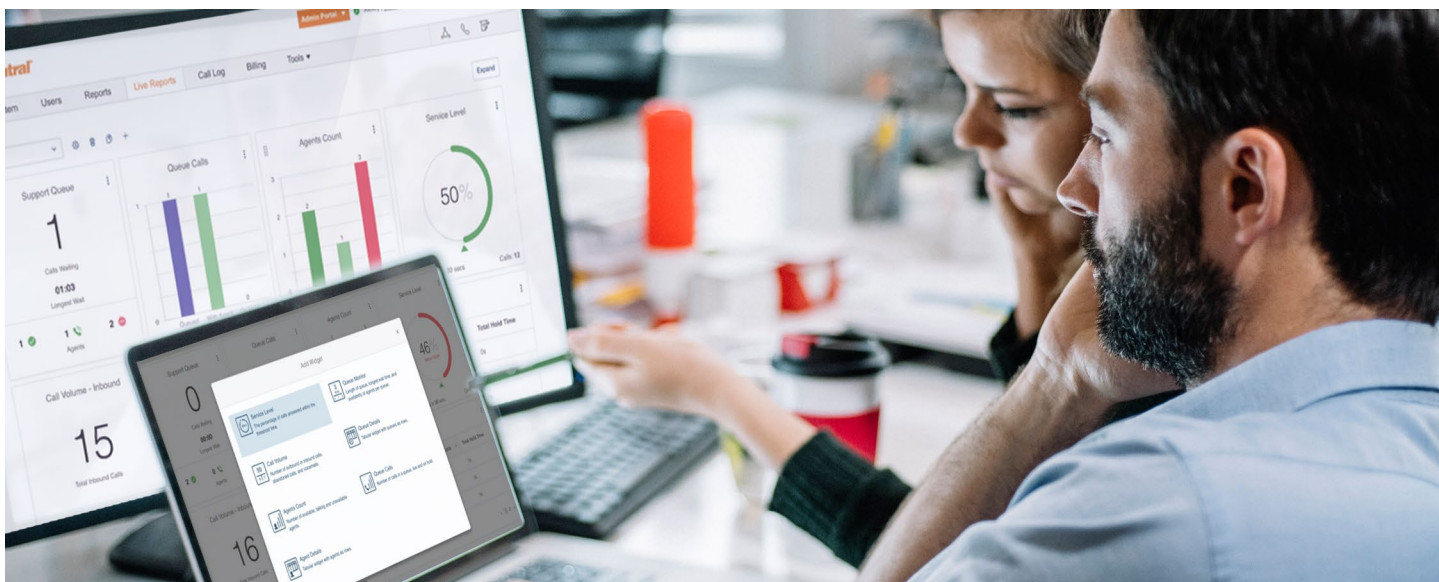


RingCentral Live Reports



Ever wish you had better insight into how your business is handling customers who call your company? Wonder if the agents in your call center are providing the best customer service possible? Now you can get the type of real-time information you need to maximize the performance of your customer service center with new 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.



“Live Reports really helps us shine a light and get visibility into what’s coming our way and proactively plan our staffing based on these patterns and call volume forecasts.”

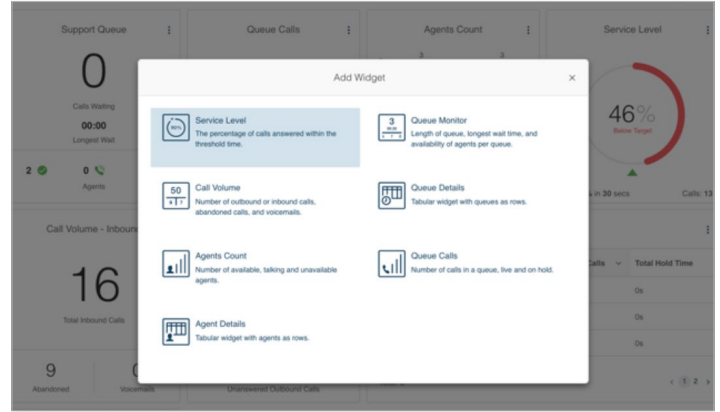
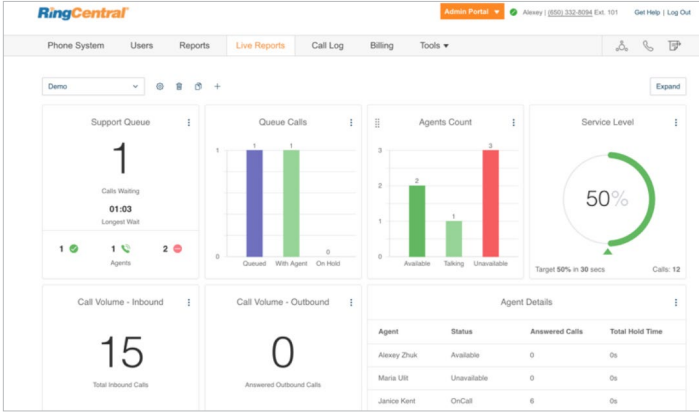
Derek Hardy, Chief Technology Officer, NakedWines.com

Features and benefits

- **Collect real-time data** on the performance of call queues in your customer service center.
- **Monitor on-hold calls**, agent availability, missed calls, and overall service levels.
- **Analyze queue data** to ensure proper staffing levels.
- **Spot emerging patterns** in call traffic to prevent queue overload.

How it works

With its highly visual real-time dashboards, RingCentral Live Reports lets you take better control of the customer experience and closely monitor the performance of your agents.

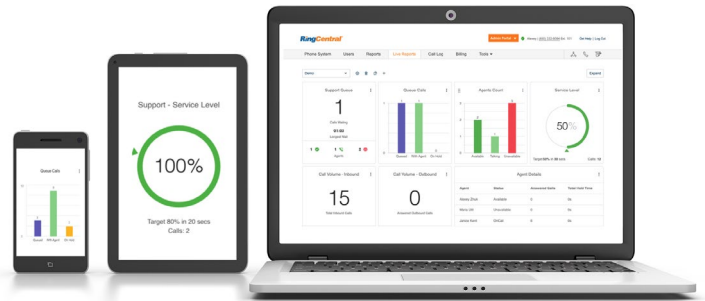


The widget-based dashboard puts key information at your fingertips.

Customize the dashboard to meet your specific needs with our easy-to-use configuration tool.

- Service Level**
The percentage of calls answered within the threshold time.
- Call Volume**
Number of outbound or inbound calls, abandoned calls, and voicemails.
- Agents Count**
Number of available, talking and unavailable agents.
- Agent Details**
Tabular widget with agents as rows.

Monitor service levels, number of queued calls, agent availability, and more.



Easily manage your call center team from anywhere—even your mobile device.

Requirements

RingCentral Live Reports is a feature that can be added on a per-user basis to any RingCentral Office subscription. There is an incremental cost for each agent or supervisor at your company who accesses the feature.