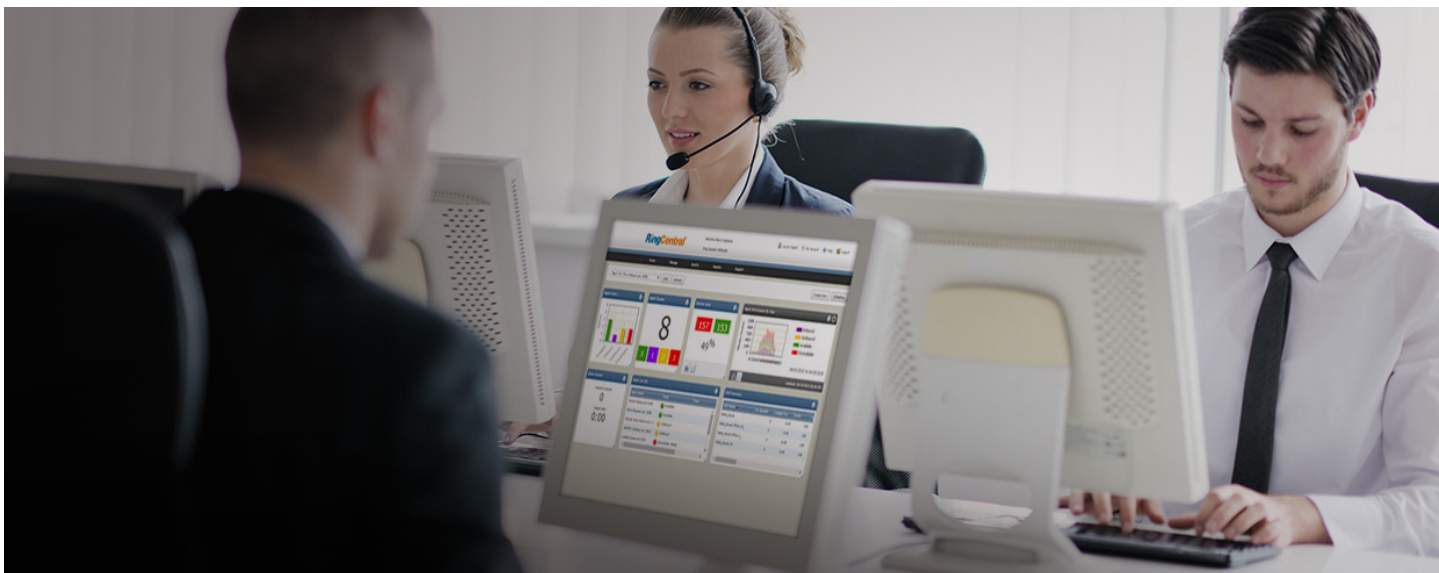


RingCentral Contact Center Automatic Call Distributor (ACD)



Get your callers to the right agent or method of service they prefer more quickly and effectively.

Our intelligent and flexible ACD software enables you to optimize your customer interactions and provide a differentiated and profitable customer experience.

Your customers contact you for different reasons, and you want to provide them with the correct agent with the right skills immediately, so they can get on with their lives and your first-call resolution is high.

Key features

Features rich multi-channel ACD software to optimize your customer interactions.

- Increased agent productivity through predictive dialing
- Skills-based routing
- Proficiency “weighting”
- Multi-location and at-home agent capabilities
- Inbound/Outbound call blending
- Multiple channels
- Universal contact queue
- Database connectivity
- Queue Keeper
- Automatic call-back
- Supervisor monitor/coach/barge
- Call recording
- White noise for PCI compliant call recording

Benefits

- **Call routing efficiency.** RingCentral ACD allows contact centers to ensure contacts are routed to the right agent with the right skills. This decreases the number of re-skills and transfers while increasing first-call resolution and lowering costs.
- **Customer satisfaction.** Through better routing, customers get in touch with the right person the first time they contact you, which provides a better customer experience. Should wait time increase, customers can reserve their spot in the queue and be called back when it is their turn. All this leads to an enhanced customer experience and higher customer satisfaction.
- **Flexibility.** The cloud-based delivery model allows you to make a distributed workforce, and at-home agents appear as one large, unified contact center. This flexibility also allows you to let your agents take calls at home should there be an emergency or disaster, creating a unique employee benefit.
- **Scalability.** The RingCentral model allows you to scale up and down without penalty as your business needs change. We don't confine you to the capacity of an expensive server.

How it works

Routing

Our skills-based ACD software powers through the callers in queue and quickly distributes them to the agents with the skills to help them. Proficiency levels of agents are also considered to make sure calls are always routed to the best available agent with the highest proficiency.

The RingCentral ACD can be configured to ensure your high-value customers are given priority and are moved ahead in the queue—or you can route them to a special priority customer queue.

If wait times are too long, the RingCentral ACD has a call-back feature that lets your customers wait for an agent without having to wait on the phone.

Multi-channel

Compatible with a number of communications vehicles such as IVR, chat, email, fax, click-to-dial web calls, and social media entries, the RingCentral ACD multi-channel routing gives your customers a choice in how they interact with you. No matter what channel your customers choose to use, our ACD connects everyone in a single intelligent and unified queue.

Reliability and security

Our dedicated Trust Office staff ensures the highest standards for security, availability, and reliability. We have a 24/7/365 Network Operations Center that ensures 99.999% availability in our geographic redundant network.

Intuitive interface

The RingCentral ACD is built with the user in mind. Agents will find the thin agent application easy to use and intuitive. All contact types are handled through one interface, which increases productivity by eliminating toggling between screens.

ACD is the portal supervisors and administrators will use to find all the information they need to run a world-class contact center. This portal allows for easy management of agents, skills, inbound and outbound campaigns, dispositions, and point of contacts. It is also where reporting is located.

Flexibility and scalability for single location multi-site, and at-home agent users

While the RingCentral ACD is all about helping you create a differentiated customer experience, it's also about making your life easier.

Because we are a cloud-based contact center provider, we can help businesses with multiple call center locations or at-home agents unify contact distribution across the globe. That means no matter where you choose to do business, we can help. Cloud delivery and flexible pricing also let you expand capacity, so you can handle increased traffic and address seasonal spikes on the fly.

Contact RingCentral Partner Support:
partners@ringcentral.com or 800.595.8110.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

©2016 RingCentral, Inc. All rights reserved. RingCentral, and the RingCentral logo are trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.