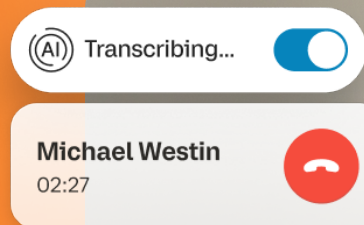


Get to know RingCX

Frequently asked questions about RingCX

Traditional contact center solutions often involve complex deployments and costly pricing structures, making it challenging for businesses to integrate a solution that encompasses both voice and digital channels.

RingCX, the AI-powered contact center solution, is streamlined and modern, enabling easy deployment and management, customer engagement across multiple channels, and comprehensive reporting at an all-inclusive and cost-effective price.



Do you have questions about RingCentral's RingCX?
Check out these frequently asked questions to learn more.

1. How is AI infused into RingCX? What is its purpose?

Leveraging the latest advances in generative AI, RingCentral AI Conversation Expert (ACE) helps customers and contact center employees before, during, and after interactions with intelligent virtual agents, real-time guidance for agents, automated call scoring, and conversational insights for supervisors and operational leaders.

2. What is ACE? And how is it integrated into the product?

ACE is the AI technology at the core of RingCX. It offers agents and supervisors access to AI-generated call transcription and speech analytics features by analyzing voice-based interactions in the RingCX application.

3. Through which channels can RingCX manage conversations?

You can connect with customers on more than 20 different digital channels listed below.

- Apple Messages for Business
- Email
- Engage Digital Channel SDK
- Engage Messaging
- Facebook Messenger
- Facebook Page
- Google Business Messages
- Google My Business
- Google Play
- Instagram
- Instagram Messaging
- Lithium (Khoros Enterprise Communities)
- RightNow (Oracle)
- RingCentral SMS/MMS
- Nexmo (Vonage)
- Tapataalk
- Viber
- WhatsApp
- X
- X (search)
- YouTube

4. What is RingCX's relation to RingEX (formerly RingCentral MVP™) now?

RingCX can be directly launched from the RingCentral app, which is RingCentral's AI-powered message, video, and phone business communications platform. RingEX and RingCX leverage the core RingCentral telephony infrastructure foundation, providing 99.999% uptime, trusted reliability, certifications, and share a common directory enabling bidirectional presence synchronization. Agents can interact with the rest of the organization through the messaging app as well as voice and video calls. At the same time, presence and availability is easily identified right within the app. Similarly, if the agent is in a RingEX voice call, video meeting, or webinar, RingCX automatically changes their status to busy.

5. How much administrative support is required to manage RingCX?

Implementing RingCX for your contact center infrastructure is simple and seamless. All RingCX customers receive a dedicated implementation support manager to help you and your team onboard and ensure your team's success.

6. What analytics and data can RingCX provide teams looking to improve their customer experiences?

RingCX's AI-first technology offers contact center teams a variety of powerful analytics features to drive successful interactions in three key areas:

- **AI-generated interaction summaries and transcripts**
- **Conversation analytics**
 - Conversation trackers displaying agent and customer talking points
 - Competitor mentions
 - Customer objections
 - Customer sentiment
 - Top five moments of customer frustration
- **Quality management**
 - Call monitoring
 - Automated scoring
 - Coaching
 - Custom scorecards
 - Time-based annotations
 - Ability to add comments to agent

7. How is RingCX priced?

RingCX provides an affordable solution for contact center teams, starting at just \$65 per agent per month. AI capabilities can be easily added for \$25 per agent.

8. Are there any business verticals RingCX cannot support?

RingCX can support any business size, from startups and small businesses to enterprise-level organizations.

RingCX is helping businesses improve customer engagement and employee satisfaction for a variety of business verticals:

- Financial services
- Healthcare
- Education
- State and local government
- Retail
- Legal
- Accounting
- High tech
- Manufacturing
- Construction and real estate
- Nonprofit
- Automotive
- Consumer-based services

9. How long does it take to deploy RingCX?

Customers can get started with RingCX in a matter of days, not weeks. RingCX is designed with simplicity in mind for organizations looking to avoid long, complicated deployments. It's easy to set up with quick-to-deploy packages delivered by our professional services team and can be administered from a single interface. It's even future-proofed to scale and grow with businesses without (or with minimal) technical specialization.

RingCX provides a streamlined AI-first contact center solution that enables smarter customer experiences made simple – at an all-inclusive, predictable, and cost-effective price.

With RingCX, you can better understand and address your customer needs with valuable insights, reduced strain on agents, and connection through 20 digital channels.