

RingCentral Contact Center



RingCentral Contact Center empowers customers and call center managers like never before. Powered by the leader in contact centers, inContact, RingCentral Contact Center offers three tiers of multichannel customer support: Basic, Advanced, and Ultimate. Each solution includes transparent, competitive pricing. RingCentral Contact Center integrates seamlessly with RingCentral Office® for a complete cloud communications solution.

Features and benefits

Reporting, analytics, and monitoring

RingCentral Contact Center offers a host of features for analyzing customer interactions, workforce performance, and internal processes. Both agents and managers are now able to track performance to organizational goals. Features include:

- Real-time dashboards and reporting
- Historical reporting
- A mobile supervisor app
- Monitor, coach, barge, and takeover
- Forced agent login and logout

Queuing and distribution

RingCentral Contact Center's automated call distribution (ACD) engine applies intelligent business rules to prioritize customer interactions for all channels. Agents are assigned scores based on proficiency weighting and their specific skill sets. High-value customers can receive priority and be moved to the front of the queue. Queuing and distribution adhere to three key tenets:

- 1. Customer choice:** Customers decide which channel to use for interaction.
- 2. Agent insight:** Agents have quick access to information across channels.
- 3. Optimal workflow:** Managers can configure agent workflow for efficiency and effectiveness.

Interactive voice response (IVR)

IVR software reduces costs by channeling customers to self-service and decreasing call volume for your agents. Customers wishing to engage an agent will have their information forwarded to the agent and spend less time explaining the issue. A drag-and-drop programming tool offers multiple handling paths and allows you to flexibly make adjustments. Other features include:

- Website, database, and CRM integration
- Advanced speech recognition
- IVR reporting

Third-party integration

Customer data stored in your CRM and ERP systems integrates easily with RingCentral Contact Center, allowing agents to handle large call volumes quickly and efficiently. This leads to lower transaction costs and increased customer satisfaction. Key features of third-party integration include:

- Prebuilt integrations for many popular platforms, such as Salesforce, Zendesk, and Microsoft Dynamics
- Automated call records creation
- Customer data-driven screen pops
- Click-to-dial to accelerate outbound calling
- Data dips and data-driven routing

Quality management

RingCentral Contact Center helps you manage the customer experience to ensure quality outcomes. “Voice of the customer” intelligence drives better decision making regarding products, services, and processes. Speech analytics software examines audio files and captures customer behavior indicators. Speech detection identifies customer concerns and detects emotion through pitch and tone. By quantifying the biggest call drivers in your business automatically, you reduce your labor costs while identifying key areas for improvement.

RingCentral Contact Center provides you with powerful tools for workforce management (WFM) and workforce optimization (WFO).^{*} Role-based scorecards with predefined key performance indicators (KPIs) help you measure agent and employee performance, so you can provide targeted coaching. Record and tag customer-agent interactions for quick reference during training sessions. You can also deliver or assign e-learning directly to help your staff brush up on specific skills. Features include:

- Out-of-the-box workflow for scheduling, tracking, and coaching
- A library of best practices leveraging recorded customer interactions
- Preintegrated WFO tools to minimize administrative tasks^{*}

^{*}Workforce management and workforce optimization do not come standard with RingCentral Contact Center.

Packet Fusion

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PACKETFUSION



Connecting the Dots to the Cloud