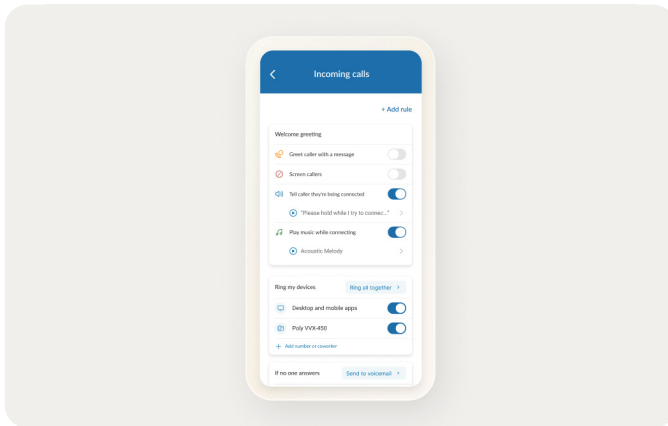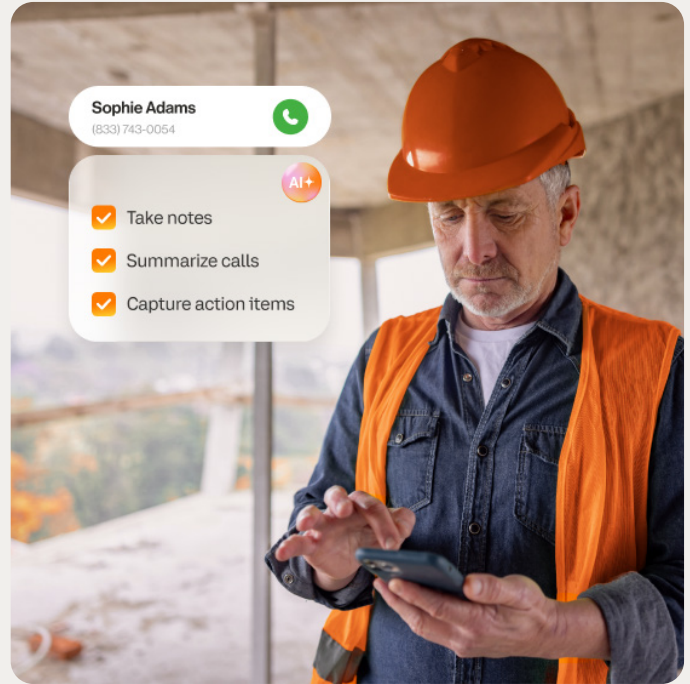**RingCentral**

RingEX™ Core

Empower your small business with messaging, video meetings, and calls from anywhere, on any device.

Streamline communications and collaboration on one global platform while seamlessly integrating all your essential business applications.

User-friendly Business Phone

RingCentral provides a complete cloud-based VoIP phone system with local numbers, unlimited domestic calling, multiple extensions, call delegation, call screening,Interactive voice response (IVR), visual voicemail and more. Set up secure business lines on employees' personal devices.
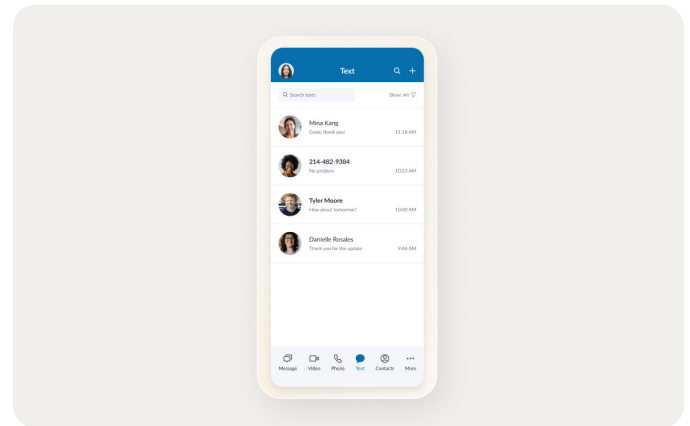
SMS and Multimedia Messaging Service (MMS)

Reach business contacts and customers faster to boost response rates using SMS. Send professional texts, automated replies, reminders and multimedia messages to colleagues, clients, and departments on a robust business SMS platform. Send 1:1 or group text messages from your business phone number(s).

Hybrid & Mobile

Gain flexibility and maximize productivity wherever you go. The RingCentral unified app for desktop, web and mobile devices provides access to your business phone number(s), phone, video, messaging and more. Move calls from your deskphone to softphone or change calls to video with a simple switch.

Unlimited Video, Meeting Insights and Messaging

Leverage a single, unified workspace for team messaging, file sharing, tasks, and calendars. Maximize productivity with powerful AI-driven capabilities including meeting transcriptions, closed captions, summaries, highlights, virtual backgrounds, and more. Full featured breakout rooms, whiteboards, remote desktop control, collaborative notes and more.
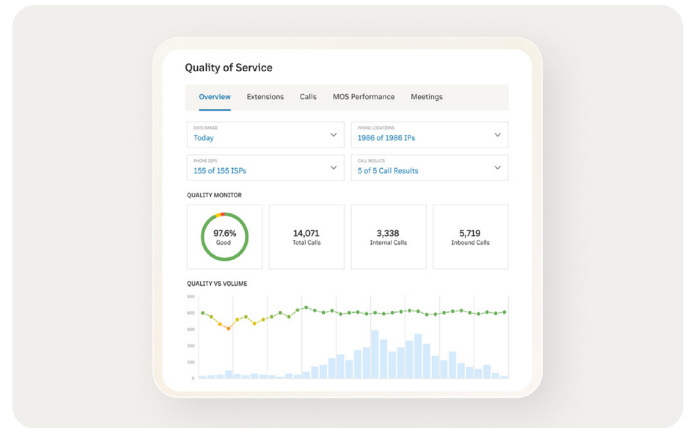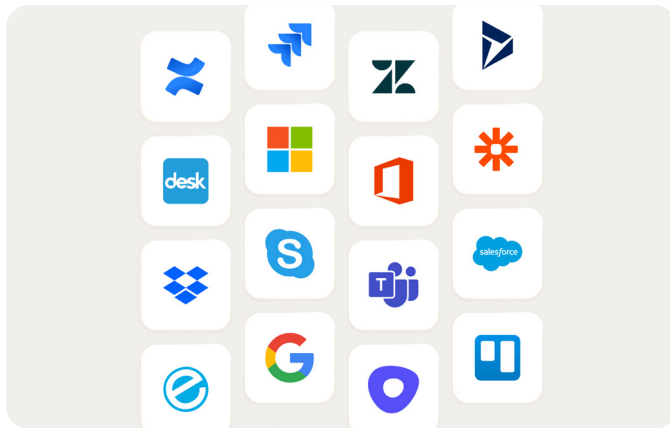
Streamlined Workflows

Integrate phone capabilities into your favorite apps like Google, Microsoft, and more. RingCentral for Microsoft Teams gives users access to our next-gen embedded app for a seamless experience. Or connect your unique custom apps to our 500+ open APIs, SDKs, widgets, and more.

Easy-to-use, Powerful Analytics

Monitor your system's performance with powerful QoS reports. Quickly identify issues through detailed metrics, alerts, and quality scores, and access real-time, interactive reports covering your network, apps, and deskphones.

Uptime History

- **Normal:** no incidents have been recorded
- **Minor impact:** recorded incidents have a minor impact on users
- **High impact:** recorded incidents have a high impact on users
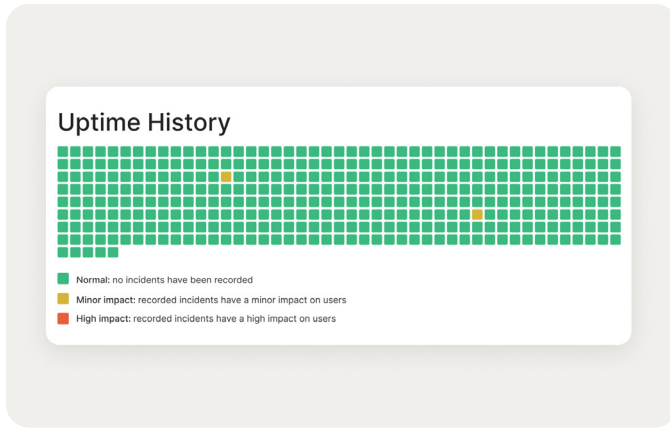
World-class Security and Reliability

Enterprise-grade security and fully redundant global network ensures 99.999% service uptime, reliability and availability. Rigorous security and data best-practices, operational excellence and seven layers of security protect your data and communications. Connect with your SSO to use your company credentials to gain seamless access to your RingCentral account.

Included Features

Business Phone System

- High-definition (HD) voice; AI-noise cancellation
- Unlimited local calling within the US/Canada
- Extension-to-extension dialing
- International calling
- International calling credit bundles
- Toll-free minutes: 100
- Inbound caller ID number
- Outbound caller ID number
- Presence across all devices
- Corporate Directory
- Call switch (switch calling to video in 1 click)
- Call park
- Call forwarding
- Call delegation

- RingOut® click-to-call out
- Dial-by-name directory
- Autodial (Ringdown)
- 3 way calling 99.999% Uptime, <6 mins of annual downtime
- Auto-receptionist
- Advanced call handling: mute/unmute, transfer, record, forward, park (private or public)
- Custom answering & call routing rules
- Music and messages on hold
- Call flip (flip devices in 1 click
- Forward voicemails, calls, etc.
- Emergency calling (E911)
- AI-powered Robocall protection
- Advanced call screening and blocking (user level)

- Call from computer (softphone)
- Shared lines and voicemail
- Bridge call appearance (BCA) delegated lines
- Directed call pickup
- Answering rules
- Click to dial
- Reply to phone call with automated voice message
- Forward all calls with 1 click
- Enhanced call forwarding, user call handling enhancements
- RingMe® click-to-call me

- Standalone call window (on desktop)
- On-demand call recording
- Incoming Caller ID Name (CNAM)
- End-to-end encryption for phone calls (beta)
- Phone rental options: desk & conference phones
- Receptionist and admin console - head-up display (HUD)
- Intercom announcements and paging
- Push-to-talk / walkie-talkie (Add-on)
- Unified inbox (voicemail, SMS, eFaxing)
- Call queues & hunt groups
- Visual voicemail - voicemail transcriptions,voicemail to email

Audio Conferencing

- Unlimited audio conferences with up to 1,000 attendees per conference
- Own unique bridge number and access codes
- Invite international participants with local dial-in numbers in 50+ countries
- Send instant invitations via email or text
- Reset host and participant access codes
- Premium audio conference numbers

Business SMS

- SMS integrated with unified inbox and business phone number for calling
- Business SMS allocations: 25/user/month
- Group SMS/MMS
- Bulk SMS - send the same text to multiple people in separate messages
- Bulk forward, delete, and export SMS/MMS
- SMS templates
- Messages sync instantly across mobile and desktop apps
- Send more than plain text - send MMS, emojis, attachments and more
- Carrier compliant and optimized for deliverability meets new Carrier requirements and reduces risk of fines

Video

- HD audio and video
- Maximum meeting participants: 100
- Unlimited video recording cloud storage
- 1 year of video recording retention period
- Dynamic end-to-end encryption
- Screen and application sharing
- Advanced annotation features
- Active speaker spotlight
- Intuitive host and attendee controls
- Public and private in-meeting chat
- Personal meeting IDs and names
- Ability to lock meetings
- Meeting passwords
- Test mic and speaker settings
- Send instant invitation via email or text
- Switch meeting across devices (mobile, desktop, Rooms)
- Web client (no downloads required)
- Intelligent echo and background noise cancellation
- Meetings log and history
- Audio options: VOIP, PSTN, Call-Me
- Microsoft Outlook® and Google
- Events option (purchase separately)

- Workspace Plugin
- Waiting room
- Virtual background
- Presentation modes
- Closed captions
- Collaborative notes
- Closed captioning
- Live transcription
- Team huddle
- Breakout rooms
- Meeting insights & summaries
- Collaborative whiteboard
- Remote desktop control
- In-meeting participant reactions
- Auto-follow camera setting
- Share camera view from a mobile device
- Share from Google Drive on a mobile device
- Rooms option for meeting spaces (Add-on)
- RingCentral Rooms Connector for existing third-party SIP-based hardware (Add-on)
- Webinar option (Add-on or standalone)

Messaging & Team Collaboration

- Chat with internal and external contacts
- Integrated messaging with telephony calling, SMS, fax and video conferencing
- Unlimited posts
- Integrated with company directory
- Unlimited guest users
- Presence status
- Document / file sharing

- Dark theme
- Emoji reactions
- Personal folders
- Customizable tabs
- Forward posts between conversations
- Embedded apps in team messaging (RingCentral Add-Ins)
- @ mentions for individuals and teams

- Search across groups, messages, files
- Calendar integration
- Event creation and management
- Task creation and management
- In-app document previews
- Team administration controls
- Advanced account-level administration controls
- Shortcuts for frequently used features: quick actions, app navigation, text formatting

- Message reminders
- Switch RingCentral accounts
- Post an email as a message
- Unified app access (desktop, mobile, browser-based)
- Create a team based on a scheduled Video meeting with Team Connect
- In-app Resource Center for onboarding, feature discovery, help, support and feedback
- Mobile apps for iOS and Android

Analytics

- Call logs
- Real-time quality-of-service analytics and alerts
- Live Reports for real-time call queue management (Add-on)

Integrations

- RingCentral for Google Workspace and Google Chrome
- RingCentral for Microsoft Teams
- RingCentral for Microsoft Outlook
- RingCentral for Office 365
- RingCentral for Slack

Admin Features

- Advanced business phone system (cloud PBX)
- Customizable greetings
- Multi-level auto attendant and Interactive Voice Response (IVR)
- Number porting
- Free, instant software upgrades/updates
- Call management and phone system administration
- Multiple account management
- Data retention
- Audit Trail
- Web-based user and admin portals
- Company setup, add new users on mobile
- Bring your own devices (BYOD) on select desk phones and headsets
- 24/7 support
- Compliance exports

APIs

- Low code embeddable widgets and drag and drop workflow builder
- Sandbox environment for development (Add-on)
- Voice APIs
- Active Call Control APIs
- WebRTC E911 API
- SMS and bulk SMS APIs (SMS rates apply)
- Team Messaging APIs
- Data and Analytics APIs
- System Config APIs
- Video and Audio APIs
- Fax APIs
- Social Messaging APIs (Add-on)
- AI APIs (Add-on)
- Video SDK (white labeled experiences - Add-on)
- Free developer support

- RingCentral service status site
- Templates for bulk uploads
- Accessibility features
- Set primary number across multiple endpoints
- Live call monitoring
- Role based access controls and permissions
- Bulk uploading of new users (2500 at a time)
- Mobile onboarding for mobile-only users
- Zero touch provisioning on select deskphone devices
- Professional implementation
- Integrated telephony for Microsoft Teams
- Include non-Phone (Video Pro/Pro+) users in account
- Single Sign-On (SSO support)
- Okta AD integration
- Azure AD integration

Security and Compliance

- 7 layers of enterprise-grade security
- Single Sign-On (SSO support)
- Alphanumeric password
- Session timer
- Authorized apps manager
- Endpoint management via RingCentral for Microsoft Intune
- eDiscovery and legal hold20
- Data loss protection20
- TLS encryption/SRTP secure voice
- ISO 27001, 27017-18 and 22301 certified
- SOC 2 & SOC 3 compliant
- HITRUST certified
- UK Cyber Essentials Plus certified
- BSI C5 certified
- PCI-compliant (RingEX, RingCentral Contact Center)
- GDPR compliant
- STIR/SHAKEN compliance
- RAY BAUMs Act and Kari's Law Compliance
- Business Associate Agreement for HIPAA regulated customers

Global Solutions

- Local PSTN in 45 countries
- Local and toll free numbers in 101 countries
- 18 languages (on desktop, mobile, and browser)
- 1,000 Regional Calling Minutes
- Emergency services in Global MVP countries
- Self-service global number ordering
- BYOC available in 71 countries

Note: All information above is subject to change. For more details, please contact your RingCentral Account Executive. Terms and conditions apply.

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

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

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP®) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location.

RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral

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