You’ve implemented RingCentral Office® for your communications platform and are now ready to roll it out to your team. But your internal resources are slammed with other projects. RingCentral Enhanced Training provides your team with the assurance of a designated training professional who will provide a high-touch, enhanced level of consultation and customize training programs to meet your requirements to give your administrators and users the skills they need to perform successfully. Enhanced Training is ideal for any company desiring specialized expertise in coordinating and presenting live remote training that will help lead to better adoption of RingCentral Office.

**What is RingCentral Enhanced Training?**

Consultation and customization of training to meet your organization’s unique needs.

**Key features**

**Training needs assessment**
A dedicated training specialist will meet with your team to assess your training needs and create a specific training curriculum based on your unique needs.

**Assigned training specialist**
A dedicated training specialist will guide you through the entire training engagement to ensure your training goals are met.

**Flexible personalized training**
Our program makes training easier on you and your employees, and helps ensure successful end-user adoption. RingCentral Enhanced Training includes instructor-led remote user training, with sessions scheduled during standard business hours to ensure greater attendance.
Customer benefits

- Ensure your training curriculum aligns to your organization’s objectives to drive adoption.
- Reduce the time IT resources need to spend on training users and troubleshooting common user questions.
- Flexible scheduling of classes within standard business hours ensures greater attendance on remote training.
- A dedicated training specialist delivers training to excite your team and achieve your training objective.

Offer details

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<th></th>
<th>Standard</th>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
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Below is an example of suggested courses that can be combined to fit within the 20 hours included in the Gold package. Your dedicated training consultant will recommend courses based on your unique training needs. For additional course information, click here.

End user courses

- End User Basics
- Front Office Staff (EA’s and Receptionists)
- RingCentral Video/RingCentral Meetings
- RingCentral App
- RingCentral Webinar
- Train the Trainer

Admin courses

- Admin Basics
- Troubleshooting for Helpdesk Agents
- Introduction to Reporting & Analytics
- Analytics: Using Quality of Service Reports
- Custom Call Queue Training
- RingCentral Rooms

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.