RingCentral

Multi-site support

RingCentral's multi-site support feature provides unparalleled flexibility in communications management for today's distributed business landscape.

Growing businesses today typically comprise a complex mix of operations and a variety of service functions spanning many sites. As companies scale and grow, their expansive network of locations creates complicated operations with unique management challenges.

If you are a company with operational functions spread across many sites, you need to be able to manage and track performance by site. RingCentral empowers you to provision independent account configurations to your sites, uniquely registering each of your sites so you can individually manage them within your account.

Essentially, each of your sites can be equipped with its own unique set of features and settings, including individualized outbound caller ID, call handling rules, and the ability to track usage and performance by site rather than at the company level. Customizable administrative permissions provide the flexible option of localized site management to help meet the demand of scaling your business operations.

Multi-site support is available to RingCentral Office® Premium and Ultimate customers.

Features and benefits

Convenient management

Allows account administrators to easily manage the users, phone numbers, and devices across all sites, without the use of external management tools.

Individualized outbound caller ID name per site

Enables branch offices to easily distinguish their operations within the company.

Custom call handling rules per site

Each site can set individualized call handling rules according to their different time zones, company hours, language preferences, and more.

Localized management per site

Delegation of administrative capabilities at the site level allows for efficient management in fast-paced environments.

Dial-zero options per site

Provides flexibility for a site to customize its own call routing flow for when inbound callers dial zero instead of automatically directing them to the entire company's top-level menu.

Performance tracking by site

Empowers users to efficiently track and attribute individual site performance within the larger company view.

How it works

RingCentral offers Multi-Site Settings to help you configure an account to support multiple sites. Requires Multi-level IVR mode to be enabled. Single-level IVR settings need to be reconfigured to Multi-level IVR to enable multi-site.

Easily set your site's individualized outbound caller ID within the site wizard.

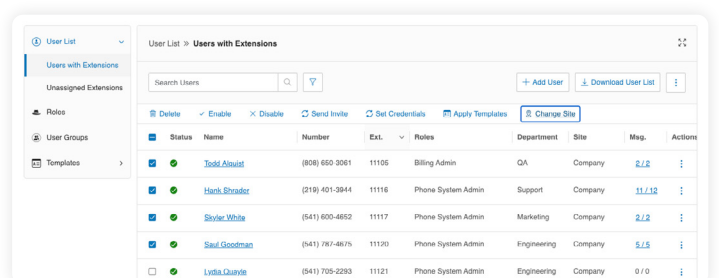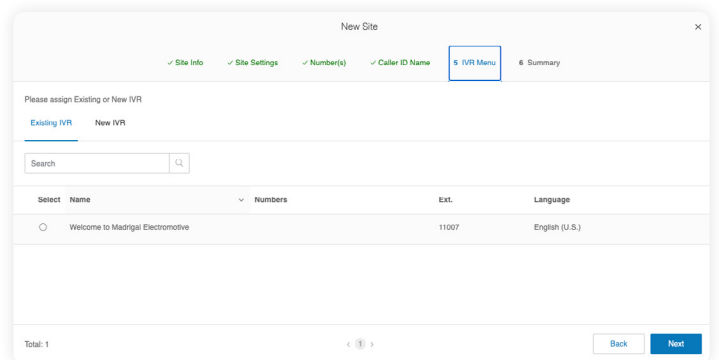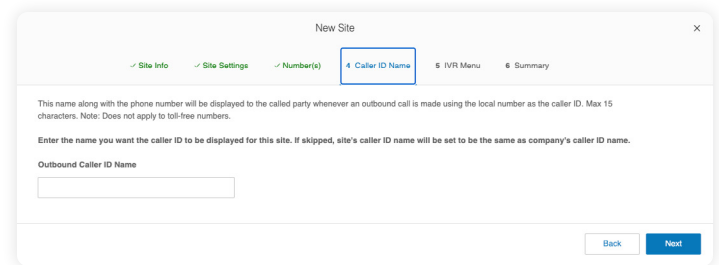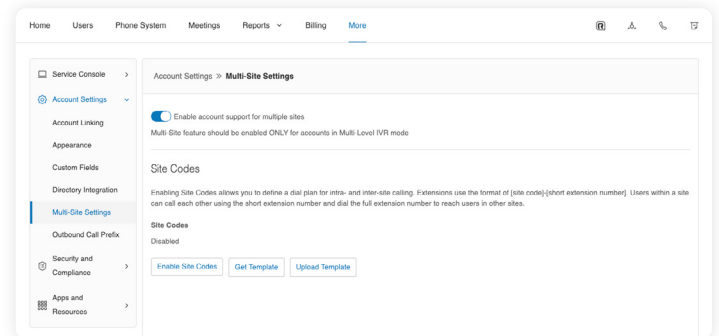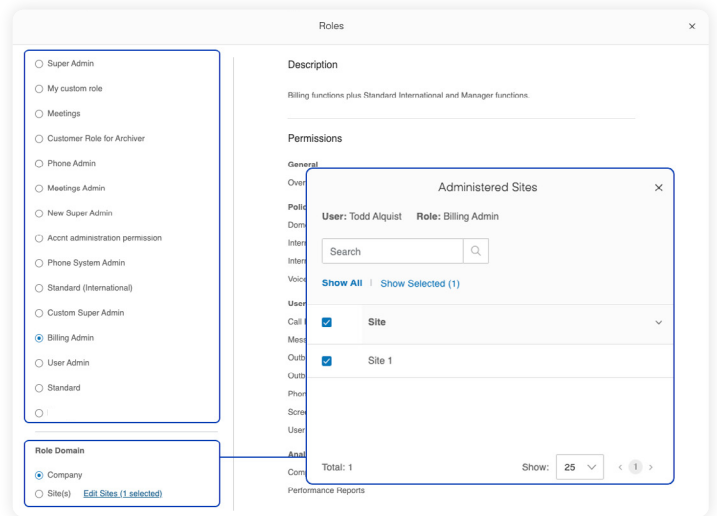Create custom IVR menus for each of your sites according to their unique site settings.

Assets such as users, IVR menus, and call queues can easily be assigned to another site within the account.
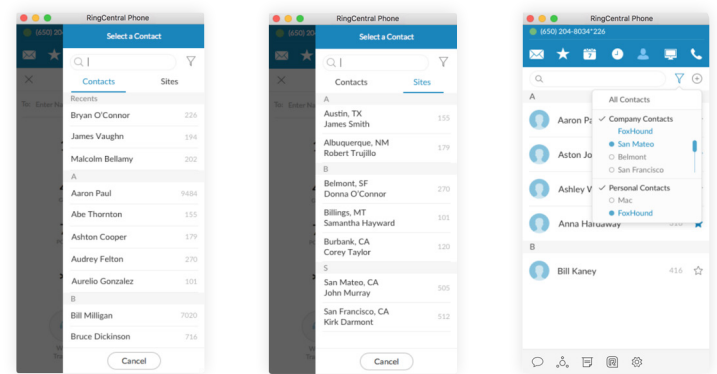
Account administrators can assign administrative permissions to local site managers for more efficient management.

Track assets by site for accurate attribution within your company's operations.
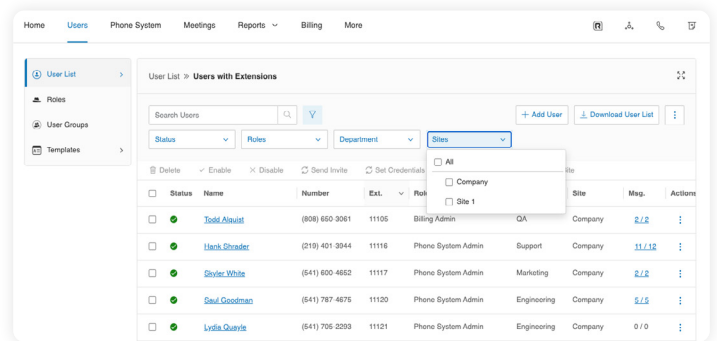
Call attendants can drill down by site or person when routing inbound callers on the RingCentral Phone™ desktop application.

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.

RingCentral®

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