

**RingCentral**

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# RingCentral Contact Centre™ AI and automation

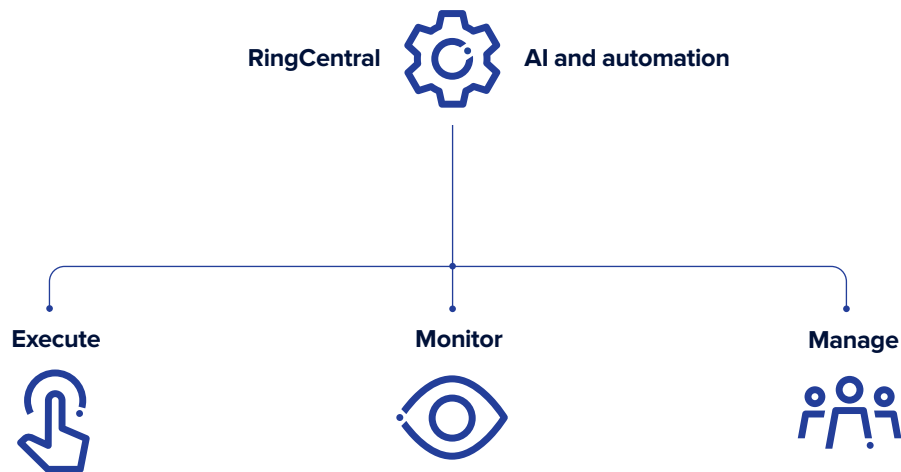


There's a smarter way to  
resolve issues faster.

# Automate for speed and savings

Let's face it. Busy work inhibits innovation. It's time to say goodbye to mundane tasks and to start solving customer issues faster with RingCentral automation and artificial Intelligence. Empower your teams to focus on expectation-defying, personalised service—and better business outcomes. Equip them with tools to automatically complete

routine customer interactions and after-contact work. Stop wasting time on low-level tasks that don't help your contact centre goals. Instead, free your teams to focus on what really matters: delivering an exceptional customer experience, every time.



“

With the help of messaging apps, bots help consumers find solutions no matter where they are or what device they use—no forms, cluttered inboxes, or wasted minutes spent searching and scrolling through content. Communication, service, and transactions intertwine.”

HubSpot

# Break free from mundane tasks that weaken the customer experience

## DELIVER SMARTER ANSWERS, FASTER

Help customers find immediate answers on their own.

- Provide intelligent self-service.
- Empower your customers with 24/7 convenience.
- Provide fast, proactive support.
- Offer the right information at the right time.
- Resolve customer issues quickly, improving first-call resolution metrics.

## AUTOMATE FOR SPEED AND SAVINGS

Use perceptive, always-on technology to monitor contact centre activity.

- Link core contact centre metrics to workforce strategy.
- Reduce manual interventions and monitoring.
- Adapt quickly to changing conditions in your contact centre.
- Define parameters based on business need, and achieve the right results.
- Act quickly on automatic alerts based on real-time information.

## OFFER CUSTOMERS THE RIGHT TECHNOLOGY AT THE RIGHT TIME

- Deliver self-service or agent-assisted service options for a fully customised, interchangeable experience, as your needs change.
- Allow customers to freely move between self- or agent-assisted service based on their needs.
- Automate low-level interactions for immediate customer gratification.
- Keep agents focused on issues that need a human touch.
- Feature exceptional service representatives “front and centre” to create better customer experiences.

## KEEP AGENTS ENGAGED

- Retain high-performing agents and empower them to build brand loyalty and create revenue.
- Reduce handle time and after-contact work.
- Focus on expectation-defying customer service—not on tedious low-level tasks.

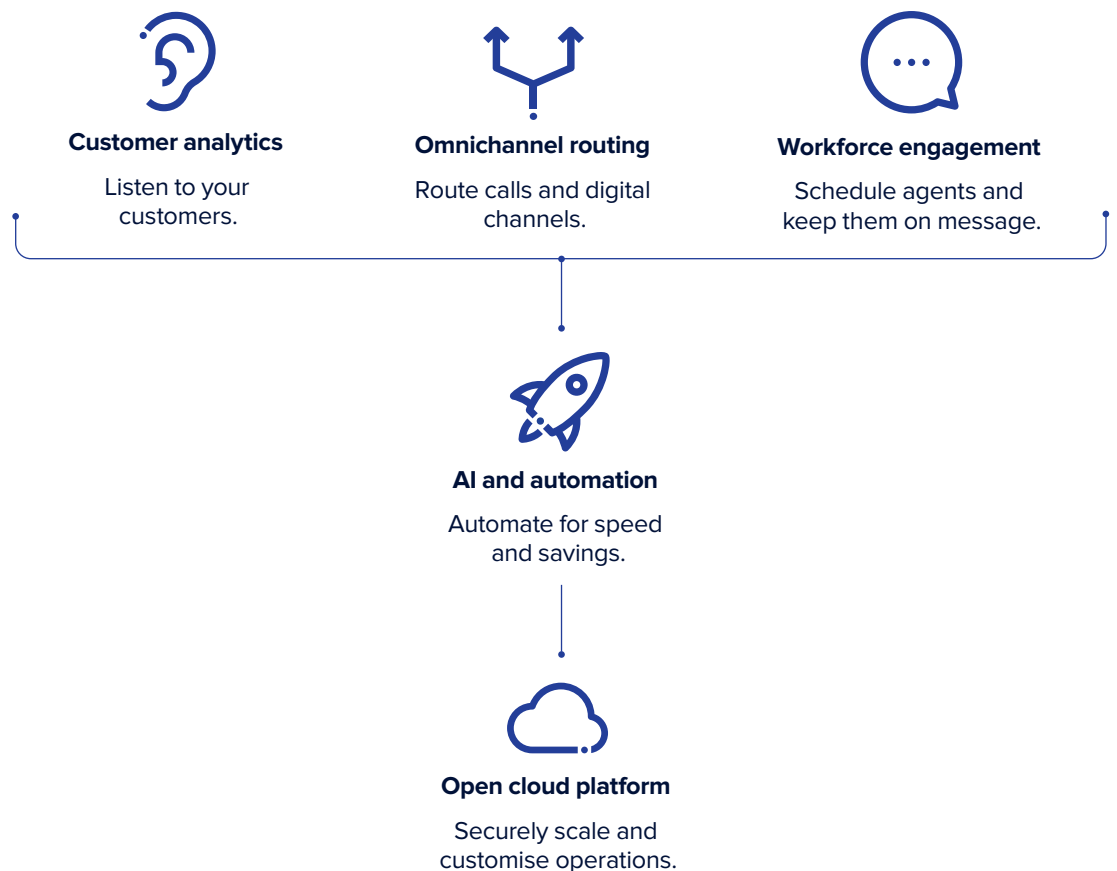
# Every great experience starts in your contact centre

Be first and stay first in your industry with RingCentral Contact Centre, the world's #1 cloud customer experience platform. Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class customer

analytics, omnichannel routing, workforce engagement, automation, and artificial intelligence—all built on an open cloud platform.

With RingCentral, moving faster and working smarter becomes your first advantage.

**Only RingCentral delivers one unified experience, on one cloud native platform, along one proven path—all from one leader.**



For more information, please contact one of our solution experts. Visit [ringcentral.co.uk](https://ringcentral.co.uk) or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact centre 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 customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.