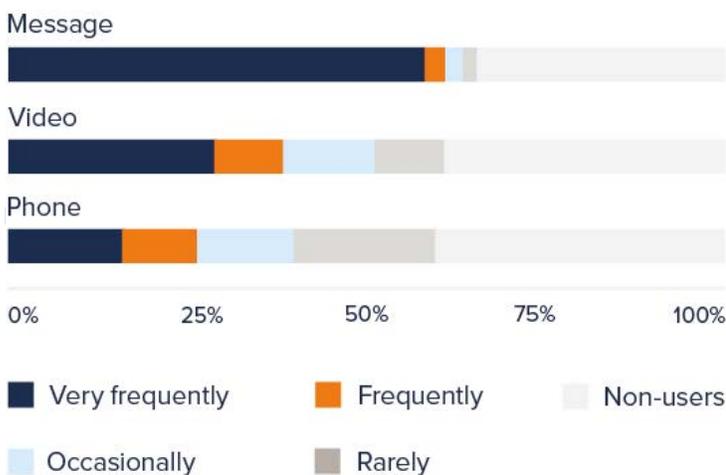


RingCentral Analytics for IT and System Administrators

Say goodbye to cumbersome reporting and time-consuming, multi-step diagnosis and troubleshooting. With RingCentral Analytics, make system management and monitoring a breeze. Identify issues easily, pinpoint and tackle problem areas, and ensure superior end-user satisfaction.

System and IT Administrators play a pivotal role in “keeping the lights on” at every organisation. Often working quietly in the background, these teams ensure all systems are up and running and working as expected.

We offer IT amins a robust suite of reports and dashboards to make their lives easier while managing the RingCentral system. This single-pane view covers all aspects of RingCentral communications and collaboration features:



telephony, video meetings and team messaging. Like the other aspects of the RingCentral system, the Analytics Portal is web-based and can be easily accessed from anywhere, using any device of choice: desktop, tablet, or mobile phones.

Keeping IT needs and priorities in mind, RingCentral has designed the following reports and dashboard.

The adoption and usage report provides:

- End-to-end visibility into RingCentral message, video and phone usage across your organisation.
- Deep dive into organisation, site or department-wide, or user-level data to understand trends and preferences.
- Identify areas of low adoption and run training and change management programmes to drive adoption.
- Use data to maximise your organisation’s RingCentral investment.

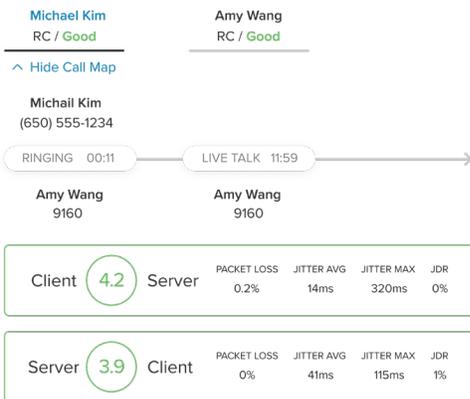


United States, Saluda and 6 more

Total rooms	Offline	Total devices	Offline
137	51	534	7

With rooms and devices, you can:

- Track online and offline RingCentral Rooms™ and desk phones, globally and in real time.
- Monitor health and status of RingCentral Rooms' hardware and ensure smooth functioning.
- Proactively identify rooms with issues to analyse and fix outage causes.
- Proactively identify and resolve device issues to ensure user satisfaction.



The Quality of Service report offers:

- At-a-glance overview of the global health and functioning of the RingCentral system.
- The option to identify potential issues by proactively monitoring quality for individual users, calls, and meetings.
- The ability to reactively drill down to troubleshoot and resolve issues.
- Easy-to-understand quality score and underlying data (mean opinion score, jitter, latency, packet loss, and codecs).

Inbox
 Date: Monday, February 17, 2020 at 2:56 PM
 To: Jane Abrams <jane.abrams@acme.com>
 Subject: [Warning] RingCentral Alert: AlertCallQualityEmail

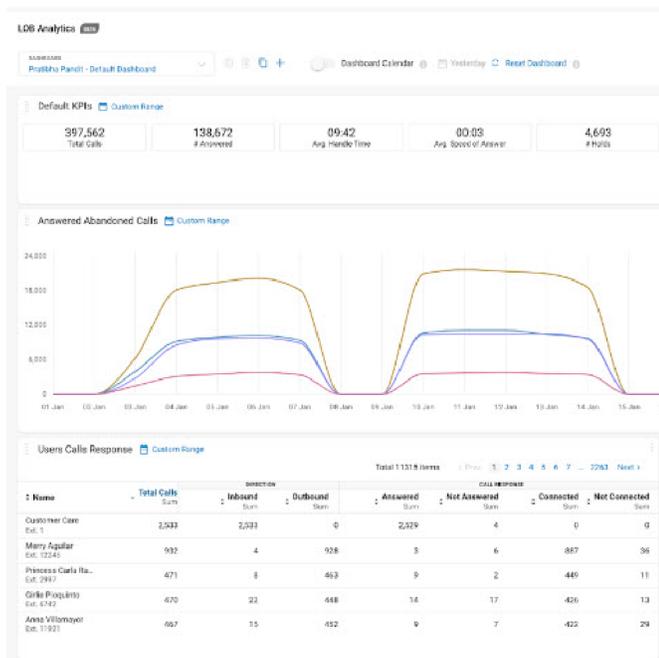
97.92% of calls are good for your entire company

Target: Acme, Inc.
 Alert Trigger: % of good calls across your entire company
 Condition: Has dropped below 98%
 Triggered Time: 2/17/2020 2:56 PM
 Alert Owner: Jane Abrams, ext 1001

[Go to Report](#)

With Alerts, you can:

- Set up fully customisable rules for automated monitoring of call Quality of Service (QoS) and device registration status and get alerted via email or the RingCentral app when issues are detected.
- Alert notification information narrows down to the exact problem area, speeding up the resolution process.
- Choose one or many recipients for easier collaboration and fast actions.
- Monitor alert trends over time to identify persistent issues that require more in-depth analysis.



Line of Business (LOB) Analytics

Line of Business (LOB) Analytics is historical call performance analytics for RingCentral MVP customers to help gain a comprehensive understanding of their team's performance. LOB Analytics gives you the flexibility of creating customised dashboards to improve performance. Here's a snapshot of what you can do:

- Do Ad-hoc analysis for in-depth understanding of team's call handling.
- Create custom key performance indicators (KPIs) as suitable for your business.
- Visualise data to uncover patterns of calls & call handling.

For more information, please contact a sales representative. Visit ringcentral.com/gb/en or call 0800 098 8136.



RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video Phone™ (MVP®) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP™ combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video®, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.

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