

# RingCentral Workforce Engagement Management

Productive agents and  
loyal customers



Agents comprise more than two-thirds of the cost of your contact centre and are the face of your company for your customers. Investing in their performance improves overall agent satisfaction, reduces churn, and ultimately helps you build better customer relationships. To maintain your competitive edge in the age of omnichannel engagement, it's crucial to build a more efficient contact centre and elevate customer satisfaction without increasing your overheads.

## Many ways to maximise performance

RingCentral Workforce Engagement Management (WEM), previously referred to as Workforce Optimisation (WFO), is a game changer for your contact centre. Benefits reported by our customers include:



### Workforce management

Proper scheduling to maximise coverage and minimise idle agent time



### Quality management

Feedback, coaching, and measurements to improve agent performance



### Interaction analytics

Analytics to anticipate trends and customer needs



### Performance management

Insight into business impacts on the contact centre



### Gamification

Gamification to engage and motivate agents

## A full suite built for the cloud

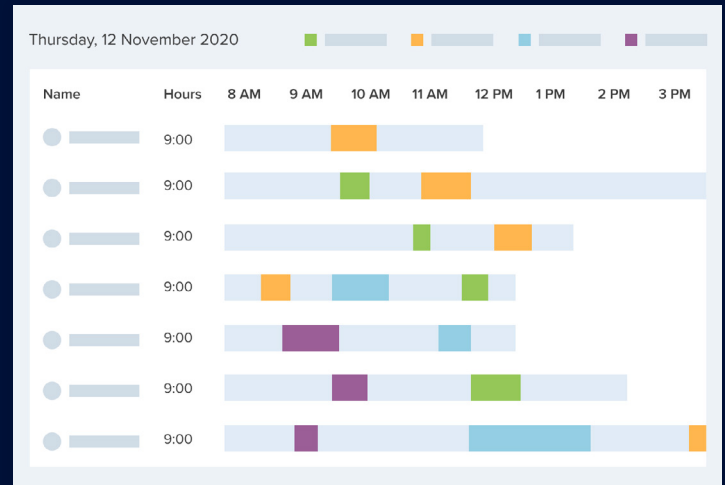
RingCentral Workforce Engagement Management is a proven and complete suite of tools built for the cloud and designed to improve customer experiences with better agent interactions and more efficient transactions. Create a “feel good”

environment for your agents, and they will keep your customers satisfied. Straightforward and cost-effective, RingCentral WEM has the broadest range of tools to help you get the best value from your contact centre.

## RingCentral Workforce Engagement Management has it all

### Workforce management

Build agent schedules manually or use the intelligent automatic scheduler. Manage timelines and empower agents with the ability to trade shifts among themselves. With greater pressure on contact centres to offer remote working in order to attract and retain the best agents, it's crucial to access the right tools to manage a dispersed workforce. RingCentral WEM provides the management tools you need to supervise remote workers and enables you to deliver a better employee experience, turning your contact centre employees into satisfied agents.

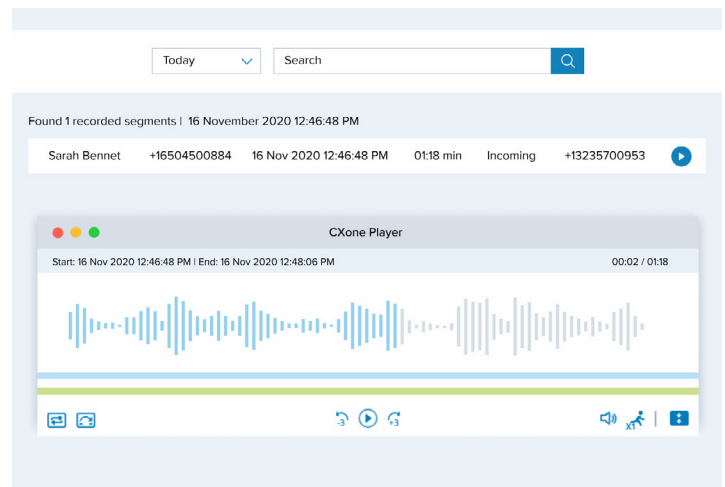


### Quality management

Record calls and screens, create and manage review forms, calibrate reviews, and select calls to review. Improving the customer experience through high-quality interactions is a great way to increase customer satisfaction, which leads to higher retention.

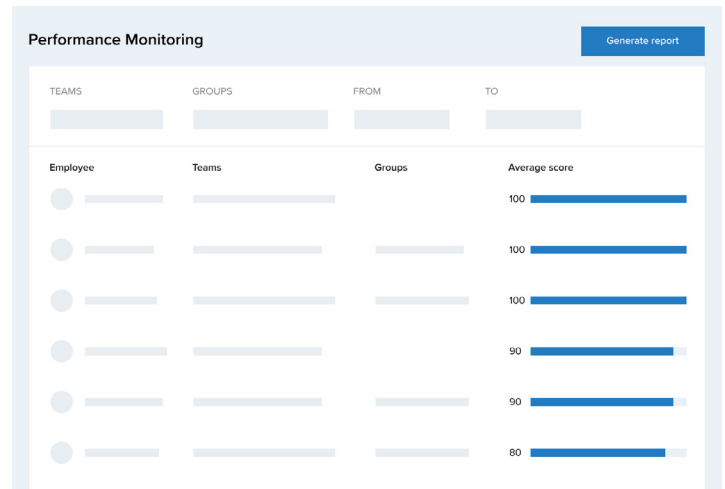
### Interaction analytics

Search call recordings and text interactions for keywords, complaints, compliments, and sentiment analysis. These are great tools to identify communication areas that require special attention early and to anticipate and respond to upcoming challenges.



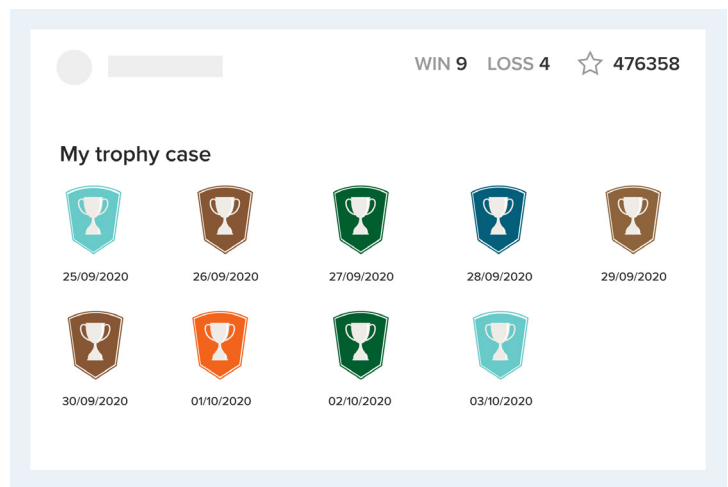
## Performance management dashboards

Combine call and other contact statistics with customer accounts, CRM, or other back-end information to provide real insight into how the contact centre is impacting your bottom line. Say goodbye to multiple applications measuring performance since toggling through them is just counterproductive.



## Gamification

Motivate agents to reach their optimal performance with reward badges, rewards, and challenges. This keeps your agents focussed on their key objectives and will give them a sense of pride in what they achieved.



## Better together

The average contact centre manages 20 different vendor relationships—something that would keep any manager awake at night.

When you power your contact centre with RingCentral Office®, RingCentral Contact Centre™, and RingCentral WEM, you will experience the full breadth of capabilities from telephony to collaboration, all from a single vendor.

Remember, you are not compromising on any of the components of your contact centre. RingCentral provides

market-leading tools for the Workforce Engagement Management suite combined with an omnichannel contact centre solution and unified communications.

RingCentral WEM offers degrees of granularity according to the specific needs of your contact centre management.

## Providing value across all industries



“Our real estate professionals conduct \$100 million worth of transactions each hour. Our call centres have to be up and running to their fullest extent, and the support reps need tools to answer questions quickly. RingCentral Contact Centre makes that happen.”

– **Vernon Jones**, Vice President of Customer Support at Bright MLS



“RingCentral Contact Centre is an omnichannel solution that helps people using Pharmacy2U to choose their preferred method of communicating, via voice, chat, SMS, email, and more. The platform also includes tools to help Pharmacy2U optimise staff scheduling and improve contact centre efficiencies.

– **Andy Williams**, Director of Customer Care for Pharmacy2U

For more information, please contact one of our solution experts. Visit [ringcentral.co.uk](http://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.



RingCentral UK Ltd. 85 Uxbridge Road, 4th Floor, Ealing, London, W5 5TH, UK

© 2020 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.