

RingCentral Live Reports



Ever wish you had better insight into how your business is handling customers who call your company? Now you can get the type of real-time information you need to maximise the performance of your customer service centre with new RingCentral Live Reports.

Available as an add-on feature to your RingCentral MVP® phone system, RingCentral Live Reports gives you easy-to-understand dashboards that include helpful information on agent performance and the overall customer service experience.

“Live Reports really helps us shine a light and get visibility into what’s coming our way and proactively plan our staffing based on these patterns and call volume forecasts.”

Derek Hardy,
Chief Technology Officer, NakedWines.com

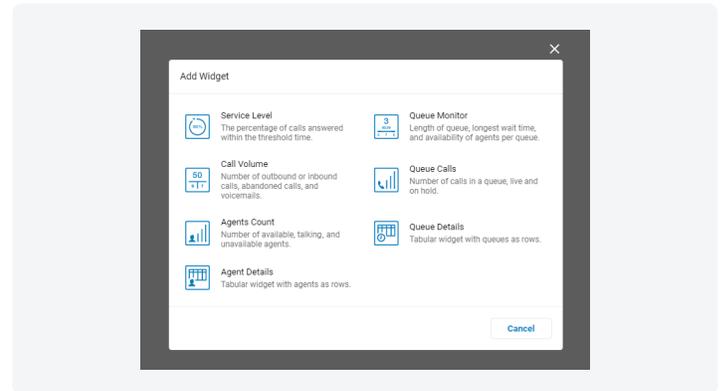
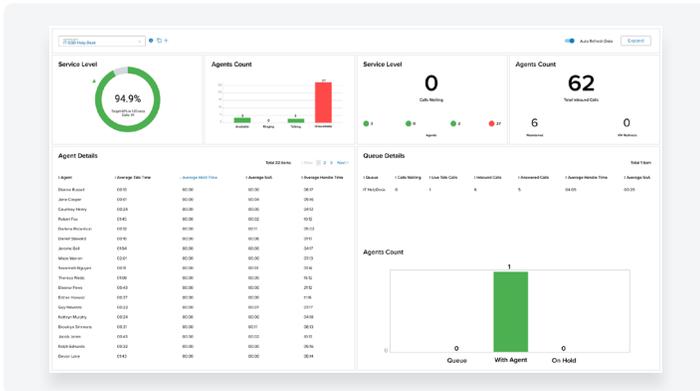


Features and benefits

- **Collect real-time data** on the performance of call queues in your customer service centre.
- **Monitor on-hold calls, agent availability, missed calls, and overall service levels.**
- **Analyse queue data** to ensure proper staffing levels.
- **Spot emerging patterns** in call traffic to prevent queue overload.

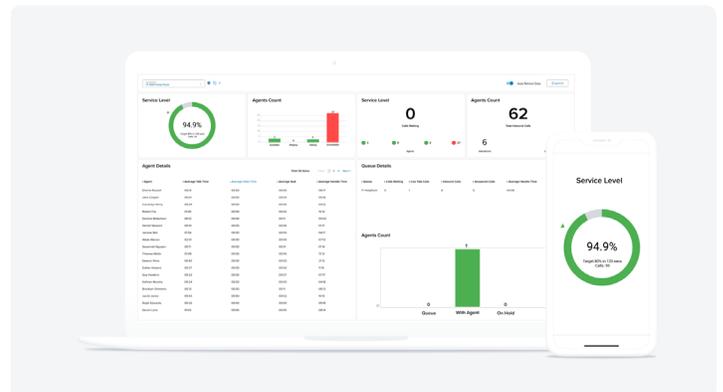
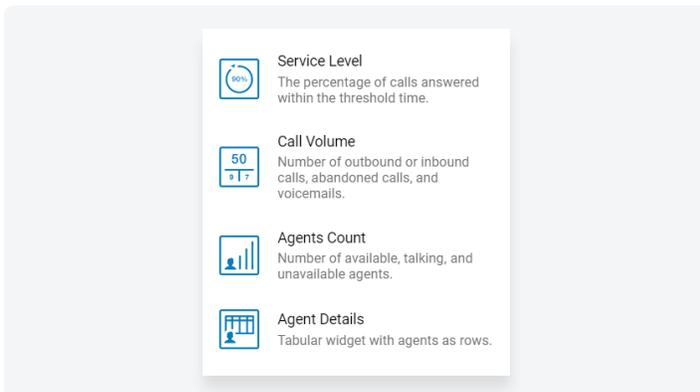
How it works

With its highly visual real-time dashboards, RingCentral Live Reports lets you take better control of the customer experience and closely monitor the performance of your agents.



The widget-based dashboard puts key information at your fingertips.

Customise the dashboard to meet your specific needs with our easy-to-use configuration tool.



Monitor service levels, number of queued calls, agent availability, and more.

Easily manage your team from anywhere—even your mobile device.

For more information, please contact a sales representative. Visit ringcentral.co.uk or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its powerful Message Video Phone™ (MVP™) 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'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.