

# RingCentral Workforce Engagement Management

Productive agents and  
loyal customers



Agents comprise more than two-thirds of the cost of your contact center and are the face of your company for your customers. Investing in their performance improves overall agent satisfaction, reduces churn, and ultimately helps you build better customer relationships. To maintain your competitive edge in the age of omnichannel engagement, it's crucial to build a more efficient contact center and elevate customer satisfaction without increasing your overheads.

## Many ways to maximize performance

RingCentral Workforce Engagement Management (WEM), previously referred to as Workforce Optimization (WFO), is a game changer for your contact center. Benefits reported by our customers include:



### Workforce management

Proper scheduling to maximize coverage and minimize idle agent time



### Quality management

Feedback, coaching, and measurements to improve agent performance



### Interaction analytics

Analytics to anticipate trends and customer needs



### Performance management

Insight into business impacts on the contact center



### Gamification

Gamification to engage and motivate agents

## A full suite built for the cloud

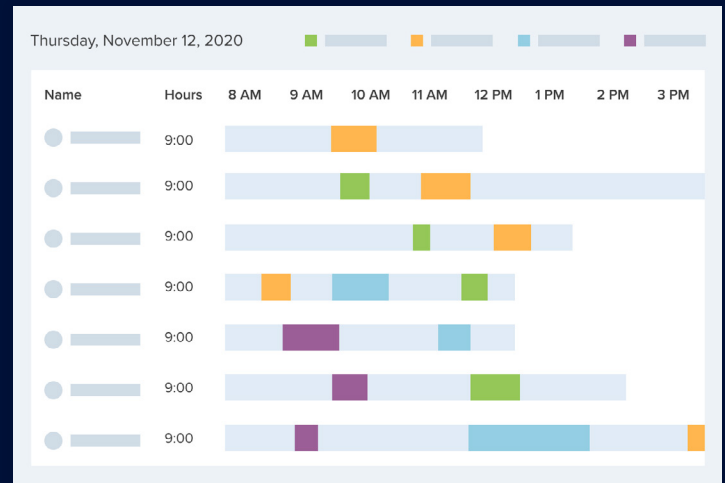
RingCentral Workforce Engagement Management is a proven and complete suite of tools built for the cloud and designed to improve customer experiences with better agent interactions and more efficient transactions. Create a “feel good”

environment for your agents, and they will keep your customers satisfied. Straightforward and cost-effective, RingCentral WEM has the broadest range of tools to help you get the best value from your contact center.

## RingCentral Workforce Engagement Management has it all

### Workforce management

Build agent schedules manually or use the intelligent automatic scheduler. Manage timelines and empower agents with the ability to trade shifts among themselves. With greater pressure on contact centers to offer remote working in order to attract and retain the best agents, it's crucial to access the right tools to manage a dispersed workforce. RingCentral WEM provides the management tools you need to supervise remote workers and enables you to deliver a better employee experience, turning your contact center employees into satisfied agents.

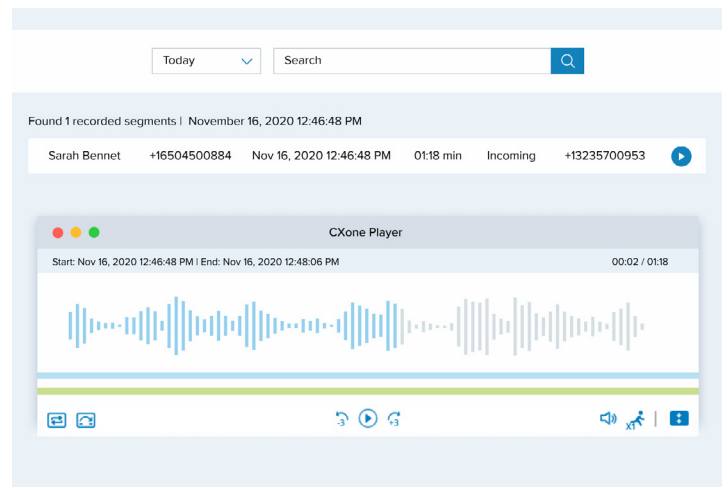


### Quality management

Record calls and screens, create and manage review forms, calibrate reviews, and select calls to review. Improving the customer experience through high-quality interactions is a great way to increase customer satisfaction, which leads to higher retention.

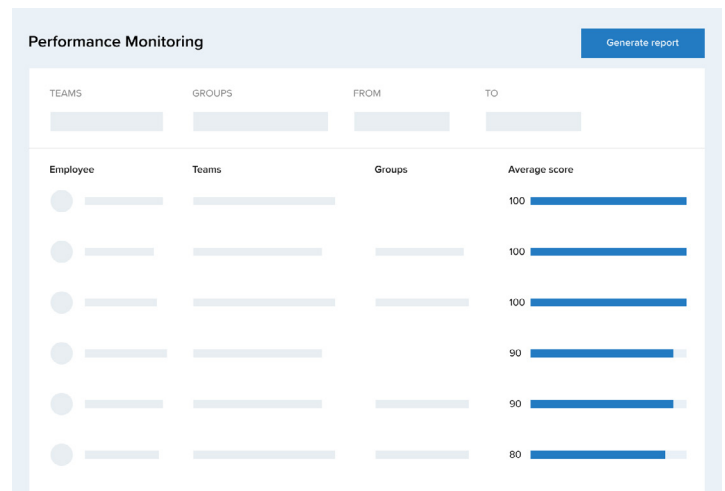
### Interaction analytics

Search call recordings and text interactions for keywords, complaints, compliments, and sentiment analysis. These are great tools to identify communication areas that require special attention early and to anticipate and respond to upcoming challenges.



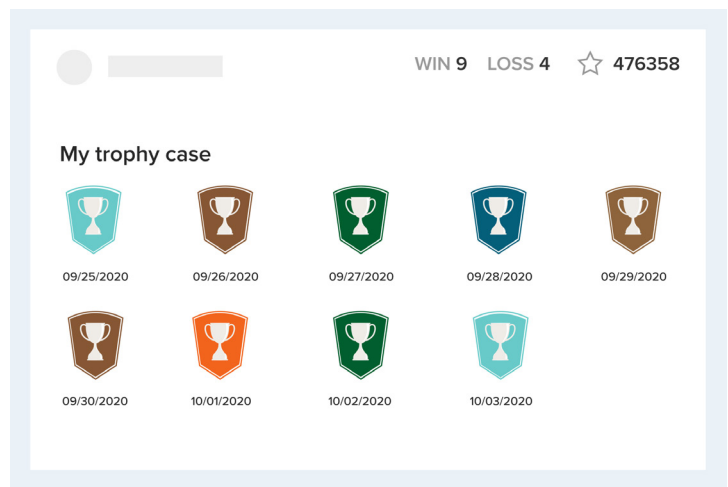
## Performance management dashboards

Combine call and other contact statistics with customer accounts, CRM, or other back-end information to provide real insight into how the contact center is impacting your bottom line. Say goodbye to multiple applications measuring performance since toggling through them is just counterproductive.



## Gamification

Motivate agents to reach their optimal performance with reward badges, rewards, and challenges. This keeps your agents focused on their key objectives and will give them a sense of pride in what they achieved.



## Better together

The average contact center manages 20 different vendor relationships—something that would keep any manager awake at night.

When you power your contact center with RingCentral Office®, RingCentral Contact Center™, and RingCentral WEM, you will experience the full breadth of capabilities from telephony to collaboration, all from a single vendor.

Remember, you are not compromising on any of the components of your contact center. RingCentral provides

market-leading tools for the Workforce Engagement Management suite combined with an omnichannel contact center solution and unified communications.

RingCentral WEM offers degrees of granularity according to the specific needs of your contact center management.

## Providing value across all industries



“Our real estate professionals conduct \$100 million worth of transactions each hour. Our call centers have to be up and running to their fullest extent, and the support reps need tools to answer questions quickly. RingCentral Contact Center makes that happen.”

– **Vernon Jones**, Vice President of Customer Support at Bright MLS



“RingCentral Contact Center is an omnichannel solution that helps people using Pharmacy2U to choose their preferred method of communicating, via voice, chat, SMS, email, and more. The platform also includes tools to help Pharmacy2U optimize staff scheduling and improve contact center efficiencies.

– **Andy Williams**, Director of Customer Care for Pharmacy2U

For more information, please contact one of our solution experts. Visit [ringcentral.com](https://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.

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