



RingEX

# AI-first business communications

Communicate the smart way. Call, message, meet and more all in one trustworthy solution.

## Why use RingEX for your business communications?



### Complete

- One app for calls, video meetings, messaging, SMS and fax
- Meets every communication use case in your organization



### Simple and flexible

- Flexible migration path from traditional PBX systems
- Easy to use capabilities with little to no IT resources needed



### Reliable, trusted quality

- Over five years of 99.999% uptime in 46 countries
- Globally recognized security and privacy 3rd party certifications



### AI-first

- AI notes, summaries, intelligence, and search
- Powerful analytics and insights for better decision making



### Deeply integrated

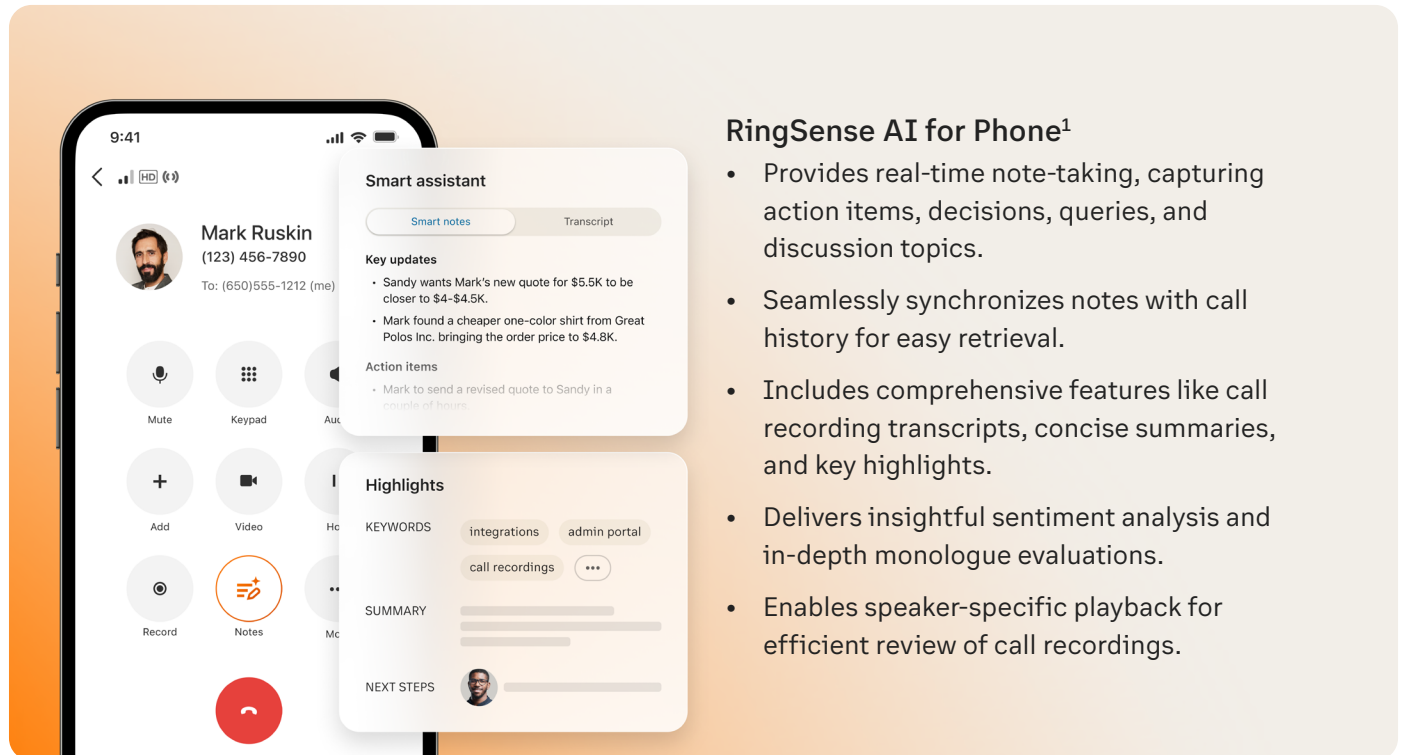
- 300+ apps & integrations to increase productivity
- Powerful embedded calling integration into Microsoft Teams

## Phone

A smart, reliable business cloud phone system that unifies business calls, SMS, fax and more in a single, intuitive app - powered by AI - across all your devices.

## Complete

- Use one business phone number for calling, business SMS, MMS, and fax, so your personal number stays private.
- Supports any calling use cases, from sales teams to receptionists, with the widest range of telephony features, including call routing, call handling, automatic call recording, interactive voice response (IVR), and more.



## RingSense AI for Phone<sup>1</sup>

- Provides real-time note-taking, capturing action items, decisions, queries, and discussion topics.
- Seamlessly synchronizes notes with call history for easy retrieval.
- Includes comprehensive features like call recording transcripts, concise summaries, and key highlights.
- Delivers insightful sentiment analysis and in-depth monologue evaluations.
- Enables speaker-specific playback for efficient review of call recordings.

## Easy-to-use

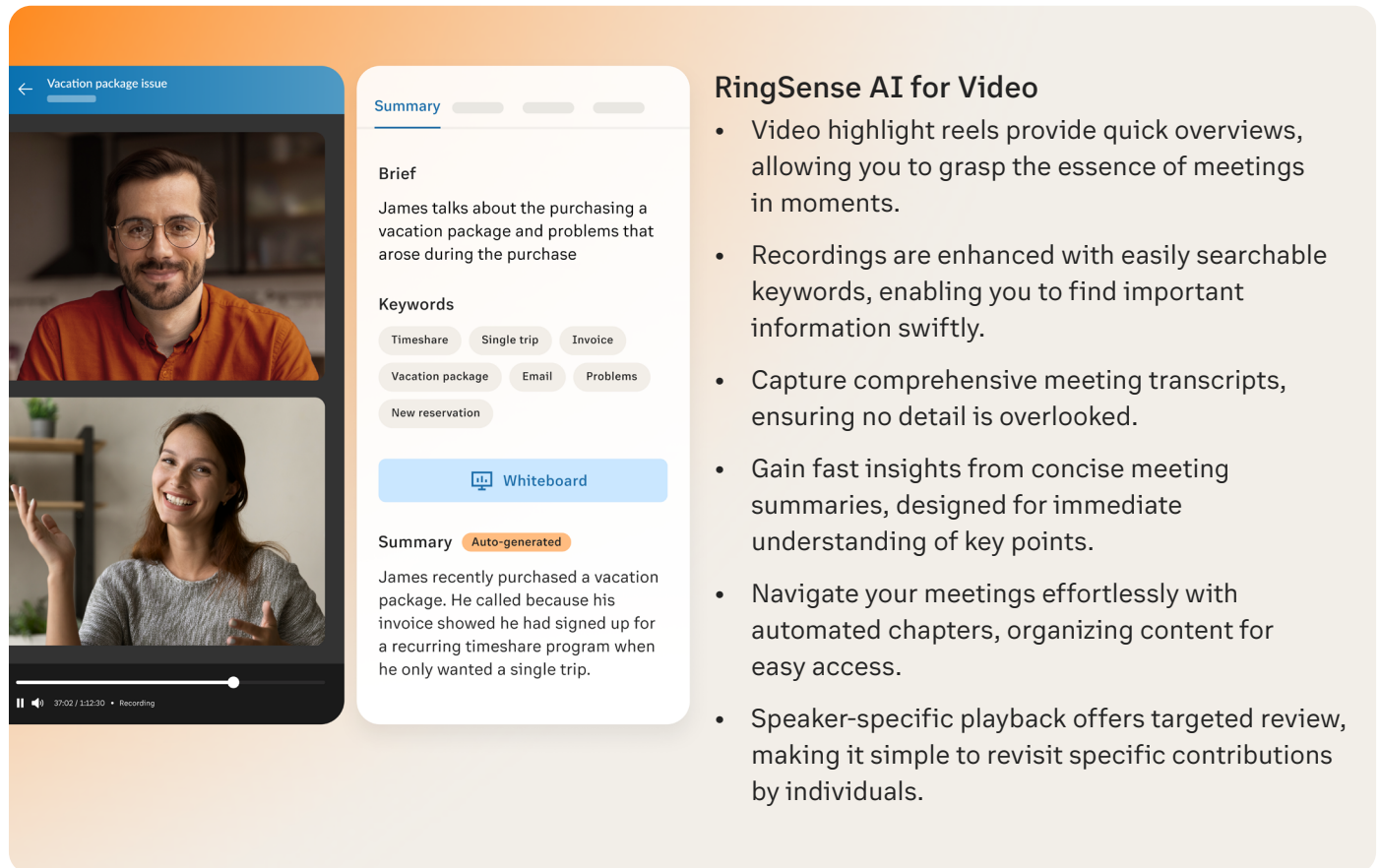
- Set up and onboard in minutes. Instantly access your business phone and all its rich capabilities across the devices of your choice - smartphone, tablet, desktop, and deskphone.
- Build workflows around voice, SMS, and contact management with ease, no technical skills required, to boost productivity and customer satisfaction.

## Video

Video meetings made simple, with AI enhancing in-meeting interactions and providing comprehensive post-meeting recaps.

### Join from anywhere

- Full-featured desktop and mobile browser experience - no downloads or plugins needed<sup>2</sup>, perfect for your external guests and clients.
- Powerful mobile app experience. Use whiteboards, annotate, share live content from your back camera, and more.



The screenshot displays the RingSense AI interface during a video meeting. On the left, a video feed shows two participants: a man in an orange shirt and a woman in a grey sweater. The top of the interface has a blue header with a back arrow and the text 'Vacation package issue'. To the right of the video is a white sidebar with a 'Summary' tab. The sidebar contains a 'Brief' section with the text: 'James talks about the purchasing a vacation package and problems that arose during the purchase'. Below this is a 'Keywords' section with several tags: 'Timeshare', 'Single trip', 'Invoice', 'Vacation package', 'Email', 'Problems', and 'New reservation'. A 'Whiteboard' button is visible below the keywords. At the bottom of the sidebar is a 'Summary' section with an 'Auto-generated' label and the text: 'James recently purchased a vacation package. He called because his invoice showed he had signed up for a recurring timeshare program when he only wanted a single trip.' The video player at the bottom shows a progress bar at 37:02 / 1:12:30 and a 'Recording' status.

### RingSense AI for Video

- Video highlight reels provide quick overviews, allowing you to grasp the essence of meetings in moments.
- Recordings are enhanced with easily searchable keywords, enabling you to find important information swiftly.
- Capture comprehensive meeting transcripts, ensuring no detail is overlooked.
- Gain fast insights from concise meeting summaries, designed for immediate understanding of key points.
- Navigate your meetings effortlessly with automated chapters, organizing content for easy access.
- Speaker-specific playback offers targeted review, making it simple to revisit specific contributions by individuals.

### Rich collaboration

- Bring teams together with unlimited interactive whiteboarding.
- Simultaneously take meeting notes directly within the meeting without needing a separate note-taking app.

1. Available in early access preview for select customers only. Learn more about [RingSense AI here](#).

2. Available for desktop (Chrome, Microsoft Edge, Safari and Firefox) and mobile (Chrome for Android, Safari for iOS) browsers.

## Message

Chat, share files, collaborate, and get work done—organized your way.

### Seamless switching

- Switch between desktop and mobile devices with just one click.
- Elevate from phone call to video easily.

### Secure meetings

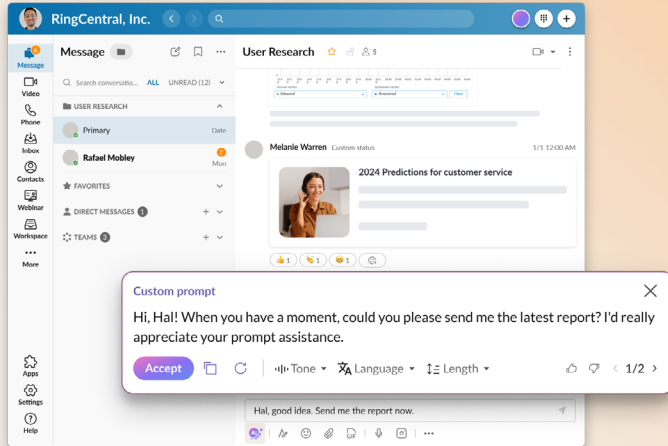
- Enable dynamic end-to-end encryption, waiting rooms, host controls, and more to stay in control of your meetings.

### Teamwork built right in

- Send messages, share files, and assign action items in real time and track everything right from the RingCentral app.

### Task creation and management

- Create and assign tasks for yourself or other people with built-in task management.
- Add stakeholders to a direct message, group, or team conversation.



### RingSense AI for Messaging<sup>1</sup>

- Craft articulate and contextually aware messages using simple commands.
- Utilize RingSense AI to edit and enhance messages or generate new ones from prompts.
- Leverage RingSense AI for accurate message translations in Chinese, French, English, Spanish, and German.

### Message anyone—coworkers, customers, or partners

- Create teams for both internal and external groups.
- Send files or post messages via emails for extra context.

### Get help quick

- In-app resource center for onboarding, feature discovery, help, support, and feedback.

### Manage your conversations easily

- Create personal folders and categorize your conversations based on names and colors.
- Set message reminders, bookmark important group messages or shared files.



### Integrations

- Integrate RingCentral into productivity suites like Microsoft 365 and Google Workspace to boost productivity while eliminating app switching.
- Transform Microsoft Teams into a complete communications hub with integrated telephony, SMS, fax, and more.
- Keep your funnel full, automate sales and marketing workflows, and make customers happier with CRM integrations for Salesforce, Hubspot, Zendesk, and more.
- Build your own workflows using our custom APIs.

### Analytics

- Troubleshoot help desk tickets faster with actionable, end-to-end insights and monitoring
- Real-time and historical data so line-of-business leaders can identify business-critical patterns.
- Access usage data to drive adoption and maximize return on investment.

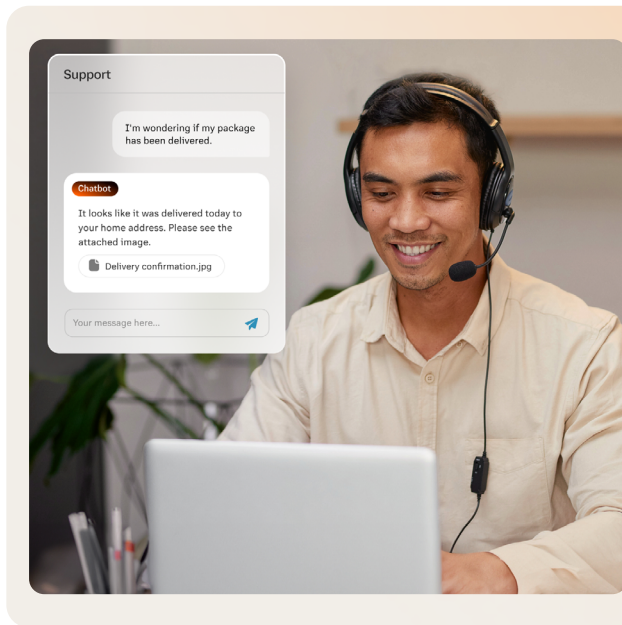
## Meeting global standards for security and privacy



Our third-party attestations, certifications and adherence to global laws and compliance regulations speak to our commitment to data security.

RingCentral is built on a secure cloud platform with a robust portfolio of security and compliance certifications, as well as compliance with global regulations, including:

- SOC 2 attestation
- SOC 3 attestation
- ISO 27001 and ISO 27017-18 certifications
- STIR/SHAKEN (Spam blocking)
- HITRUST certificate
- HIPAA attestation of compliance
- GDPR
- PCI-certified merchant
- PIPEDA
- FINRA



## Looking for a simple contact center solution?

Complement RingEX with a simple to use, easy to deploy contact center solution. Enhance our world-class unified communication solution with RingCX™, a native, AI-first contact center. Integrated with RingEX, RingCX offers a disruptive combination of robust customer experience functionality at an attractive price.

For more information, please contact RingCentral Partner Support at [partners@ringcentral.com](mailto:partners@ringcentral.com).

RingCentral, Inc. (NYSE: RNG) is a leading global provider of AI-first cloud-based business communications and collaboration that seamlessly combines phone system, messaging, video, webinars and hybrid events, and contact center. 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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