

## RingCentral Professional Services™ UC Enhanced Training



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

### What is RingCentral Enhanced Training?

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.

### 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.
- Flexible scheduling of classes within standard business hours ensures greater attendance on remote training.
- Reduce the time IT resources need to spend on training users and troubleshooting common user questions.
- A dedicated training specialist delivers training to excite your team and achieve your training objective.

## Offer details

	Standard	Bronze \$5,000	Silver \$10,000	Gold \$15,000
Training consultant hours	N/A	2 hours	4 hours	6 hours
Custom training plan	N/A	Included	Included	Included
Remote instructor-led training	4 hours	10 hours	15 hours	20 hours

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	Admin courses
End User Basics	Admin Basics
Front Office Staff (EA's and Receptionists)	Troubleshooting for Helpdesk Agents
RingCentral Video/RingCentral Meetings	Introduction to Reporting & Analytics
RingCentral App	Analytics: Using Quality of Service Reports
RingCentral Webinar	Custom Call Queue Training
Train the Trainer	RingCentral Rooms

For more information, please contact a sales representative. Visit [ringcentral.com](http://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™) global platform. 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 offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. 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.

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