

AI Receptionist

RingCentral AI Receptionist™ (AIR) is an AI phone agent that automates customer interactions, eliminates missed calls, and ensures faster, smarter customer service.



Powered by generative AI, RingCentral AIR™ answers customer questions and seamlessly transfers callers—just like a full-time receptionist. Unlike complex and costly contact center intelligent virtual agents (IVAs), RingCentral AIR is built directly into the RingCentral phone system, making this AI call automation solution easy to deploy for any business.

AI with real impact

50%

decrease in time spent
on inbound calls

20%

fewer calls for your team
with AI answering

100%

of all calls answered
with AI Receptionist

Key Benefits:

Never miss a call, never miss an opportunity

Answer every call instantly 24/7 with natural responses, block spam, and quickly route complex requests that need a human touch.

Scale effortlessly without extra hires

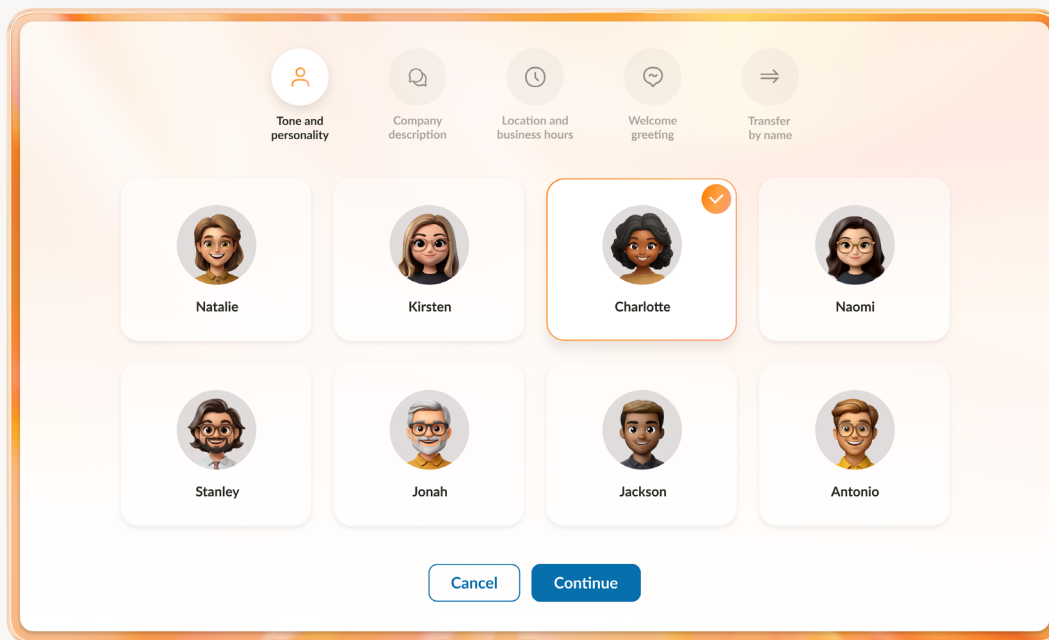
Manage high call volumes and after-hours inquiries with AI, add multiple agents, and track performance - all at a fraction of the cost.

Free your team, automate the routine

Reduce your workload with an AI phone agent that is easy to set up, handles repetitive inquiries and automates SMS follow-ups.

Consistent, professional customer service

Trained as a company expert to deliver on-brand, accurate responses - no bad days, no training gaps.



Key capabilities

Natural, human-like conversations

Engage customers with a natural, conversational experience. RingCentral AIR understands intent and responds naturally.

Resolves routine customer inquiries

Use generative AI to answer routine customer questions by leveraging your websites, uploaded policies, processes, and other business documents.

Scalable for multiple locations or departments

Can be deployed for a single storefront, multiple business locations or teams from billing to customer support.

Intelligent call routing

Connect callers to the right person or department based on names, keywords, and conversation context - no more phone menus or wrong transfers that can frustrate customers.

Outbound SMS*

Text important details like confirmations, requested forms, links, email addresses, and more on request right after calls - no manual follow-up needed.

Appointment booking

Make scheduling easy by texting customers a link to your booking page.* Third-party calendar integrations coming soon.

Call transcripts and analytics

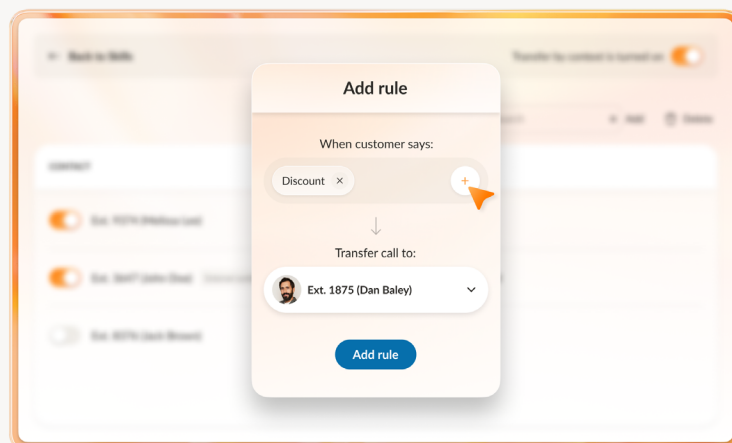
See transcripts for every call to understand what customers are calling about. Identify peak hours, track call volumes, and spot patterns to improve staffing decisions and your customer service.

Customizable voice

Select a consistent, professional AI persona that reflects your brand. Choose from eight voice options, currently available in English. Additional languages coming soon.

Customizable welcome greetings

Create customizable welcome greetings that reflect your brand's unique voice, plus add special announcements to keep callers informed about promotions or updates.



What makes RingCentral AI Receptionist different?

Unlike most AI voice tools that add complexity instead of solving problems, RingCentral AIR integrates seamlessly with your existing RingCentral phone system.

- **Works inside your existing RingCentral phone system.** RingCentral AIR works directly within your existing phone system. No extra apps or complex integrations.
- **Quick and easy setup.** Automatically syncs with your existing numbers, contacts, employee directory, and business settings.
- **Human-like reasoning.** RingCentral AIR is trained as an expert on your business, answering common questions with accurate, business-specific responses using your website, smart FAQs, and uploaded documents.
- **Multimodal.** RingCentral AIR can schedule appointments, send texts, and share important links.
- **Seamless AI-to-Human handoff.** RingCentral AIR can quickly route complex requests that need a human touch to your team.
- **Built on enterprise-grade voice infrastructure.** Backed by RingCentral's decades of expertise in voice communications, security, and compliance.

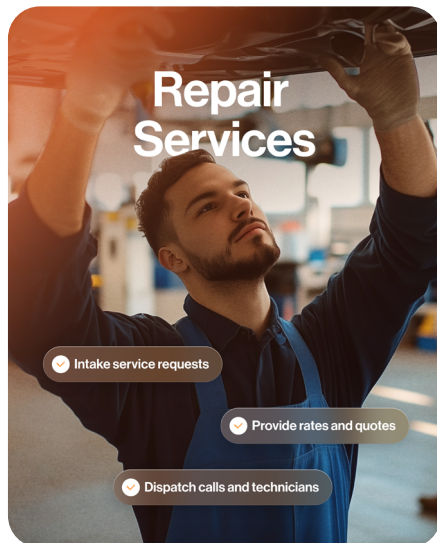
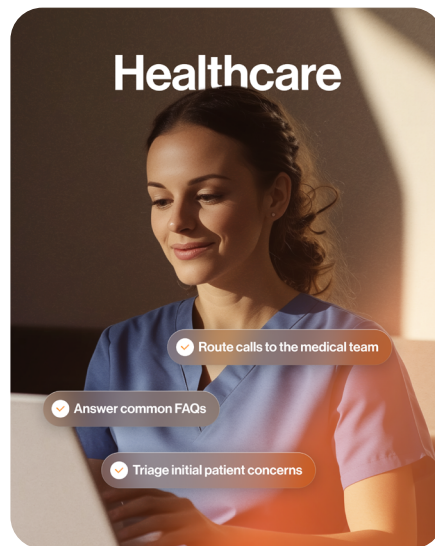
“RingCentral's AI handles over 175 customer inquiries monthly. Our team now has so much more time to focus on critical service repairs and complex maintenance schedules.”

Max Revoredo

Data Analyst, Jay-Hill Repairs

JHR

RingCentral AI Receptionist for you



“RingCentral AI Receptionist saves each agent 20 hours per week - that's a full 50% decrease in time spent on inbound calls. We've turned those saved hours into revenue-generating activities, tripling our outbound call volume.”

April Chastain

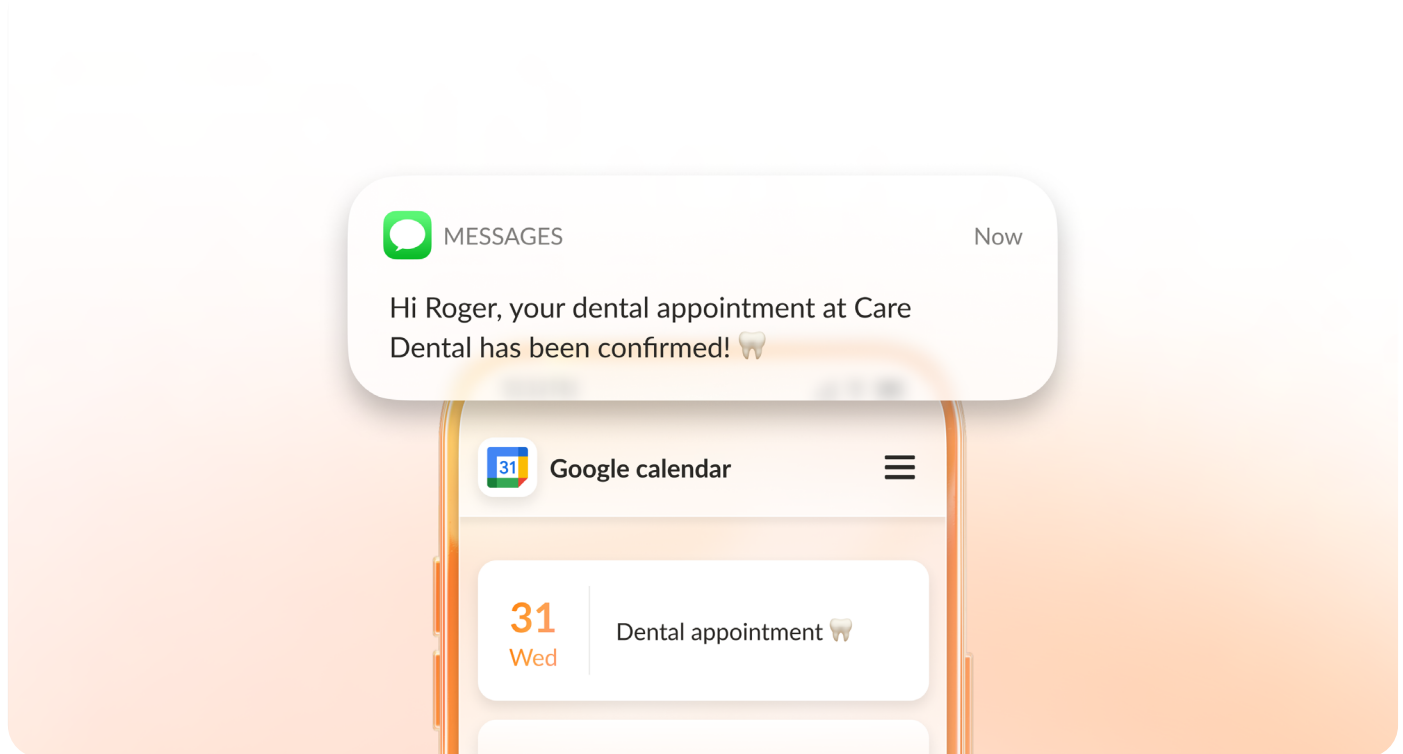
Director of Operations, Owen Security



How to purchase

RingCentral AI Receptionist is available as an add-on for both new and existing RingCentral customers. Reach out to your RingCentral Partner organization to learn more.

Start 100 free minutes today.



For more information, please contact RingCentral Partner Support at partners@ringcentral.com or 800-595-8110.



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RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. 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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