RingCentral® SALES & SERVICES **ENABLEMENT** INSIGHT · INITIATIVE · IMPACT

PRODUCT RELEASE 19.2

Here is your sneak preview of our Q2 2019 release of new RingCentral features and enhancements scheduled to begin mid-February.

RINGCENTRAL APP

Mobile app enhancements

> **Custom notifications**
> Users will now have the ability to customize mobile notification sounds, making it easier to distinguish between notifications from the RingCentral app compared to other apps. *Available early June.*

> **New Fax tab**
> Mobile users will now see a standalone Fax feature tab under "More" on iOS, and together with other 1st layer tabs on Android. This also comes along with fax bulk delete functionality.

Desktop app enhancements

> **@Team mentions**
> @Team mentions lets you quickly address an entire team, making it easier to notify everyone about an important message or announcement.

> **Code Snippet**
> Users such as developers will have the ability to share snippets of codes in their original formatting. With code snippet, they can easily view and reuse the code by copying or downloading.

> **Call queue support**
> Users will now be able to view call queue information on the RingCentral app.

> **New Desktop Navigation**
> The new desktop navigation will make it easier for users to access key features in the app, including messaging, calling, and video meetings. *Available mid-June.*

> **Enhanced search**
> Improved search will make it easier to find people, messages, documents and more. Enhancements include improved response time as well as the ability to search by exact phrase matching or using AND/OR/NOT (Boolean) functions.

> **Updated PDF preview**
> Users will now be able to easily zoom in/out of the PDF file, allowing for better readability.

> **Embedded Media Player**
> An enhanced media player allows users to play videos within the message stream without having to download the video prior to watching. *Available mid-June.*

RINGCENTRAL MEETINGS

> **Premium conferencing numbers**
> This enhancement will provide premium numbers in countries where RingCentral Meetings did not have numbers before (e.g., India or Dubai) as well as the ability to purchase additional toll-free dial-in numbers.

RINGCENTRAL PHONE APP (DESKTOP)

> **Support for local area dialing**
> Local area dialing is now supported for Mexico, Australia and China, helping streamline outbound calling experience for users as prefix area code is no longer needed.

> **Enhanced sign-in**
> Unless specified otherwise, users will stay signed into the app by default, even in the event of a reboot, helping to reduce missed calls or notifications.

ADMIN ENHANCEMENTS

> **Enhanced QoS reporting**
> Additional data points about network type, CPU, and RAM for calls made from the RingCentral mobile app will now be available within the Analytics Portal.

> **Reorganized tools menu**
> The tools menu within our Admin Portal has been reorganized to be more intuitive and make it easier for both admins and users to find what they're looking for.

CALL HANDLING

> **RingCentral Persist**
> In the case of an internet outage, RingCentral Persist will allow users to still make calls and access emergency services.

> **Configurable Call Queue Display**
> Administrators now have more flexibility when configuring call queue settings to give agents more context on incoming calls. Options include the ability to assign names to each direct number associated with a call queue and customize which information is displayed across hard phones and softphones.

GLOBAL

> **Updated Puerto Rico rates**
> Calls to and from Puerto Rico will now be treated the same as calls to and from the US. If you're inside the US, calls to Puerto Rico are now included in your unlimited US calling minutes.

> **Israel as an on-demand country**
> We now have new phone numbers available in Israel for Global Office, helping your company further expand its presence.

> **New phone available**
> The Polycom Trio 8500, which is cost-effective and ideal for small to mid-sized conference or huddle rooms, is now available for Global Office.

> **Voicemail to text for Canadian French and Australian English**
> For Ultimate edition customers, you can now preview your voicemails in Canadian French and Australian English from any device.

PLATFORM

> **RingCentral for Office365**
> This release (3.0) offers a new interface and several features such as the ability to natively schedule meetings and conference calls from O365 calendar, set presence, multi-party calling and quick call/SMS from contact cards.

> **RingCentral for Outlook**
> With this release, in addition to an improved UI, Windows users can access many new features such as, click to dial and SMS from contact cards, multi-party calls, text a contact name/phone number directly from mail message, download fax and improved desktop notifications for incoming calls.