

# Multi-Site Support

RingCentral's multi-site support feature provides unparalleled flexibility in communications management for today's distributed business landscape.



Growing businesses today typically comprise a complex mix of operations and a variety of service functions spanning many sites. As companies scale and grow, their expansive network of locations creates complicated operations with unique management challenges.

If your company has operational functions spread across many sites, you need to be able to manage and track performance by site. RingCentral empowers you to provision independent account configurations to your sites, uniquely registering each of them so you can individually manage them within your account.

Essentially, each of your sites can be equipped with its own unique set of features and settings, including individualised outbound caller ID, call handling rules, and the ability to track usage and performance by site rather than at the company level. Customisable administrative permissions provide the flexible option of localised site management to help meet the demand of scaling your business operations.

Multi-site support is available to RingCentral Office® Premium™ and Ultimate™ customers.

## Features and benefits

### Convenient management

Allows account administrators to easily manage the users, phone numbers, and devices across all sites, without the use of external management tools.

### Individualised outbound caller ID name per site

Enables branch offices to easily distinguish their operations within the company.

### Custom call handling rules per site

Each site can set individualised call handling rules according to their different time zones, company hours, language preferences, and more.

### Localised management per site

Delegation of administrative capabilities at the site level allows for efficient management in fast-paced environments.

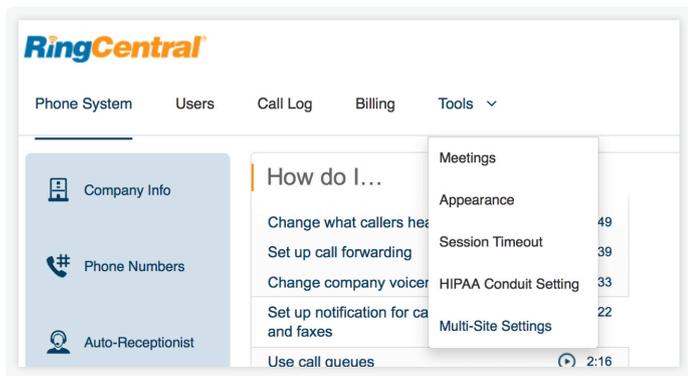
### Performance tracking by site

Empowers users to efficiently track and attribute individual site performance within the larger company view.

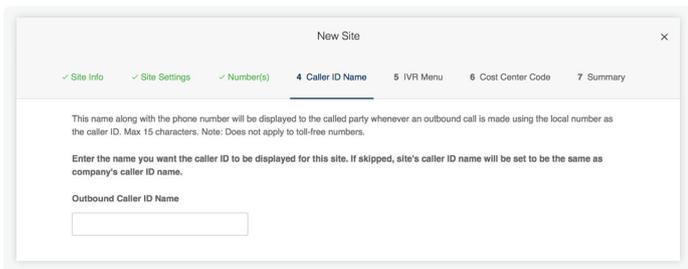
### Dial-zero options per site

- Provides flexibility for a site to customise its own call routing flow for when inbound callers dial 0 instead of automatically directing them to the entire company’s top-level menu.
- Delivers a better user experience for inbound callers expecting localised customer service.

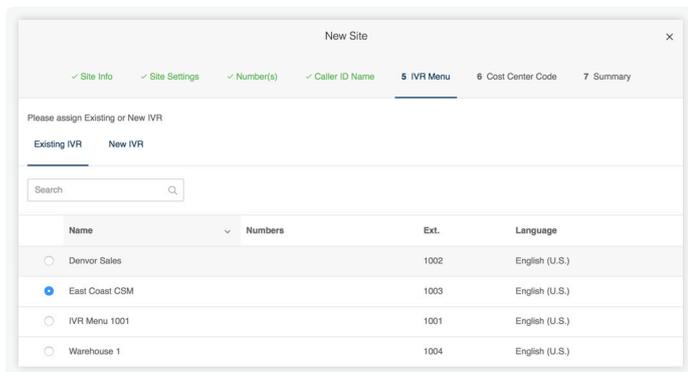
## How it works



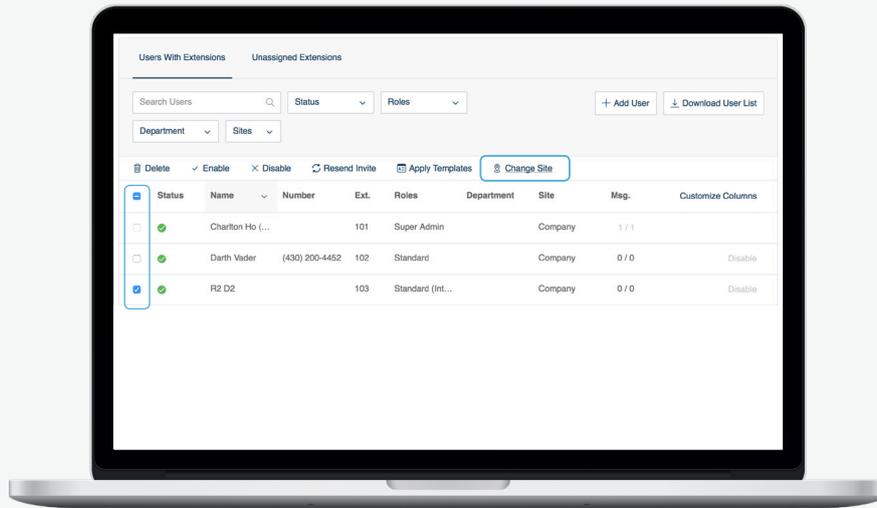
The Overview dashboard allows you to easily monitor, analyze, and resolve issues proactively.



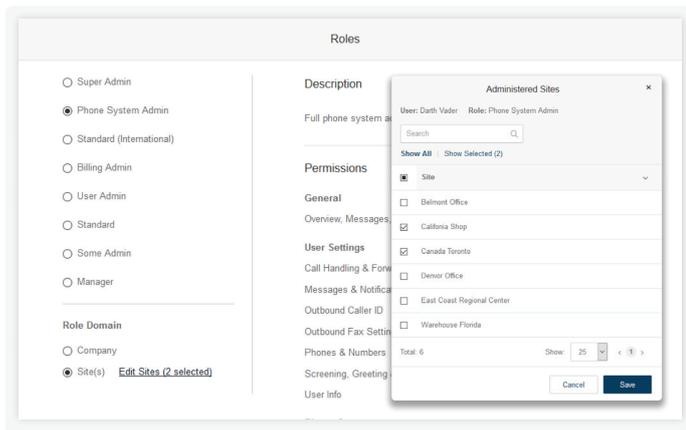
Easily set your site’s individualised outbound caller ID within the site wizard.



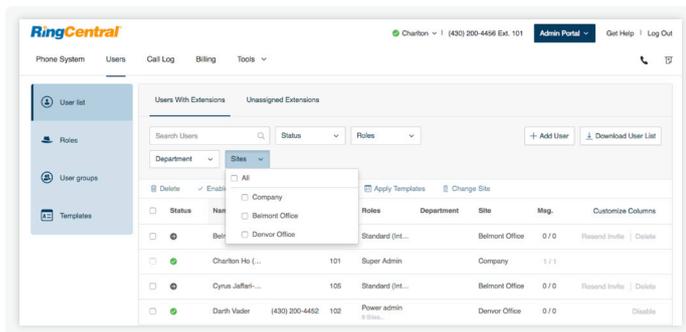
Create custom IVR menus for each of your sites according to their unique site settings.



Account administrators can assign administrative permissions to local site managers for more efficient management.



Assets such as users, IVR menus, and call queues can easily be assigned to another site within the account.



Track assets by site for accurate attribution within your company's operations.

For more information, please contact a sales representative. Visit [ringcentral.co.uk](http://ringcentral.co.uk) or call 0800 098 8136.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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