

RingCentral Engage Voice™

Maximize customer engagements

For proactive service, sales, collections, and market research, Engage Voice provides contact centers with the best flexible outbound and blended cloud platform, with advanced scripting, campaign and list management, and native compliance supporting tools.



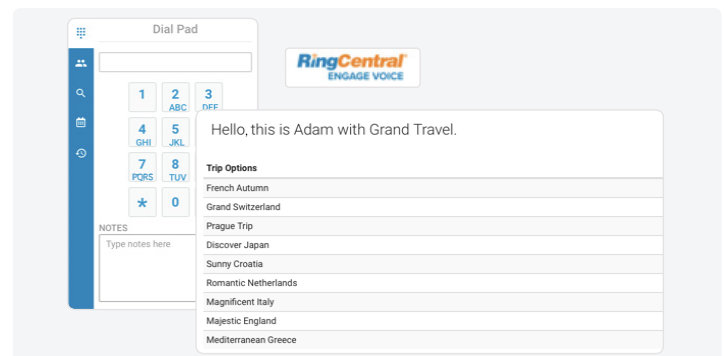
Overview

Customers and prospects are wearier than ever of phone calls from unknown or unexpected sources. To make an actual connection, you need speed and accuracy, and you must allow agents to focus on the conversation at hand instead of on their tools. Engage Voice

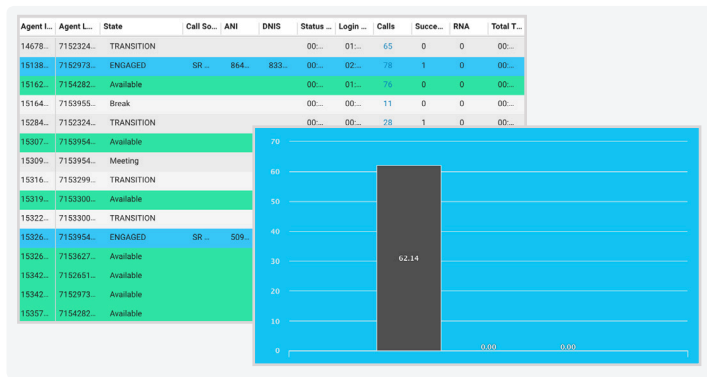
provides the most comprehensive outbound and blended cloud call center platform that helps reach and engage your audience to create lasting and profitable relationships.

Modern, easy-to-use agent desktop and scripts

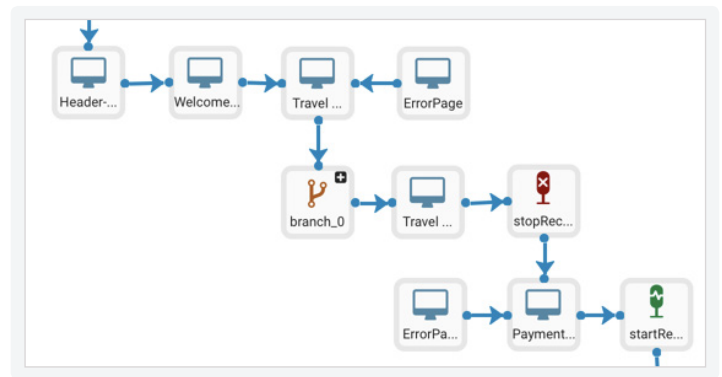
- Easy-to-learn agent desktop, effective for power users.
- A robust scripting tool guides agents during interactions.
- Fast and efficient call delivery in any dialing mode.



Actionable business insights through powerful supervisor tools



Powerful administration tools to control the entire campaign and agent experience



- Provide real insights into agent, team, and sales performance through intuitive widget-based dashboards.
- Assist agents in real time with monitor, whisper, and barge-in tools for supervisors.
- Identify trends through call recordings and reports to provide agents with better feedback.

- The drag-and-drop scripting environment builds flexible scripts that drive the right conversation naturally.
- Permission-based administrative tools offer complete access to all elements of the system.
- Effective campaign and list management tools.

Outbound solutions to maximize productivity, reduce agent downtime, and connect more with customers



Stay in compliance: RingCentral Engage Voice provides your organization with the tools like time zone management and DNC integration to help you ensure all campaigns are compliant with all regulations.



Fit your environment: Powerful APIs allow you to easily import and export contact lists, share data with any third-party reporting system, and connect to any relevant back-end systems such as CRM or ERP.



Manage lists and campaigns: Ensure campaigns are set up for success with built-in settings for dialing mode, retries, timing of calls, and more.

What our customers are saying



“What most companies don’t expect is that a system with so many options can be so easy to set up. But after the planning and the preparation, the downtime was minimal and the system was up and running within hours. The system’s open APIs made it easy and reliable to integrate, and we had a solid solution running in just 45 days.”

– Alex Levy, CTO, CollegeBound

Contact RingCentral Partner Support:
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RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect from any location, on any device, and via any mode. RingCentral provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.