# 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<sup>®</sup> 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.

#### 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.

#### 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.

Home Users Phone	System Meetings Reports - Billing More 🔞 & %, 17
Service Console >	Account Settings >> Multi-Site Settings
<ul> <li>Account Settings          <ul> <li>Account Linking</li> <li>Appearance</li> </ul> </li> </ul>	Enable account support for multiple altes Multi-Sito feature should be enabled ONLY for accounts in Multi-Level IVR mode
Custom Fields Directory Integration	Site Codes Enabling Site Codes allows you to define a dial plan for inter- and inter-ate calling Estensions use the format of plan code}/othort extension number/. Users within a site
Multi-Site Settings	can call each other using the short extension number and dial the full extension number to reach users in other sites.
Outbound Call Prefix	Disabled
Security and     Compliance	Enable Site Codes Get Template Upload Template
Resources >	

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

. If skipped, site's caller ID name will be set to be the same as company's caller ID name.
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4 Caller ID Name 5 IVR

New Site

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

	New Site								×
		✓ Site Info	✓ Site Settings	√ Number(s)	✓ Caller ID Name	5 IVR Menu 6	Summary		
Please assi	gn Existing or New IVR								
Existing IV	/R New IVR								
Search		Q							
Select	Name		~ Numbers			Ext.	Language		
0	Welcome to Madrigal Electr	omotive				11007	English (U.S.)		
Total: 1				< 1	>			Back	Next

Assets such as users, IVR menus, and call queues can easily be assigned to another site within the account.

(i) User List ~	User List »	Users with Extensions							83
Users with Extensions Unassigned Extensions	Search Use	es O	. 7			+ Add User	上 Downlos	ad User List	•
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Tomplates >		Todd Alquist	(808) 650-3061	11105	Billing Admin	QA	Company	2/2	1
		Hank Shrader	(219) 401-3944	11116	Phone System Admin	Support	Company	11/12	1
		Skyler White	(541) 600-4652	11117	Phone System Admin	Marketing	Company	2/2	1
		Saul Goodman	(541) 787-4875	11120	Phone System Admin	Engineering	Company	5/5	÷
		Lvdia Quavle	(541) 705-2293	11121	Phone System Admin	Engineering	Company	0/0	

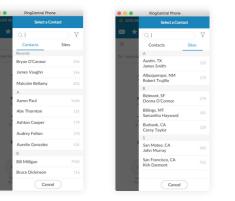
## Account administrators can assign administrative permissions to local site managers for more efficient management.

	Roles	×
O Super Admin	Description	
O My custom role	Billing functions plus Standard International and Manager functions.	
<ul> <li>Meetings</li> </ul>		
O Customer Role for Archiver	Permissions	
O Phone Admin	General	_
O Meetings Admin	Over Administered Sites >	<
O New Super Admin	Polic User: Todd Alquist Role: Billing Admin	
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O Phone System Admin	Intern	
<ul> <li>Standard (International)</li> </ul>	Voice Show All   Show Selected (1)	
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O Site(s) Edit Sites (1 selected)	Performance Reports	

Track assets by site for accurate attribution within your company's operations.

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	Sisyler White	(541) 600-4652	11117 Phone System Ac	dmin Marketing	Company	2/2	1
	Saul Goodman	(541) 787-4675	11120 Phone System Ac	dmin Engineering	Company	5/5	-
	U Sussie	(541) 705-2293	11121 Phone System Ac	dmin Engineering	Company	0/0	1

Call attendants can drill down by site or person when routing inbound callers on the RingCentral Phone<sup>™</sup> desktop application.





For more information, please contact a sales representative. Visit <u>ringcentral.com</u> 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 onpremises 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, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

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