

# RingCentral Managed Services for RingCentral Office® and Contact Center



RingCentral Managed Services provides the expertise and efficiency that allow you to focus on your business. In today's fast-paced business environment, companies are prioritizing digital initiatives and support for their remote workforces, but these added responsibilities often overwhelm IT teams. This is where help from external experts can save time and costs so businesses can focus on what they do best.

## RingCentral Managed Services: Overview

RingCentral Managed Services helps you with coverage, support, and peace of mind to ensure optimal uptime of your RingCentral Office and Contact Center solutions.

### RingCentral Managed Services includes:

- 24/7 global response center
- Incident monitoring and critical issues response
- Opening and updating of trouble tickets including Tier 1 triage
- Onboarding/offboarding
- Station and name changes
- Password resets
- Agent ID creations and deletions
- Prioritized routing to skilled resources
- Access to product-specific subject matter experts
- Basic voicemail and moves/adds/changes including auto attendant
- Support data and analytics



## Why choose RingCentral Services?

RingCentral Managed Services provides you with experts and support around the clock to ensure optimal uptime, minimize disruptions, and resolve issues. The monthly model of invoicing allows for better cost predictability.

### Process benefits:

- Eliminates multi-vendor dependence for tech-stack compatibility
- Identifies, predicts, and addresses issues—one process for both RingCentral Office and Contact Center
- Speeds resolution with access to experts working alongside your IT staff
- Improves efficiency and utilization to ensure business continuity
- Utilizes our full range of services to develop a customized solution to meet your needs

### Business benefits:

- Minimizes risk and maximizes time with reliable services
- Allows for expense and budgeting predictability
- Centralizes administrative tasks and mitigates risk
- Improves efficiency and network optimization
- Allows a seamless transition from go-live to Day 2 support
- Improves employee experience and productivity

Ready to get started? Contact your account executive today to see how RingCentral Managed Services can give your business an edge.

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For more information, please contact a sales representative. Visit [ringcentral.com](https://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™) platform. RingCentral offers three key products in its portfolio including RingCentral Office®, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; Glip®, the company's free video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral Contact Center™ solutions. RingCentral's open platform integrates with leading third-party business applications and enables you 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](https://ringcentral.com)

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