

RingCentral Contact Center Personal Connection Dialer

Get the most from your outbound campaigns

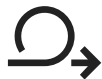
RingCentral Contact Center Personal Connection is a proactive outbound dialer that helps increase revenue and decrease hang-ups. Inside sales teams can meet their quotas more easily by reaching more prospects each day. Customer service teams can reduce inbound calls by proactively reaching out to customers.



Key Features



No-pause predictive dialer to reduce hang-ups



Dynamic list management to deactivate or delete calling lists



Flexible dialing options to ensure regulatory compliance



Blend inbound and outbound interactions across channels

Key Benefits

- Improve outbound contact performance
- Target areas for improved production
- Provide agent coaching and mentoring
- Make quick, informed decisions to minimize compliance risks
- Deliver a better customer experience
- Quickly enable staff and services anywhere

Web Consultation

Get the most from your dialer with a 3-hour best practice web conference consultation with a RingCentral Contact Center Product Expert. Learn how to:

- Configure your dialer skill(s) to meet your business objectives
- Optimize your outbound communications with the proper dialer strategies
- Meet compliance regulations effectively
- Transform your contact center operation

Onsite Workshop

Meet with a RingCentral Contact Center Product Expert for a full day, in-person workshop to analyze your dialer performance and provide advice on how to improve contact rates. Your Product Expert will:

- Ensure you have a complete understanding of the Personal Connection dialer functionality
- Review your skill configuration settings, dialing modes, scripting options, and desired outcomes
- Walk through recommended configuration changes and associated benefits
- Provide additional insight through a Q&A session

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 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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