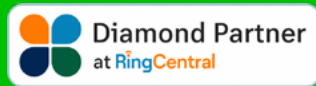




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Wavenet Group



RINGCENTRAL
RINGCX



AI, OMNICHANNEL CONTACT CENTRE, AND UNIFIED COMMUNICATIONS FOR A COMPLETE CUSTOMER EXPERIENCE

In uncertain macroeconomic conditions, businesses need to find a balance between saving money and providing great customer service.

This means investing in the right tools, communication channels, and technology to improve customer service without sacrificing quality.

With rising customer expectations customers want quick and accurate answers from knowledgeable agents through their preferred communication channels on their first interaction with businesses.

What is RingCentral RingCX?

Make customer experience your competitive advantage with RingCentral RingCX.

This next-generation solution combines cutting-edge RingSense™ AI technology, an omnichannel contact centre, and RingCentral EX unified communications to deliver personalised customer journeys across various touchpoints. Give your agents and customers the best experience of your business by transforming your contact centre into a customer experience hub with all the data you need in a centralised place.

What does RingCentral RingCX deliver?

RingCX delivers AI-driven capabilities across 30+ channels, enhancing customer engagement with personalised conversations and intelligent routing.

A powerful API suite to fit into any environment with prebuilt integrations to leading CRM systems, including; Salesforce, Microsoft Dynamics, and ServiceNow.

It supports extensive integration with 400+ APIs and 120+ tools for customised deployments. The solution optimises operations through native workforce management, quality monitoring, and real-time analytics while supporting remote and hybrid agents.

Why RingCentral?

- Seamless team collaboration
- World-class security and reliability
- RingCentral is a leader in the 2023 Gartner® Magic Quadrant™ for UCaaS
- A leader in ESG, in 2022, RingCentral received a rating of AA (on a scale of AAACCC) in the MSCI ESG ratings assessment
- A fully featured stand-alone offering, but it can also be used to complete a Microsoft Teams environment. It also provides a choice for Mitel MiVoice Business customers wanting to adopt a public cloud CCaaS solution



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RingCentral is recognised as a leader in the industry:



A leader in the 2023 Gartner® Magic Quadrant™ for UCaaS



Peer Insights Customers' Choice - 2021



Ranked #1 in 2020 Frost & Sullivan UCaaS RADAR



IDC MarketScape names RingCentral a Worldwide Leader for UCaaS Service Providers for Enterprise and SMB - 2021



#1 in Omdia UCaaS North America Scorecard for fourth year in a row



Total Economic Impact of RingCentral Contact Centre

RingCentral RingCX benefits:

Increased agent productivity with AI automated processes:

This all-in-one, easy-to-use contact centre solution streamlines tasks, allowing agents to work more efficiently.

Enhanced customer experience:

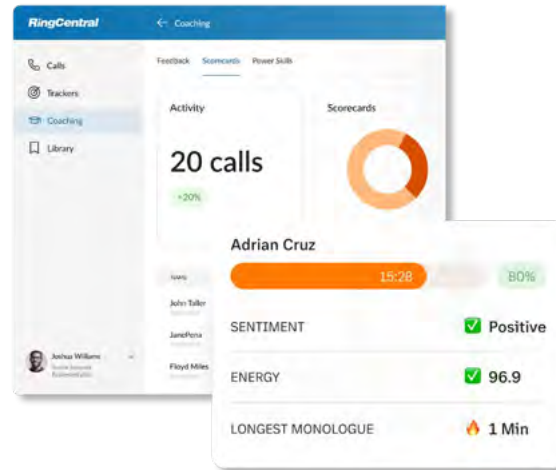
Empowered and engaged agents deliver quicker, more personalised service, leading to faster issues resolution and improved customer satisfaction (CSAT) scores.

Peace of mind:

Providing 99.999% reliability SLA (Service Level Agreement) and multiple layers of enterprise-grade security, ensuring system reliability and data protection.

Improved agent satisfaction:

Happier agents result from a more efficient, supportive work environment, leading to better performance and retention.



Have you thought about?



Connectivity – We can also help you with cost-effective, manageable and flexible connectivity. Our SD-WAN and MPLS-based networks deliver a quality of service over the core network so that applications and data can be prioritised according to the importance of the business



Mobile – We have the most competitive commercials for mobile solutions in the marketplace today for devices, smartphones and accessories with flexible payment methods that suit you and mobile device management (MDM) solution



Training – our in-house experts at Daisy will tailor and deliver a training package designed to help your staff use the technology effectively so that your business is able to reap all the benefits of the solutions you implement

Why Daisy?

- Daisy has more than 30 years' of experience in delivering unified communications solutions for UK customers across every industry sector
- In addition to providing a leading public cloud solution with RingCentral, our customers can benefit from the full range of Daisy products. Whether that be an upgrade to fibre connectivity, replacement of WLR assets or a mobile solution to support your hybrid working requirements, our specialists can provide a full-service wrap to suit your needs
- As a RingCentral Diamond Partner and Certified Delivery Partner, we can design, deliver and support the full range of RingCentral's solutions
- Skills and expertise – support from a large number of skilled engineers and consultants throughout the UK, especially on the transition from traditional WLR services to future-proof technology
- End-to-end expertise – from business strategy to end-user support
- Simple cost control – access to our free online account management portal, Daisy MyAccount
- Experienced in public sector deployments, and we are registered on many PSN frameworks as preferred suppliers



Find out more about RingCentral RingCX speak to one of our sales specialists today:

enquiry@daisyuk.tech

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