

InView Performance Management

Drive results and motivate agents

Finding, training, retaining agents, and keeping your team focused on what's important is the number-one challenge for contact centers. According to Contact Babel's 2014 US Contact Center Decision-Maker's Guide, nearly one in three contact center agents leave their job within a year. InView Performance Management can help.



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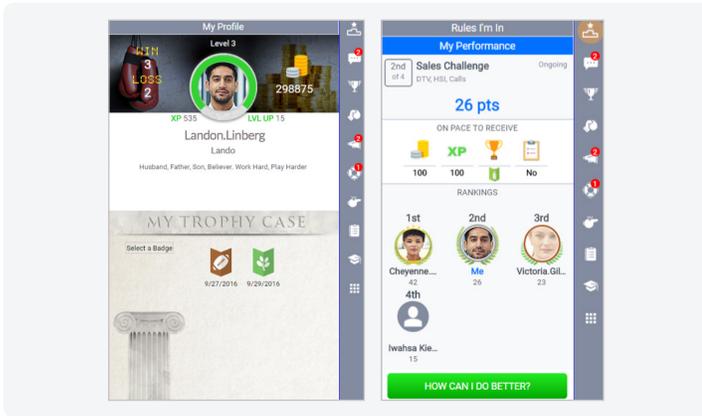
With InView Performance Management you can:

- Create highly customized dashboards for quick status on how your business is performing

- Pull data from external resources, including CRM systems
- Use gamification to motivate agents

Provide everyone in your organization with the information they need:

- High-level sales and usage trends for executives
- Team-specific information for supervisors
- Challenge and achievement information for agents

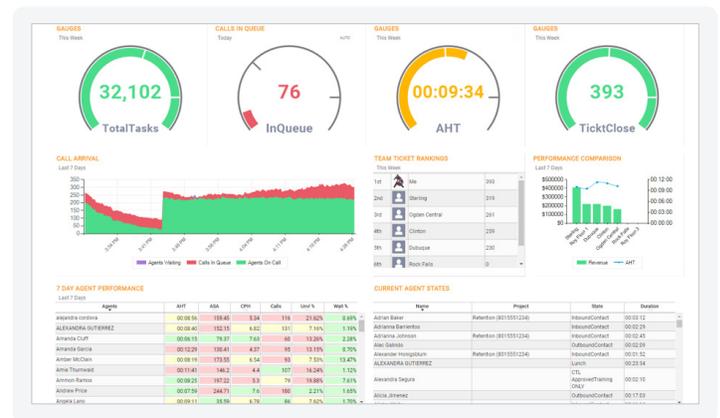


Use gamification to motivate your agents:

- Earn badges, coins, and prizes
- Participate in team and individual challenges
- Visual status and prize information

Comprehensive insight and engagement:

- Visualizations make it easy to check performance
- Single source of truth across many data sources
- Inspire performance with clear, visual targets and gamification



What our customers have to say:

BACTESTM
a sharecare company

“I use RingCentral Contact Center all the time. Contact Center provides me with information I can use for staff training and to do overall quality assurance on my team’s performance.”

— Irene Torres, Manager of Customer Service and Quality

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MLS

“Our call centers have to be up and running to their fullest extent, and the support reps need tools to answer questions quickly. RingCentral Contact Center makes that happen.”

— Garry Marsoubian, Senior Vice President of IT and Project Delivery

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 center solutions. RingCentral’s open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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