

RingCentral

ARE YOUR COMMUNICATIONS SLOWING YOU DOWN?

When it comes to communications, having too many apps might be doing more harm than good. The result is lower workplace morale and productivity, which hinders your organization's ability to deliver outstanding customer experiences.

57%

of employees say outdated technology has negatively affected their productivity and morale.[1]

69%

of employees waste up to 60 minutes a day navigating between apps.[2]

CONTACT CENTER AGENTS HAVE IT WORSE

71%

of agents report having to leave their customer communications app for another tool to reach out for help from coworkers.[3]

75%

of agents say they experience job unhappiness when communications technologies fail.[3]

WHILE CUSTOMER EXPECTATIONS CONTINUE TO RISE

96%

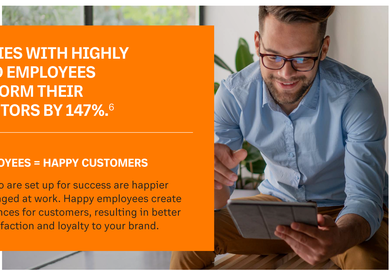
of customers want their issues resolved quickly on the channel of their choice.[3]

49%

of customers have switched to another business in the past year as a result of poor customer service.[4]

DID YOU KNOW?

It takes an average of **12 positive experiences** to make up for 1 negative experience.[5]



COMPANIES WITH HIGHLY ENGAGED EMPLOYEES OUTPERFORM THEIR COMPETITORS BY 147%.[6]

HAPPY EMPLOYEES = HAPPY CUSTOMERS

Employees who are set up for success are happier and more engaged at work. Happy employees create better experiences for customers, resulting in better customer satisfaction and loyalty to your brand.

UNIFIED COMMUNICATIONS

Why your unified communications solution should include contact center technology

MESSAGE | VIDEO | PHONE | CONTACT CENTER

One system for all communications
Agents can organize, sort, and manage interactions with customers and colleagues without losing key customer information.

Reduce stress for employees
One system for communications means employees don't have to juggle multiple apps for different functions.

A single provider
A single provider can provide support for every aspect of the platform, including updates, training, billing, and integrations.

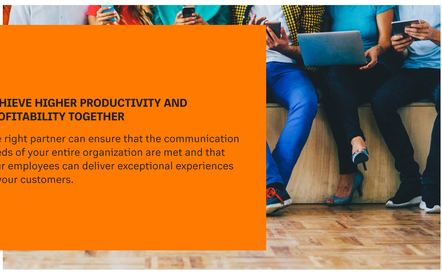
Growing with your organization
Create a cohesive growth strategy and tailor your communications to the needs of your business.

A customer-centric culture
With more collaboration across the board, every team across your organization can fine-tune their customer engagement strategies and drive customer satisfaction.

INFORMATION ON EACH CUSTOMER'S ISSUES IS NEVER LOST BETWEEN EMPLOYEES

A unified communications and contact center solution allows agents to find the right answers and resolve issues faster than ever before.

CUSTOMER ↔ AGENT ↔ ANY INTERNAL DEPARTMENT



ACHIEVE HIGHER PRODUCTIVITY AND PROFITABILITY TOGETHER

The right partner can ensure that the communication needs of your entire organization are met and that your employees can deliver exceptional experiences to your customers.

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

[1] https://www.zenbrainess.com/blog/office-resource-woes/
[2] https://www.forbes.com/sites/larissafaw/2018/03/05/workers-waste-32-days-a-year-due-to-workplace-efficiency-apps/#523d07f81d51
[3] https://netstorage.ringcentral.com/infographics/the_case_for_cloud_contact_centres_infographic.pdf
[4] https://www.forbes.com/sites/shephyken/2016/08/27/bad-customer-service-costs-businesses-billions-of-dollars/#54d2b7775152
[5] https://www.salesforce.com/blog/2013/08/customer-service-stats.html
[6] https://www.forbes.com/sites/blakemorgan/2018/02/23/the-un-ignorable-link-between-employee-experience-and-customer-experience/#52c4556248dc

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