

RingCentral Business Communications Comparison Matrix

See popular features included in these RingEX plans to find the one that is right for your business.

- Cloud phone system
- Unified communications
- AI Automation and Intelligence
- Customer Engagement
- Administration
- Analytics
- Platform & workflow customization

Cloud phone system

Cloud phone system	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Business phone numbers	•	•	•	•
Toll-free number and minutes	100	1,000	10,000	10,000
Domestic calling in US/Canada *	Unlimited	Unlimited	Unlimited	Unlimited
Enhanced Business SMS *	25/user/mo	100/user/mo	200/user/mo	200/user/mo
Visual voicemail – voicemail transcriptions, voicemail to email	•	•	•	•
Multi-level auto attendant and IVR	•	•	•	•
Shared lines	•	•	•	•
High-definition (HD) voice; AI-noise cancellation	•	•	•	•
End-to-end encryption for calls (beta)	•	•	•	•

Cloud phone system	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Emergency calling (E911)	•	•	•	•
Desk phone & conference phone rentals	•	•	•	•
Incoming caller ID	•	•	•	•
Call queues	Basic	Advanced rules and routing	Advanced rules and routing	Advanced rules and routing
Call recording	On-demand	Automatic / on-demand	Automatic / on-demand	Automatic / on-demand
Up to 8-digit extensions with site codes		•	•	•
Receptionist and admin console (heads-up display)	•	•	•	•
Advanced call monitoring including whisper, barge, and monitor		•	•	•
Hot desking		•	•	•
Push-to-talk / walkie talkie	Add-on option	Add-on option	Add-on option	Add-on option

Unified communications

Unified communications	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Team messaging and file sharing	Yes, limited storage	Yes, limited storage	Yes, unlimited storage	Yes, unlimited storage
Mobile apps for iOS and Android	•	•	•	•
Unlimited audio conferencing	•	•	•	•
Video meetings and participants	Up to 100 video participants	Up to 100 video participants	Up to 200 video participants	Up to 200 video participants
High-definition (HD) video	•	•	•	•

Unified communications	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Whiteboard and annotations	•	•	•	•
Collaborative notes	•	•	•	•
Breakout rooms	•	•	•	•
Unlimited internet fax		•	•	•
Unlimited storage for files, messaging, and recordings **			•	•
End-to-end encryption for video and messaging (beta)	•	•	•	•
Video recording	"Unlimited / 1 year of cloud	"Unlimited / 1 year of cloud	"Unlimited / 1 year of cloud	"Unlimited / 1 year of cloud
Conversation Intelligence	recording retention"	recording retention"	recording retention"	recording retention"
RingCentral Rooms	Add-on option	Add-on option	Add-on option	Add-on option
RingCentral Webinar	Add-on option	Add-on option	Add-on option	Add-on option
recording retention"	Add-on option	Add-on option	Add-on option	Add-on option
Conversation Intelligence	Add-on option	Add-on option	Add-on option	Add-on option
RingCentral Rooms	Add-on option	Add-on option	Add-on option	Add-on option
RingCentral Webinar	Add-on option	Add-on option	Add-on option	Add-on option

AI Automation and Intelligence

Personal AI Assistant for Video	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Transcribes meetings	•	•	•	•
Provides closed captioning	•	•	•	•
Summarizes video recordings	•	•	•	•
Generates video highlights	•	•	•	•
Personal AI Assistant for Phone	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Provides closed captioning	•	•	•	•
Transcribes calls	•	•	•	•
Takes real-time notes, captures actions, and syncs with call history		•	•	•
Personal AI Assistant for SMS	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Helps write, draft, and edit		•	•	•
Translates SMS texts			•	•
Personal AI Assistant for Team Messaging	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Summarizes unread messages		•	•	•
Helps write, draft, and edit		•	•	•
Translates team messages			•	•
Conversation Intelligence	Add-on option	Add-on option	Add-on option	Add-on option
AI Receptionist	Add-on option	Add-on option	Add-on option	Add-on option

Customer Engagement

Business SMS Booster	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Shared SMS inbox	Add-on option	Add-on option	Add-on option	•
Company reply templates	Add-on option	Add-on option	Add-on option	•
SMS compliance management	Add-on option	Add-on option	Add-on option	•
Call Queues Booster	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Estimated wait time announcement	Add-on option	Add-on option	Add-on option	•
Place in queue announcement	Add-on option	Add-on option	Add-on option	•
Callback from queue	Add-on option	Add-on option	Add-on option	•
Live Reports for real-time call queue	Add-on option	Add-on option	Add-on option	•

Administration

Administration	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Less than 6 mins of annual downtime SLA (99.999% availability) and 7 layers	•	•	•	•
Single sign-on	•	•	•	•
24/7 support and professional implementation	•	•	•	•
Call management and phone system	•	•	•	•
Cost center management		•	•	•
Multi-site admin and management		•	•	•
Custom roles and permissions		•	•	•

Analytics

Analytics	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Call log reports	•	•	•	•
Real-time quality-of-service analytics and alerts	•	•	•	•
Adoption analytics		•	•	•
Business Analytics Essentials		•	•	•
Business Analytics Pro		Add-on option	•	•
Device analytics and alerts			•	•

Platform & workflow customization

Platform & workflow customization	Core	Advanced	Ultra	Customer Engagement Bundle (CE Bundle)
Developer platform and access to APIs	•	•	•	•
Integrated telephony for Microsoft Teams	•	•	•	•
Popular integrations including Office 365, Google, Slack, and more	•	•	•	•
Archiver App integration for cloud		•	•	•
CRM integrations with Salesforce,		•	•	•
Industry-specific integrations with		•	•	•

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.



RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world..

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