RingCentral

Workforce Management

Boost ROI and meet SLAs with maximum coverage and minimum downtime.

Over two-thirds of the cost of running a contact center is labor. RingCentral's Workforce Management (WFM) ensures you are getting the best return for that investment. Anticipate business demands and optimize your workforce with the industry's most intelligent and accurate omnichannel forecasting and scheduling engine.

Tightly integrated into the RingCentral Contact Center™ platform, the modernized, intuitive interface reduces the training and skill set required to create and manage forecasts and schedules and improves agility with easy intraday capabilities.

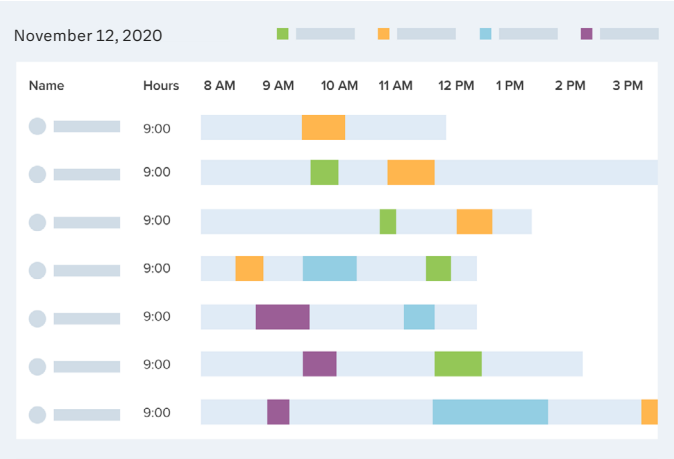
Improve forecast accuracy

- Leverage AI technology, machine learning, and over 40 patented algorithms to achieve your SLAs without overstaffing.
- Reduce labor waste with clear and trusted forecasts and enhanced schedules.
- Optimize forecast accuracy using advanced methods such as Box-Jenkins ARIMA, exponential smoothing, multi-linear regression, and Best Pick.

Simplify workforce management

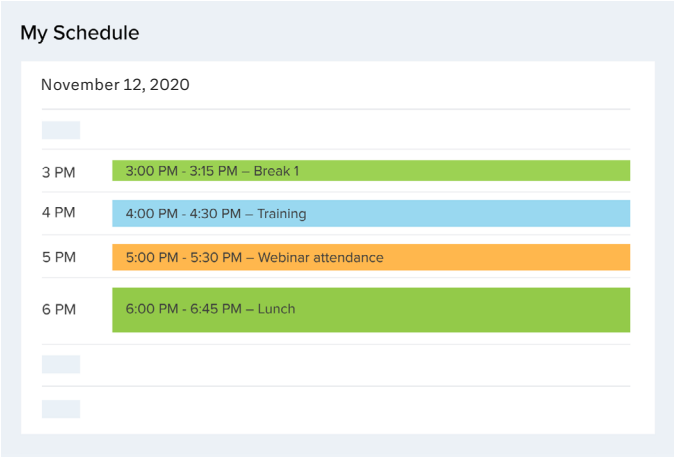
Remove the need for specialized WFM expertise by eliminating manual calculations, adjustments, and cumbersome steps.

- Automatically align schedules to business requirements to meet your service level objectives.
- Leverage historical data to optimize schedules with Best Pick technology.
- Eliminate manual WFM processes with an intuitive interface and workflow to generate and manage forecasts and create schedules.
- Get the info on intraday performance you need to increase agility in responding to changing conditions.
- Easy-to-use tools with an intuitive interface shorten the ramp-up time of schedulers.



Empower agents and supervisors

- Give agents the tools to have a better work-life balance.
- Streamline agent experience with direct access to schedules, time-off requests, and shift bidding with the agent desktop.
- Receive real-time notifications of schedule changes and approvals.
- Unified dashboards provide supervisors and agents with at-a-glance insight into intraday trending for key metrics.



Streamline administration

- Get one administrative interface across all contact center functions with our tightly integrated system.
- Eliminate data synchronization issues and the need to install and maintain third-party automatic call distributor (ACD) integrations to get real-time and historical contact volume data.
- Realize benefits quickly with rapid deployment in days instead of months.
- Minimize ongoing IT support costs.

A full messaging solution for your customers

AI-driven forecasting

Proactive optimization

Automated WFM processes

Self-managed schedule tools

A unified component of RingCentral Contact Center software

To learn more, visit us at ringcentral.com/effortless-customer-engagement.html.

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 business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral

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