption and run training and change management programs to drive adoption.
- Derive and utilize actionable data to maximize your organization’s RingCentral investment.



United States, Saluda and 6 more

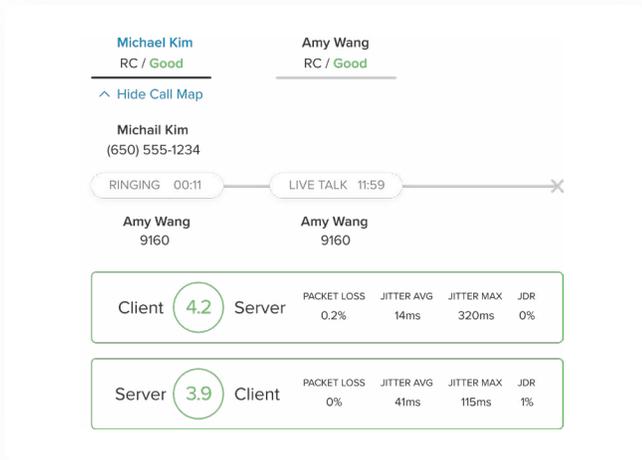
Total rooms	Offline	Total devices	Offline
137	51	534	7

With Rooms & Devices, you can:

- Track online and offline RingCentral Rooms™ and desk phones, globally and in real time.
- Monitor health and status of RingCentral Rooms' hardware and ensure smooth functioning.
- Proactively identify rooms with issues to analyze and fix outage causes.
- Proactively identify and resolve device issues to ensure user satisfaction.

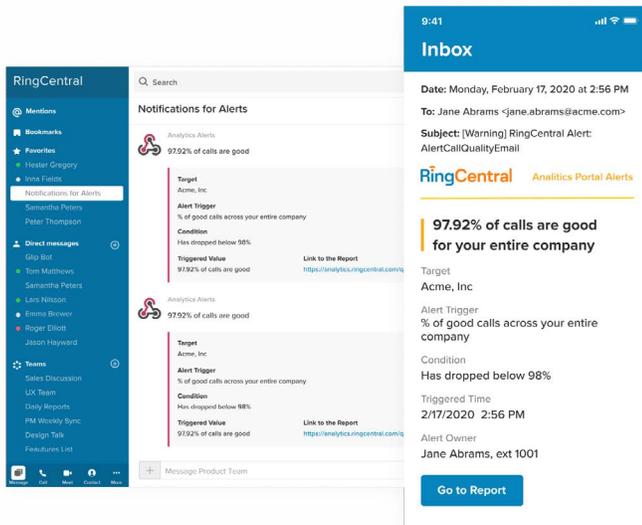
The Quality of Service report offers:

- At-a-glance overview of the global health and functioning of the RingCentral system.
- Option to identify potential issues by proactively monitoring quality for individual users, calls, and meetings.
- Ability to reactively drill down to troubleshoot and resolve issues.
- Easy-to-understand quality score and underlying data (MOS score, jitter, latency, packet loss, and codecs).



With Alerts, you can:

- Set up fully customizable rules for automated monitoring of call quality of service (QoS) and device registration status and get alerted via email or the RingCentral app when issues are detected.
- Alert notification information narrows down to the exact problem area, speeding up the resolution process.
- Choose one or many recipients for easier collaboration and fast actions.
- Monitor alert trends over time to identify persistent issues that require more in-depth analysis.



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 unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. 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'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.