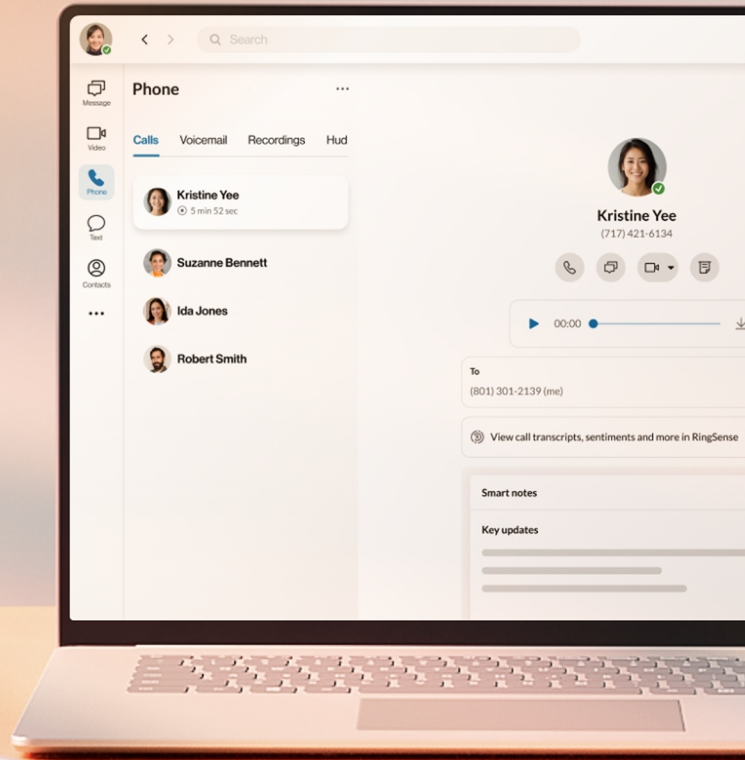


# RingEX: The complete AI communications platform

Turn everyday interactions into better customer experiences and stronger relationships with RingCentral's intelligent communications solution.



Customer expectations are rising, and every interaction is vital for building strong relationships. Yet many organizations still spend valuable time managing disconnected systems and manual, repetitive processes that slow them down. AI-powered communications address these challenges by streamlining routine work and surfacing critical insights that optimize every exchange.

RingEX brings these capabilities into a single intelligent platform through three core solutions that support the full communications journey. AI Receptionist handles inbound calls with 24/7 availability, helping customers get the answers they need or connect to the right team member. Personal AI Assistant supports live conversations with automatic transcription, summaries, and multilingual support. RingSense uncovers crucial trends and patterns from interactions that teams can use to improve performance and customer engagement.

## Ready to give AI communications a try? Consider these key features:

**Task automation** to simplify call handling, appointment scheduling, note-taking, and call routing.

**Personalized interactions** that adapt to customer context, preferences, and intent for more relevant conversations.

**Conversational intelligence** that highlights customer needs, team performance, and opportunities for improvement, enabling strategic, data-driven decisions.

**Robust integrations** with CRMs, contact centers, and phone systems to keep operations connected.

**Comprehensive security and compliance** tools that safeguard customer and business data.

# Unlock powerful business intelligence with RingSense

RingSense analyzes calls, meetings, and messages with AI that delivers summaries, insights, and coaching.

## What RingSense brings to every interaction



## Core capabilities

- **Automated call and meeting summaries:** Capture, transcribe, and summarize conversations across calls, video meetings, SMS, and emails.
- **AI-powered coaching:** Deliver live coaching tips to help employees offer consistent and effective experiences.
- **Customer analytics:** Analyze customer calls to uncover topics of interest, competitor mentions, and product trends.
- **CRM integration:** Automatically update CRM platforms like Salesforce with critical conversation insights.

## Key benefits

- **Save time:** AI-driven note-taking and meeting summary creation free teams to focus on higher-value activities.
- **Boost team performance:** Empower employees with guidance that helps them communicate with customers more effectively.
- **Drive smarter decisions:** Uncover trends and patterns to continuously improve business communications strategies.

## Use cases

- **Sales enablement:** Help sales teams develop targeted, personalized pitches based on past interactions.
- **Customer support:** Transform every conversation into intelligence that pinpoints rep performance, customer sentiment, and the root causes of repeat issues.
- **Legal and compliance:** Ensure accurate transcription and secure storage of sensitive conversations.



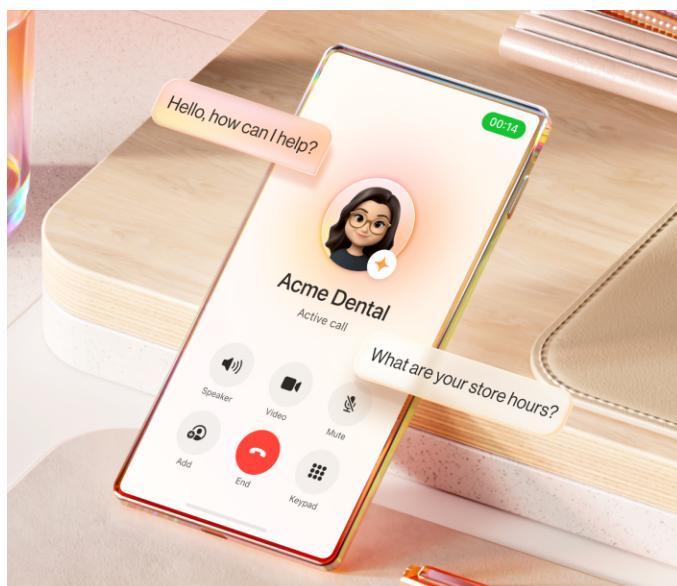
"With RingSense, we've gone from auditing 300 calls a month to 75,000 calls a month. The insights help us pinpoint customer pain points quickly."

Scarlet Wheeler,  
VP of Corporate Compliance  
REE Medical

# AI Receptionist is your always-on front desk

Answer instantly, handle FAQs, route complex inquiries, send texts, and manage scheduling around the clock with an AI agent built for your business insights, and coaching.

## Turn missed calls to new customers with AI Receptionist



### Core capabilities

- **Customization:** Train AI Receptionist with your company knowledge, policies, and processes so it can act as an informed team member to resolve customer inquiries
- **Intelligent routing:** Connect callers to the correct employee based on names, keywords, and conversation context, eliminating unnecessary transfers or hold times.
- **24/7 scheduling:** Book or reschedule appointments, send confirmations, and share requested information or links directly after calls, no manual follow-up required.
- **Scalable for multiple locations or departments:** Can be deployed for a single storefront, multiple business locations or teams from billing to customer support.
- **Customizable, multilingual voice support:** Select a consistent, professional AI personality that reflects your brand. Choose from multiple voice options and serve a diverse customer base with flexible multilingual support, including seamless mid-conversation language switching.
- **Performance visibility:** Monitor call activity, identify gaps, and improve responses quickly with an intuitive dashboard.

### Key benefits

- **Easy to set up:** Train and launch AI Receptionist in minutes using your website, FAQs, and uploaded documents, no IT support needed.
- **Offer conversational support:** Provide natural, human-like interactions in multiple languages, keeping callers engaged.
- **Make routing more efficient:** Replace frustrating phone menus and incorrect transfers with intelligent call routing.

- **Handle routine calls 24/7:** Automate FAQs and appointment scheduling, block spam, and manage peak periods or after-hours calls reliably, so you can scale without extra staff.

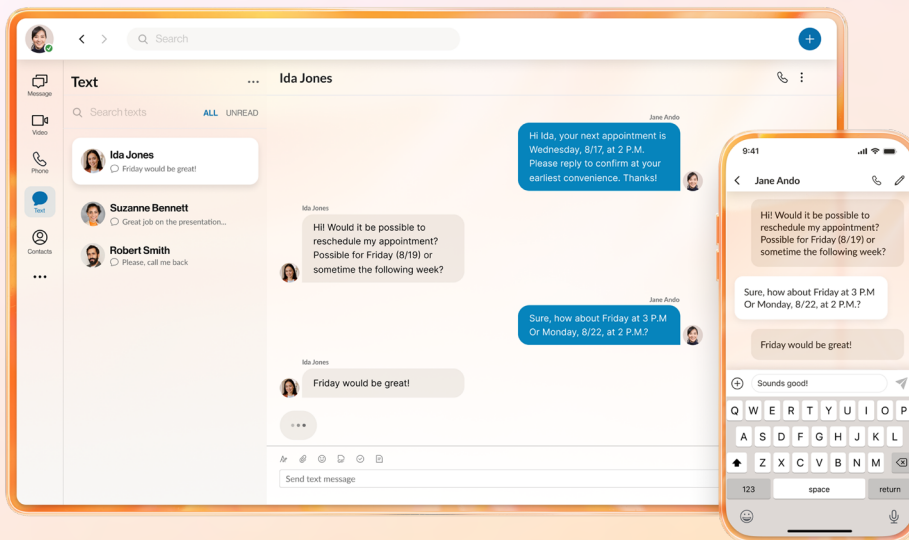
### Use cases

- **Healthcare:** Enable 24/7 coverage for urgent inquiries, streamline appointment scheduling, and free clinical staff for direct patient care while maintaining HIPAA compliance.
- **Legal firms:** Ensure every potential client reaches the right attorney with automated intake, call routing, and consultation booking, giving firms a consistent, professional first impression and maximizing billable time.
- **Real estate:** Handle buyer and seller inquiries around the clock, schedule viewings, and route calls directly to the right agent, helping firms capture more leads and give agents more time to close deals



**"With AI Receptionist, we've reduced call volume by 90% and saved 8-10 hours monthly by eliminating spam and automating call routing."**

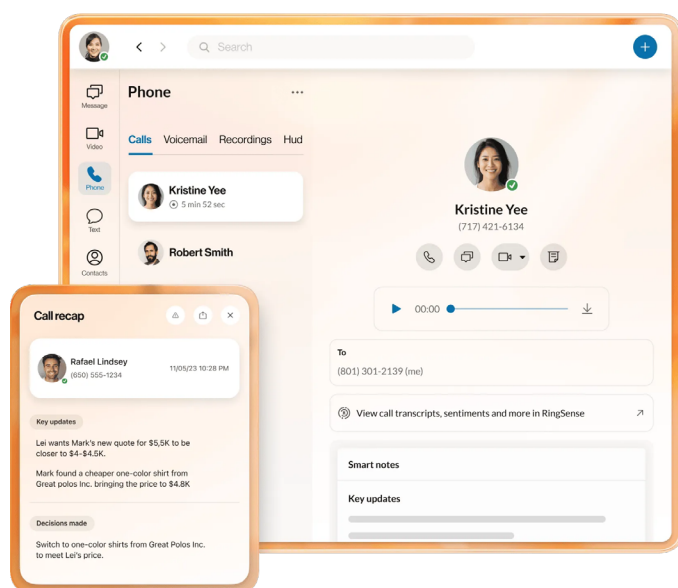
**Pete Van Opens,**  
Vice President  
Integral Recruiting Services



# Enhance everyday communications with a Personal AI Assistant

Automate note-taking, writing, and translation so your team can free up time for meaningful work and deeper collaboration.

## AI capabilities that enable smarter workflows



## Core capabilities

- **Real-time transcription and summaries:** Automatically capture call details, action items, and decisions, making it easy to share summaries and keep teams aligned.
- **Message generation and translation:** Write polished chat messages and SMS responses while seamlessly bridging language barriers.
- **Meeting recaps:** Deliver concise highlights so employees can catch up quickly without rewatches.
- **Accessibility features:** Provide closed captions and real-time translations to support inclusive communications.

## Key benefits

- **Stay engaged:** Remove the burden of note-taking so employees can focus fully on conversations.
- **Communicate clearly:** Generate context-aware, professional messages across teams and external stakeholders.
- **Collaborate faster:** Summarize chats and meetings instantly to keep work moving.

## Use cases

- **Cross-border teamwork:** Collaborate globally with smooth translations and clear, accurate documentation.
- **Sales teams:** Automate post-call updates to CRM platforms for stronger pipeline visibility and management.
- **Customer service:** Equip agents with quick access to conversation summaries that make it easier to drive more impactful customer experiences.



"RingCentral's AI Call Notes have made it really easy to ensure we don't miss anything on client calls. It saves time and improves follow-ups!"

**Thomas Pivcny,**  
Managing Partner  
Kitay Law Offices

# Bringing the communications journey together with RingEX

Centralize communications with RingCentral's complete, AI-powered platform that simplifies interactions, surfaces critical intelligence, and elevates team and customer experiences.

## Why choose RingEX?

RingEX seamlessly unifies RingSense, AI Receptionist, and Personal AI Assistant within a single platform. Together, these solutions support all phases of the communications lifecycle across phone, video, email, and messaging.

## How RingEX benefits your organization

- **Increase revenue:** Capture more opportunities with AI-powered communications that keep calls answered, appointments scheduled, and sales teams supported. [Axis Integrated Mental Health](#) saw a 25% lift in revenue after adopting AI Receptionist to reduce missed calls.
- **Boost productivity:** Free employees from repetitive tasks such as transcribing calls and booking sessions. Organizations like the [Detroit Pistons](#) have reported up to 30% time savings by streamlining everyday communications with RingCentral.
- **Enhance experiences:** Deliver reliable, fast, and personalized interactions that strengthen engagement for both customers and employees.
- **Gain perspective:** Turn conversations into actionable data for smarter decision-making. With RingSense intelligence, [Endeavor Capital](#) improved sales performance by 40%.
- **Protect information:** Maintain customer trust with enterprise-grade compliance and privacy safeguards designed to keep sensitive data secure.
- **Scale efficiently:** Manage higher call volumes without additional infrastructure or staffing costs. [Brookstone Windows & Doors](#) used RingEX to improve communications and operational efficiency, supporting its expansion from 6 to 11 markets.

## How to get started

Discover how your business can leverage AI-powered communications with RingEX and accelerate productivity.

For more information, please contact RingCentral Partner Support at [partners@ringcentral.com](mailto:partners@ringcentral.com) or 800-595-8110.



RingCentral is a leading provider of trusted AI communications, contact center, sales intelligence, 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 hundreds of thousands of customers and millions of users worldwide.

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