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Package bundle	Licenses included
Essentials (Voice)	ACD and IVR
	3 ports
	5 GB active recording storage
Standard (Omnichannel)	Everything in Essentials
	plus digital channels
	plus Advanced Voice Recording
Premium (Omnichannel with Quality Management)	Everything in Standard
	plus Quality Management
	plus Screen Recording
Ultimate (Omnichannel with Workforce Engagement Management suite)	Everything in Premium
	plus Workforce Management
	plus Performance Management

 Available as an add-on

 Available in plan

Feature	Essentials	Standard	Premium	Ultimate
<b>RingCentral Contact Center capabilities</b>				
ACD with skills-based routing				
Advanced IVR with visual flow designer				
Click-to-call				
90+ real-time and historical reports				
300+ APIs for integrations with third-party apps				
Advanced Voice Recording	 (Basic recording included)			
30+ digital channels with omnichannel routing				
Quality Management				
Screen Recording				
Workforce Management				
Performance Management				
Interaction Analytics				
Feedback Management				
Predictive, progressive, and preview dialer				
Salesforce, Microsoft, Zendesk, ServiceNow, Oracle, SugarCRM, SAP, NetSuite, and Bullhorn CRM integration adapters				

Feature	Essentials	Standard	Premium	Ultimate
<b>Integrated RingCentral MVP™ capabilities</b>				
Global telephony with free domestic calling and choice of endpoint	•	•	•	•
Online self-serve global number procurement and management	•	•	•	•
Company-wide communication and collaboration via RingCentral MVP	•	•	•	•
Instant Ask the Expert via global phone directory, presence, conference call, and transfer	•	•	•	•
Real-time metrics notifications from RingCentral Contact Center to RingCentral MVP via Pulse	•	•	•	•
Configurable routing from front to back office to RingCentral Contact Center	•	•	•	•

For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

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.



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