RingCentral Collaborative Contact Center™

Transform the way you manage customer engagement.

Overview

Your customers' service needs change every day, and keeping up with that can mean the difference between success and failure. A solution that can communicate with your customers on their terms as well as enable agents to collaborate across the company in order to resolve issues fast is critical to survive in today's competitive market.

RingCentral Contact Center™ integrated with RingCentral Glip™ team messaging and collaboration, and new RingCentral Pulse™ enable agents and supervisors to communicate and collaborate across their organizations in real time to resolve customer issues efficiently.
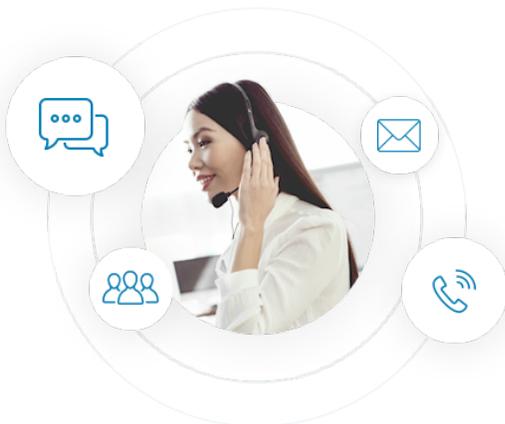

- Meet customers on their channel of choice with omnichannel contact center.

- Improve agents' performance with collaborative contact center Glip team access.

- Solve complex customer issues fast with one-click access to experts.

- Stay ahead of service needs with intelligent bots monitoring and alerting key stakeholders.

RingCentral Pulse for Contact Center

RingCentral Pulse for Contact Center enables companies to deliver superior quality service to their customers.

- Monitor select service and sales performance that are important to your business.

- Send alerts directly to the teams that are most impacted.

- Formulate an immediate response to resolve issues quickly.
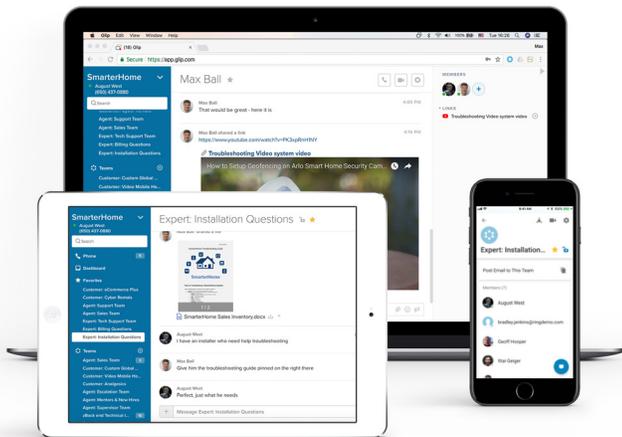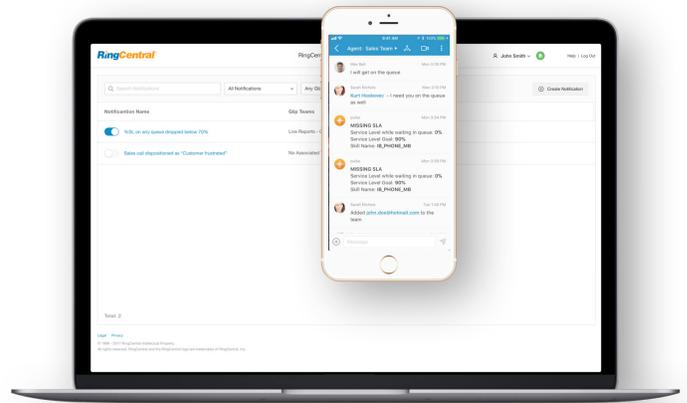
Leverage experts to drive world-class customer engagement

- Create expert teams to solve complex issues quickly and accurately.

- Leverage agent-peer teams to assist in answering questions, document sharing, and new agent ramp-up.

- Invite customers and experts to teams to provide direct assistance and escalate to video if needed.

Revolutionize your customer relationships

Automated KPI monitoring	Smart alert distribution	Ease of configuration	Mobile
Intelligent bots monitor performance parameters, informing supervisors when problems emerge so immediate action can be taken.	When KPIs are not being met, alerts are delivered to supervisors and agents right within Glip teams.	Easily configure and tailor important KPIs for agents, teams, and skill groups for which they are responsible, as well as identify who should get notified to take immediate action.	Alerts and notifications are always available on desktop and mobile devices, enabling supervisors to take action, no matter their location.

RingCentral®

"Glip makes sure that we're all connected in a way that we couldn't be before."

—Jayson Lindsley, Director of Information Technology at MyOutDesk

"Glip has become a very key part of our communication in the contact center."

—Ryan Stewart, Vice President of Canadian Operations at Market Force Information

Intrigued? To learn more, give us a call at **800-921-4302.**

Chat with us now