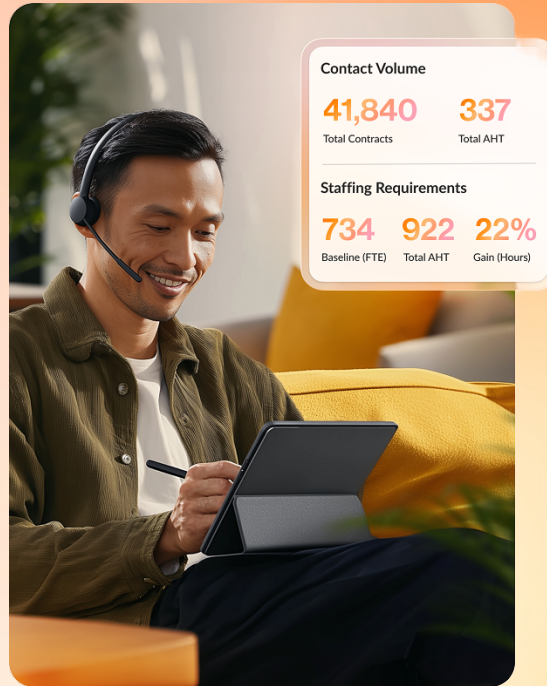


RingCX | AI Workforce Management

Unlock the potential of your workforce



Manage smarter, so you work better

Traditional forecasting and scheduling no longer fits the needs of today's dynamic, omnichannel contact centers. It's time to replace outdated, manual systems with AI-powered tools and automation that can optimize staffing across multiple channels with speed and accuracy. RingCX AI Workforce Management offers the ultimate workforce solution, enabling you to manage forecasting, scheduling, adherence, and intraday operations effortlessly and efficiently from a single platform to optimize your employee performance, while improving engagement.

Industry leading workforce management capabilities

AI forecasting: Predict with confidence

Gain accurate forecasting powered by AI to ensure you have the right people at the right time, every time.

- Analyze historical data from multiple sources.
- Use "what-if" modeling to simulate demand fluctuations.
- Integrate with ACD and CRM systems for real-time data analysis.
- Generate multiple forecast variations at the same time and choose the correct one for your business needs.

Scheduling: Simplify and optimize

Automate scheduling with flexibility and precision to empower teams while keeping costs in check.

- Modern schedule optimization methods supporting multiple channels and skill sets.
- Support for fixed, floating, and rotating schedules.
- Split shifts and automated schedule bidding for agent work-life balance.
- Streamline the agent attendance experience with automated schedule monitoring.

Intraday Management: Stay agile in real-time

Adapt to changing conditions instantly with real-time intraday visibility and automated shift adjustments.

- Assess risks and make fast, data-backed decisions based on AI recommendations.
- Staff up or down quickly with Automated Schedule Adjustment Plans (ASAP).
- Auto-notify agents of shift changes via multiple channels and in-app alerts.
- Execute real-time schedule adjustments in bulk.

Adherence: Measure and improve performance

Monitor agent activity in real-time to ensure peak performance and service-level compliance.

- View adherence metrics by event, skill, or channel.
- Persistent adherence records for long-term trend analysis.
- Mobile capabilities to view adherence from anywhere.
- Reconcile agent adherence with one click.

Agent empowerment: Engage and motivate

Give agents the support they require to do their best work, providing them transparency, flexibility, and control over their work environment.

- Personalized agent portal for communication and updates.
- Mobile app for real-time schedule visibility and time-off requests.
- Dynamic shift swaps, bid management, and preference setting.
- Multi-channel notifications (push, SMS, email) configurable by each individual agent.

Time off management: Streamline and simplify

Empower agents with full visibility and automation in time-off management — from bidding to approvals.

- Automated time-off accrual and tracking.
- Smart bidding and waitlist functionality for popular days.
- Unique customization options, including priority bidding capabilities.
- HR system integration and real-time balance tracking.

Mobility and communication: Workforce management anywhere

Provides an experience that keeps your team connected, no matter where they work.

- View schedules, adherence KPIs, and time-off balances.
- Accept or decline shift offers and potential schedule changes in real time.
- Supervisor dashboard for team adherence and check-ins.
- Multi-channel notifications ensure updates never get missed.
- Automated Schedule Attendance Monitor (ASAM) to streamline agent attendance tracking.

Generate results: Proven efficiency and engagement

AI-driven automation and agent empowerment drive measurable results across every contact center function.

- 25–30% productivity improvement after implementation.
- Lower administrative overhead and faster onboarding.
- Higher agent engagement and satisfaction.
- Improved service consistency and reduced shrinkage.

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 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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