



RingCentral Professional Services™

Advanced Contact Center Support

Enjoy enhanced service and day-2 support for RingCentral Contact Center™ Deployments.

What is RingCentral Advanced Contact Center Support program?

RingCentral Advanced Contact Center Support is a key program in our Professional Services portfolio that provides enhanced services beyond our standard contact center support. This advanced technical support service has been designed as a collaborative effort between our customers' troubleshooting team and our high-skilled resources which allow technical support cases to be resolved quickly and maintain business continuity.

RingCentral Contact Center Advanced Support is ideal for companies with multiple locations, complex network infrastructures, native application integrations, or those desiring specialized expertise in Move, Adds, Changes, Deletes (MACD) work and troubleshooting.

Key features

- 24 x 7 support provided using follow-the-sun model.
- Dedicated support phone number with priority call routing. Priority routing is also available for cases opened on RingCentral's support portal.
- Assigned Technical Account Manager (TAM)—a professional which reviews support cases, address technical issues and drives resolutions.
- Professional Services (PS NOW) hours to maintain RingCentral Contact Center™ service.

Benefits

- Simplified RingCentral support with expedited technical know-how and coordinated problem resolution.
- Dedicated resources reduce hold times and waiting for the next available agent.
- Shorter response times for escalated process issues.
- Reduce IT resources needed to keep up and maintain the phone system.
- Enhance IT operations performance with best practices.
- Fixed recurring price allows for budget predictability.

| Pricing (Per Month) | Bronze | Silver | Silver+ | Gold | Gold+ | Platinum |
|--|---------------|----------------|----------------|----------------|----------------|----------------|
| USD | \$900 | \$1,800 | \$3,600 | \$6,000 | \$9,000 | \$12,000 |
| Technical Account Manager (TAM) | Included | Included | Included | Included | Included | Included |
| Contact Center TAM Engagement Hours | Up to 4/Month | Up to 12/Month | Up to 20/Month | Up to 32/month | Up to 48/month | Up to 64/month |
| Live Phone Support | 24/7 | 24/7 | 24/7 | 24/7 | 24/7 | 24/7 |
| Priority Phone Call/ Web Case Routing | Included | Included | Included | Included | Included | Included |
| Additional TAM | N/A | \$480 | \$720 | \$1,200 | \$1,800 | \$2,400 |
| PS NOW Hours | Up to 2/month | Up to 6/month | Up to 9/month | Up to 12/month | Up to 14/month | Up to 16/month |

* Enterprise Support requires a 12-month contract.

* Maximum of 3 (three) people within a company can contact the Advanced Contact Center Support team.

* PS NOW Hours can be used for MACD work and to maintain existing deployments. Hours can also be used for training courses—Agent Basics, Reporting Basics. Unused hours expire at the end of the month and do not carry over.

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.

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com



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