



The Advent of Better Customer Experience

You really can get everyone singing from the same hymn sheet this Christmas.

Roll over each character to see what they say about the benefits of a collaborative Contact Centre.*

Finance Director

ACHIEVE HARMONY ACROSS YOUR BUSINESS

With RingCentral Contact Centre



Managing Director - Cloud-based unified communications systems will save you time, money and headaches.

Contracts with multiple vendors are complicated to manage and make it hard to keep track of all the actual costs. When your whole business uses the same solution, staff work faster and perform better because your unified systems work in harmony.



Finance Director - As customer interactions increase, agents are able to deal with multiple queries at once.

The automation provided by the software helps to increase efficiency in handling customer queries, which means staff don't need to work overtime, and also eliminates any need for you to source expensive temporary staff from an agency.



HR Director - Happier employees like to stay where they are, which means increased retention.

They also tend to be healthier, which means fewer staff will need to take days off sick. Improving communication and collaboration throughout your organisation is a sure-fire way to help employees feel more engaged and involved, leading them to feel happier at work.



Contact Centre Manager - With all your offices connected to RingCentral Contact Centre, transferring calls is much easier.

At peak times like Christmas, when staff may be on holiday or off sick, it's easy to overflow calls to other locations. Analytics can be viewed on central wall boards, removing the need to ask IT to build custom reports on call and performance stats.



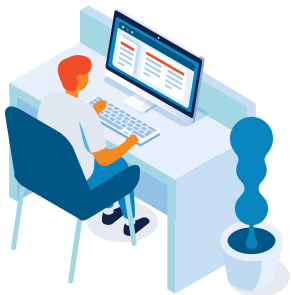
Customer Service Director - Built-in intelligent call routing means customers go straight to the correct agent for their query.

This helps your team deliver first call resolution, which boosts your CX and EX and directly improves your bottom line. Easy management gives full views of current trends and activity, allowing customer services managers to react instantly to changes in behaviour.



Support Agent - Agents can more efficiently manage customer communication by using a single interface.

RingCentral incorporates all channels of communication in one single view, while built-in team messaging allows agents to share information and ask questions instantly. Knowledge is shared effectively across the organisation and customers get the help they need.



IT Manager - Open APIs and provide seamless integration into your current systems and processes.

Guaranteed uptime keeps your operations running at full productivity without worrying about on-site maintenance and manual upgrades. Intelligent QoS reporting and analytics means you always have full insight into the current status of your system.



Sales Manager - The RingCentral App allows sales reps to use their office number on their mobile device.

This means they're not giving out personal mobile numbers to clients. In fact, the app is a BYOD system, so your sales reps can use their personal phones to make business calls. Automated dialling helps them make those calls faster and make it easier to reach more contacts.



Sales Agent - Agents in the field can use the same flexible functionality in the office and on the road.

The RingCentral app is fully mobile and works on any device, from any location. This flexibility effectively creates fully functional home offices in the palm of your employees' hands and reduces reliance on a physical location, allowing agents to work from anywhere.



Customer - Communicate with your customers over whichever channels they prefer.

Your agents can provide a personalised service as they will have access to CRM records with every call. Specialist agents can be routed specific queries relating to their specialist subject or platform, allowing you to meet your customers where they are and build valuable relationships.



Customer - Reduce customers' frustration with having to repeat themselves to different agents.

Customers hate being passed around to find the correct person to speak to. With RingCentral Contact Centre, agents can see who is calling and will be able to provide a personalised service based on previous interactions, relative value, and specific requirements.

ACHIEVE PERFECT HARMONY WITH A COLLABORATIVE CONTACT CENTRE SOLUTION

Transform how you manage customer engagements

In today's competitive business environment, it's more critical than ever to stay in tune with the service needs of your customers. RingCentral Contact Centre helps your organisation do just that, allowing you to:

- Connect with customers on any channel.
- Boost agent performance with integrated team messaging.
- Solve complex customer issues quickly with one-click access to experts.
- Monitor service levels in real time with intelligent bots.

NOW HEAR THIS: GET A FREE SONOS ONE

Let RingCentral show you how to bring the power of collaboration to your contact centre with a hands-on demo of RingCentral Contact Centre. As our thank-you, you'll receive a Sonos One smart speaker with built-in Amazon Alexa.*

VISIT: [GO.RINGCENTRAL.COM/CC](https://go.ringcentral.com/cc)
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*No purchase necessary. Void where prohibited. Must be 18+ years old to enter. Entrants enter on behalf of employer and must be invited to enter by RingCentral. Must have authority from employer and act in accordance with internal promotional gift policies. Begins 1st December 2019 and ends 31st March 2020, while supplies last. Offer nontransferable and limited to the first 30 qualifying participants. You must be a resident of the United Kingdom. Visit go.ringcentral.com/cc for full terms and conditions.