

Advanced Contact Center Support

Enjoy enhanced service and support from your own designated RingCentral Contact Center™ team.

WHAT IS THE RINGCENTRAL EXTENDED CONTACT CENTER SUPPORT PROGRAM?

As part of our Professional Services portfolio, the RingCentral Contact Center Support program offers an advanced level of Contact Center service and support. This helps ensure that your organization can provide its customers with the absolute best call center experience possible.

RingCentral Contact Center Support is ideal for companies looking to optimize their call response times. For instance, by enabling skills-based routing, you can improve overall contact center efficiencies by quickly connecting callers to the agents who can best handle their requests.

KEY FEATURES

- An assigned Technical Account Manager—a professional who advocates on behalf of your organization to address specific technical issues and needs.
- Dedicated support phone number with priority call and case routing.
- Case tracking and management with proactive notifications.

BENEFITS

- Access expedited technical know-how and coordinated problem resolution.
- Receive proactive case management and monitoring for potential issues.
- Reduce IT resources needed to upgrade and maintain your phone system.
- Boost IT operations performance with best practices and trends.

Packages

	Bronze	Silver	Silver +	Gold	Gold +	Platinum
Technical Account Manager (TAM)	Included	Included	Included	Included	Included	Included
Contact Center TAM engagement hours	Up to 4 hrs/mo	Up to 12 hrs/mo	Up to 20 hrs/mo	Up to 32 hrs/mo	Up to 48 hrs/mo	Up to 64 hrs/mo
Live services and support: Phone, web, and chat Priority routing	24/7	24/7	24/7	24/7	24/7	24/7
Priority case/call routing	Included	Included	Included	Included	Included	Included
Additional TAM	N/A	Available at additional cost	Available at additional cost	Available at additional cost	Available at additional cost	Available at additional cost
PS NOW	Up to 2 hrs/mo	Up to 6 hrs/mo	Up to 9 hrs/mo	Up to 12 hrs/mo	Up to 14 hrs/mo	Up to 16 hrs/mo

* Enterprise Support requires a 12-month contract.

* Maximum of three people within a company can contact the Enterprise Support team.

* PS NOW are items such as scripting adjustments, adding announcements, call-flow changes, MACD, and end-user training.

* Travel and expenses additional.

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 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.