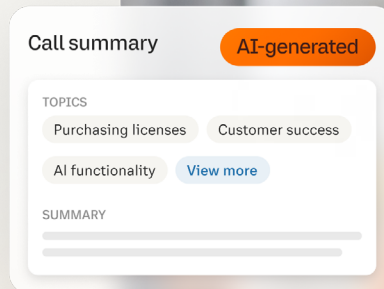


RingCentral RingCX

Smarter citizen experiences,
made simple

Constituent service is an essential requirement for government agencies at all levels. However, traditional contact center solutions often entail complex deployment and cost structures, presenting challenges for resource-constrained government entities to adopt and manage effectively. What these agencies require is a streamlined, modern solution that facilitates exceptional constituent experiences at an all-inclusive, predictable, and cost-effective rate.



RingCentral RingCX brings together cutting-edge RingSense™ AI technology, omnichannel contact center, and RingCentral RingEX unified communications, delivering a next-generation AI-powered solution with a disruptive combination of product, packaging, and pricing.

Operational benefits

- Attract and retain the best staff with hybrid work and AI tools for productivity
- Build trust with citizens with regular, transparent communication updates
- Modernize the way you engage with citizens

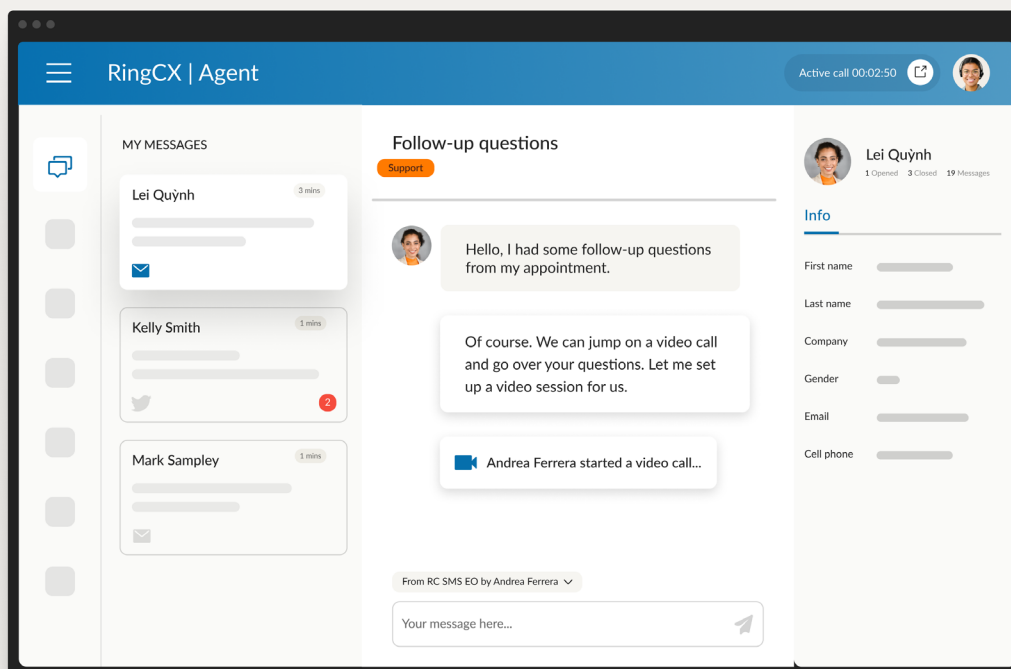
Technology benefits

- Intelligent assistance that prioritizes citizen and constituent support before, during, and after interactions
- Unified omnichannel bringing together voice, video, and 20+ digital channels - including SMS, email, chat, social (such as Facebook and Twitter), as well as messaging applications like WhatsApp - all into a single pane of glass for agents

- Easy to deploy with a user-friendly administrative interface to get up and running in days, not weeks
- Simple to use with a single interface unified with RingCentral RingEX to seamlessly connect with internal experts, enhancing first contact resolution and overall efficiency
- Cost-effective packages and pricing with **unlimited domestic minutes** to ensure cost savings and budget predictability for government agencies

Key features

- Build citizen trust through improving user experience and delivering better government services to all constituents.
- Transform agents into highly effective ‘super agents’ with a single, intelligent interface, enabling them to provide exceptional constituent service.
- Empower supervisors with AI insights and analytics to make data-driven decisions, optimizing operations and improving overall performance.
- Make operations efficient and future-proof with low cost of ownership, allowing your organization to invest in long-term success while maintaining budget predictability.



Build citizen trust at every step

Offering diverse and personalized channels to engage with your citizens makes it easier for them to access your services, which improves their citizen experience and builds trust. With RingCX we help you ensure a seamless and trustworthy experience for all citizens, meeting their needs with efficiency and security.

- **General Inquiries:** Integrate web chat functionality on the agency website for real-time assistance and reduced wait times. Efficiently direct service requests to the appropriate department with intelligent call routing, increasing first-call resolution rates.
- **Benefits and Assistance:** Provide immediate access to information about social services, eligibility, and application processes with self-service channels and virtual agents.
- **Tax and Revenue:** Ensure secure exchange of sensitive information related to tax inquiries, payment processing, and refunds through secure communication channels.
- **Transportation and Infrastructure:** Keep citizens informed about public transportation schedules, road maintenance, utilities and public work with proactive communication
- **Elections and Voter Registration:** Ensure secure exchange of information related to voter registration and election procedures through secure communication channels.

Turn agents into super agents

- **Real-time, intelligent transcription and post-call summaries** through RingSense AI empower agents to actively engage in constituent conversations without the need to take notes or capture action items manually.
- **First-Call Resolution** - Connect citizens with the right agent promptly, ensuring accurate assistance for citizens amidst rising call volumes.
- **Meeting constituents where they are** - Enable citizens to access services on their own terms through self-service channels and AI-powered virtual agents.
- **Accessibility and inclusivity** - Ensure technology isn't a barrier to citizens by offering multiple channels of interaction, equitably serving all citizens.
- **Proactive Communication** - Keep citizens informed about upcoming activities or deadlines through messaging, including automated SMS reminders.
- **Secure communications** - Exchange confidential employee and citizen data across secure, encrypted collaboration channels.

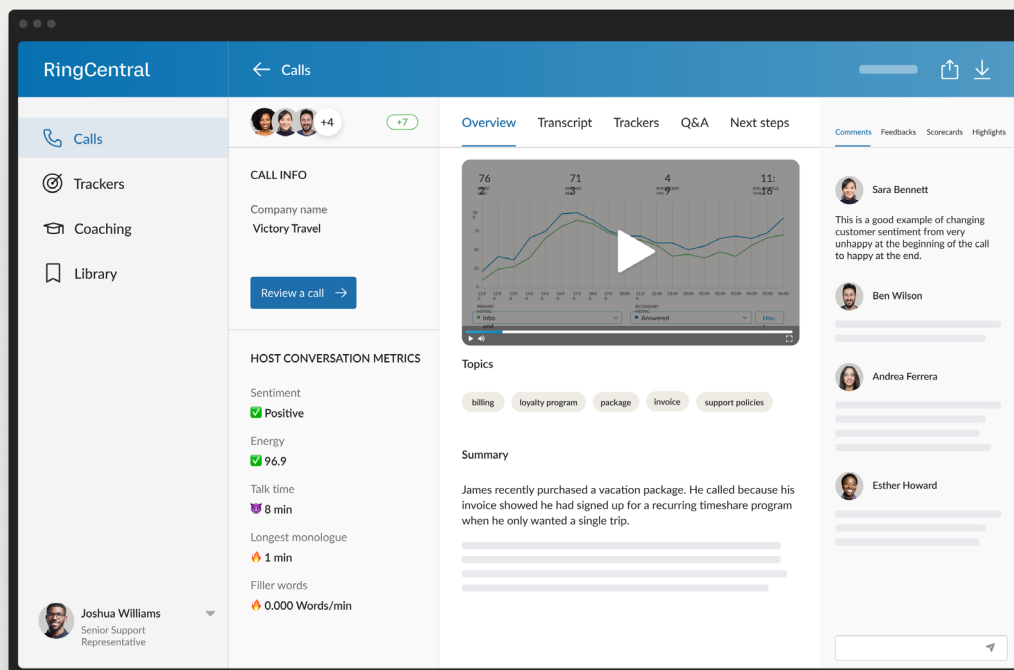
Empower supervisors with advanced insights

- **Real-time dashboards** provide a complete view into operations across all channels, enabling data-driven decision-making for improvements.

- RingSense AI provides post-call behavioral coaching, automated quality scoring and feedback, and insights like call sentiment and topics, enabling supervisors to save time by identifying critical interactions for coaching opportunities.
- With over 250 out-of-the-box reports and live dashboards, supervisors can constantly monitor performance.

Maximize the value of your CX operations

- RingCX offers a disruptively priced and packaged solution, ensuring a low total cost of ownership and predictable monthly pricing for government agencies.
- Unified analytics for voice and digital provide rich business insights into key metrics like call volume, handle time, and customer sentiment that empower government agencies to make data-driven decisions and continuously improve their CX operations.
- With a scalable and future-proof cloud solution, government agencies can maximize their CX investment and ensure they stay ahead in an ever-changing landscape.



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

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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