

RingCentral Pulse™ for Contact Centre

Achieve a new level of responsiveness.



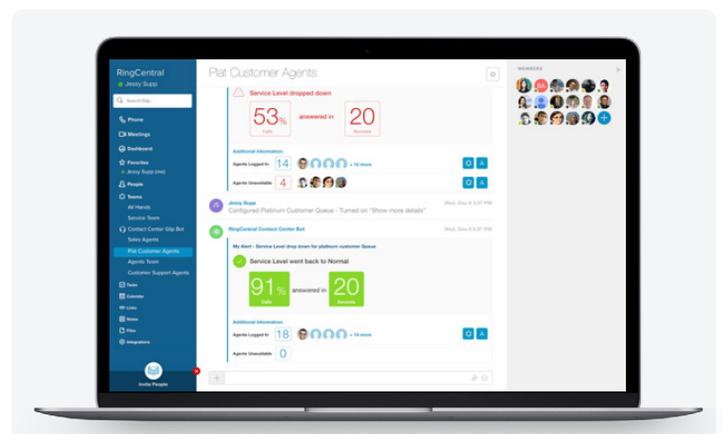
Overview

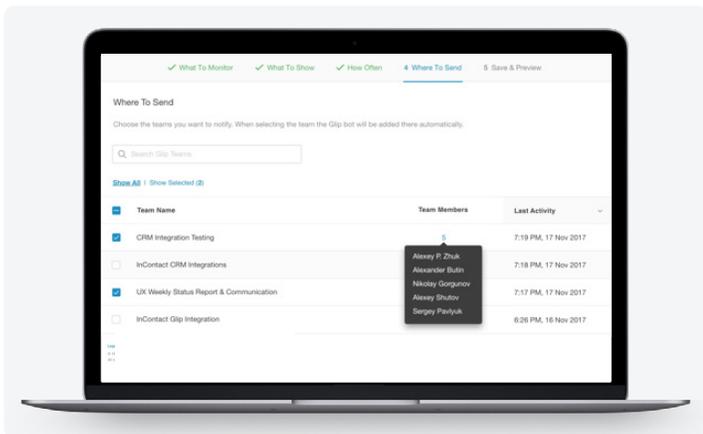
The only constant in the contact centre is change. Successful companies respond immediately to change to stay one step ahead of the competition. RingCentral Pulse for Contact Centre is a new approach to notifications, moving alerts directly into the RingCentral app collaboration tool and helping the right people respond immediately from any device.

RingCentral Pulse for Contact Centre

By marrying our contact centre capabilities with the RingCentral app, RingCentral provides a critical way to stay responsive to your customers' needs.

- Identify and track what is important to your business.
- Review trends and immediate events.
- Send alerts to collaborative teams to allow immediate response from those who need to act.





The power of simple

A simple configuration tool means the contact centre defines what to monitor and who to notify.

- Identify and monitor conditions that are important to your business.
- Decide how often to send alerts.
- Identify what teams should get the messages.

Flexibility to get closer to your customer than ever

Automated monitoring

- Bots watch your system.
- Monitor agent and customer issues.
- Monitor real-time and historical events.
- System wide or group specific.

Define your own alerts

- Mix and match conditions as needed.
- Share critical information in the alerts.
- Identify who gets the alerts.

Leverage RingCentral collaboration

- Automatically create teams in the RingCentral app that match your agent teams.
- Target alerts to teams that are empowered to act.
- Get alerts on any device.
- Immediate collaboration to solve problems.

Stay ahead of the game

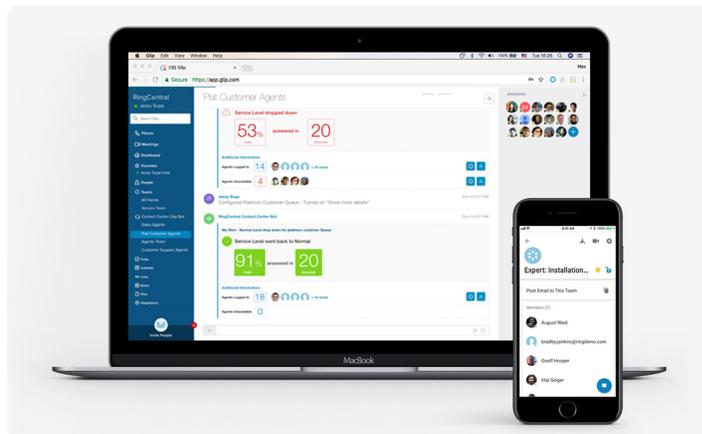
- Early warning on critical issues.
- Immediately send to stakeholders who can respond.
- On-the-spot collaboration to solve problems.

For our latest case studies, visit ringcentral.co.uk/casestudies.

You can also [chat with us](#).

For more information, please contact a sales representative. Visit ringcentral.co.uk or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact centre solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact centre solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



Take immediate action

Don't let your alerts languish on an IT dashboard somewhere. Tell the right people in a tool that allows immediate response.

- Define teams for each type of alert.
- Get alerts on any device.
- Collaborate on solutions right there in the tool.