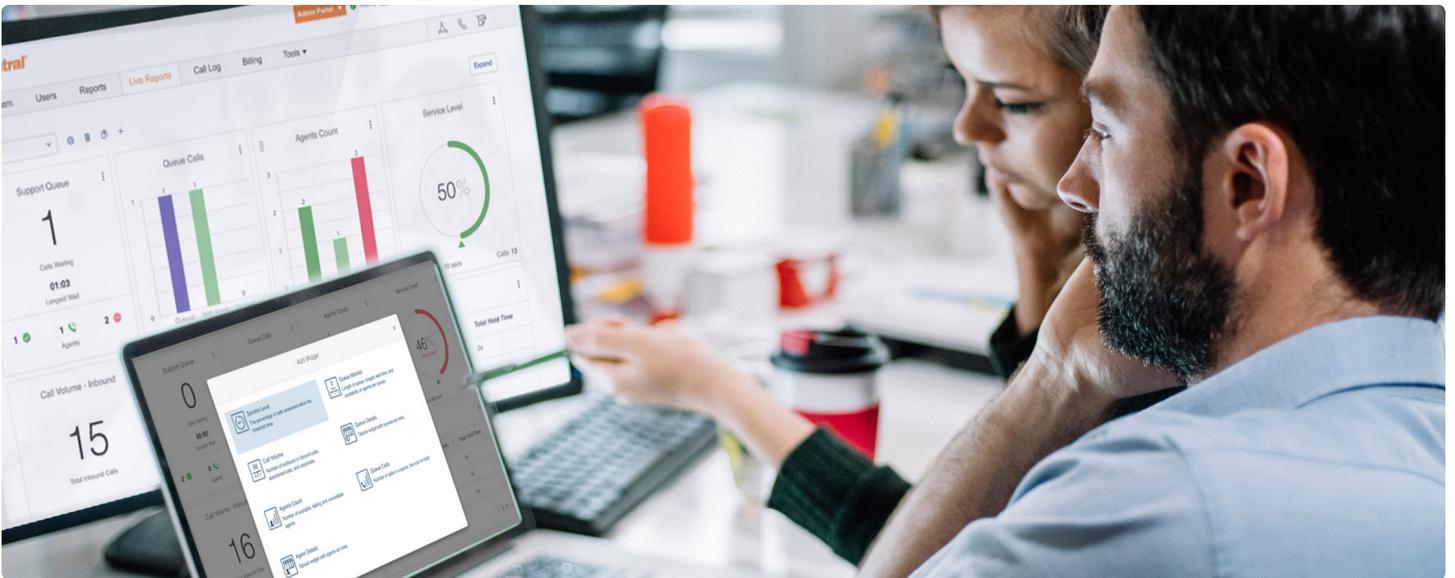


# RingCentral Live Reports

## Identify operational insights and trends with customisable analytics.

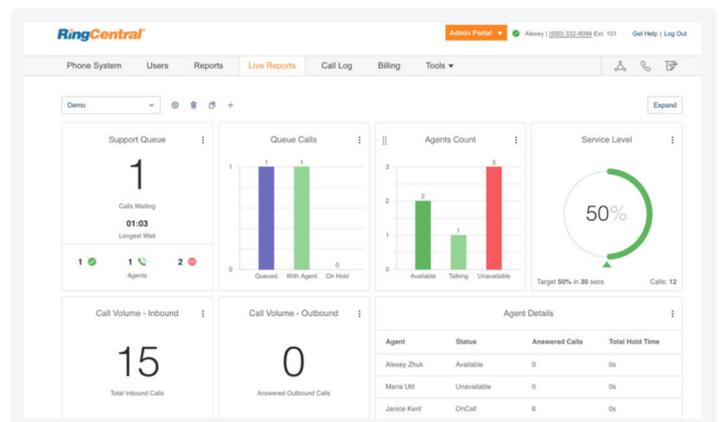
Get better insight into your sales, customer experience, and support agent activity with RingCentral Live Reports. Available as an add-on feature to your RingCentral Office® phone system, RingCentral Live Reports gives you easy-to-understand dashboards that include helpful information on agent performance and the overall customer service experience.



## Features and benefits

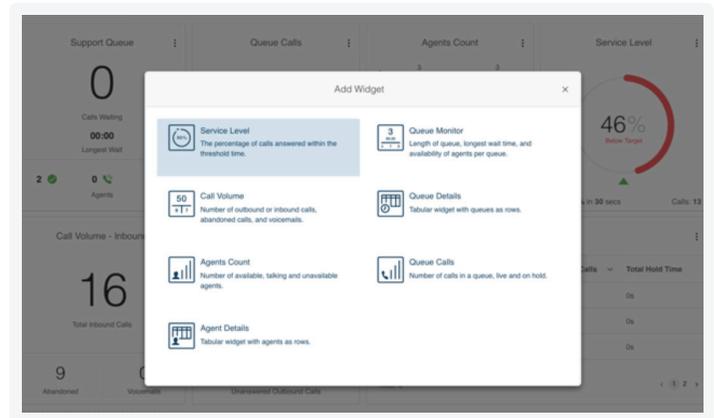
### Real-time data

- Quickly gain the business insights needed to maximise and improve sales and customer service performance to provide a better customer experience.
- Cut down on the frequency of unpredictable circumstances and take a proactive approach on identifying potential business issues and ensuring proper staffing levels.
- Enable quicker decisions based on insight into emerging trends and uncover hidden opportunities.



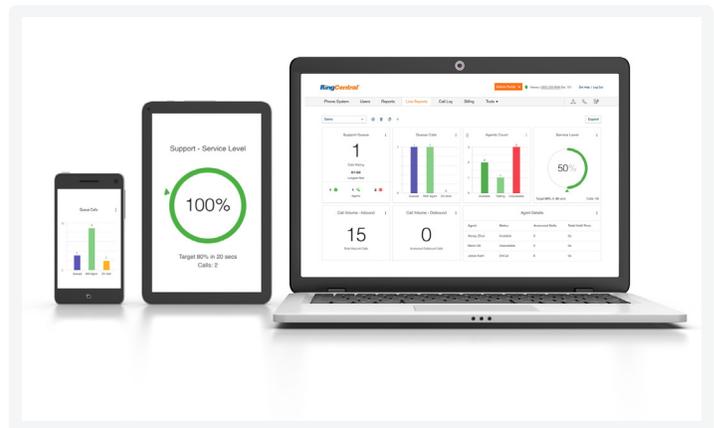
## Customisable dashboards

- Arrange widget-based metrics to be presented in whatever way is most intuitive for your specific business needs with our easy-to-use configuration tool.
- Monitor a wide variety of analytics including time on call, time between calls, calling patterns, missed calls, abandoned calls, number of voicemails received, agent availability, overall service levels, and much more.
- Edit dashboard permissions to give visibility to as many or as few people as you want.



## Workforce optimisation

- Use wallboards to provide insight and gamification opportunities to drive sales and customer service performance.
- Measure sales and customer service agents against customisable scores (KPIs, SLAs).
- Compare peers, groups, or departments to see the collective gaps and performance gains.
- Empower employees with a simple, visual way to view their own communication patterns to better manage their workday.



## Enhance RingCentral Office

- Get quick access to centralised data and analytics from anywhere, on any device.
- Optimise queues and agents with instant visibility into call flows.
- Enable sales and support teams with real-time analytics.
- Provide to sales/support teams and their managers—not needed across entire account.

For more information, please contact a sales representative. Visit [ringcentral.co.uk](https://ringcentral.co.uk) or call 0800 098 8136.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact centre solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.