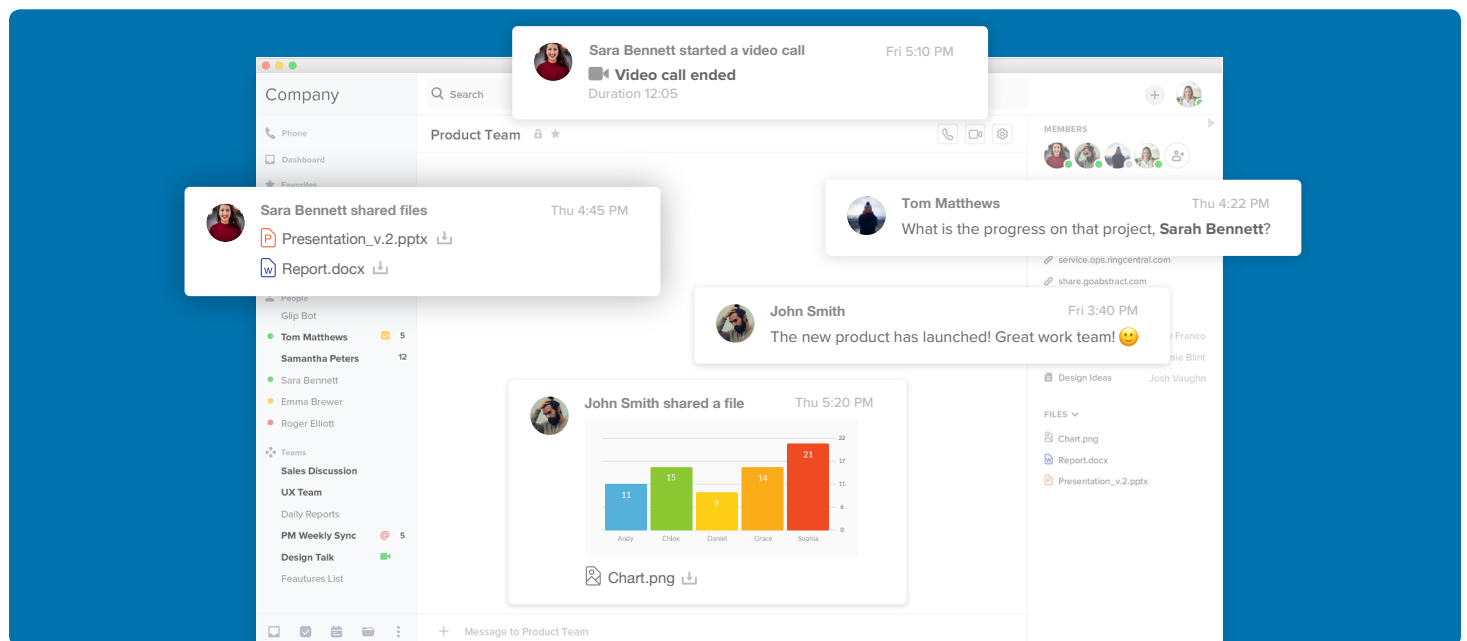


# Understanding the power of team messaging and collaboration

Learn how your organization can use the team messaging and collaboration features in the RingCentral app to be more productive and efficient—and deliver a superior customer experience.



## The advantages of team messaging and collaboration

The team messaging and collaboration features included with your RingCentral service make it easier for employees to collaborate with internal teams, vendors, and customers.

The RingCentral app combines the speed of messaging with the context and content that teams need to work together. Use the app to hold one-on-one and team conversations, maintain individual and group calendars, store and share files, manage projects, make calls, and more.

Getting work done together has never been this easy, fast, or fun.

The benefits are many:

- Collaborate instantly with others to speed decision-making and shorten project timelines.
- Organize teams, track projects, and communicate via text, video, or call from your desktop or mobile device.
- Cut down on emails and reduce the number of meetings.
- Make annotations on files and images, then easily share with others.
- Replace redundant services such as Slack, Google Hangouts™, Microsoft Teams, or Skype for Business™.

## What can the RingCentral app help you do?

Use team messaging to save time and boost productivity.

1. Manage cross-departmental projects, organize task forces and teams, and coordinate events.
2. Maintain an ongoing communication stream with individual customers and vendors.
3. Create an on-demand virtual conference room.
4. Bring new team members up to speed quickly with the team's conversation history, documents, and links.
5. Share and organize documents, links, and pictures by team, project, or topic.
6. Document and disseminate meeting notes.
7. Collaborate on documents with an audit trail.
8. Set up internal and external Q&A channels.
9. Provide ongoing training, tips, and best practices.
10. Create a knowledge base.
11. Share files with automatic version control.

## Top 5 benefits of a unified collaboration tool\*

**54%**

Time savings

**52%**

Increased organization

**51%**

Better communication with colleagues

**51%**

Increased productivity

**31%**

A feeling of control over work

“

“We have a RingCentral team called ‘162.’ That’s the ID number of our New York store, and in that virtual team we load videos, promotional ideas, schedules, past conversations, and just about everything our teams are working on to run that location. The 162 team includes both internal people and vendors like our merchandisers and construction contractors. It’s the easiest way to start an impromptu conversation, share information, and get stuff done for that store.”

– **Renee Harwood**, VP of Infrastructure and Store Technology for Gymboree Group

\* Online survey by CITE Research (citeresearch.com) conducted on behalf of RingCentral among 2,000 knowledge workers in the US, UK, and Australia in January 2018.

## Increase efficiency in every department

Every department can benefit from the simplicity of connecting and working together seamlessly.

### Executive Management

- Communicate company-wide.
- Solicit internal and external feedback.

### Sales

- Share best practices and wins.
- Coordinate with Marketing.

### Human Resources

- Communicate employee benefits and policies.
- Respond to employee inquiries.
- Announce new hires.

### Marketing

- Manage projects with outside vendors.
- Communicate promotions details company-wide.
- Collaborate on budget preparations.

### Support

- Loop in a subject matter expert instantly to resolve support issues.
- Share expertise and best practices between agents.

### Product Management

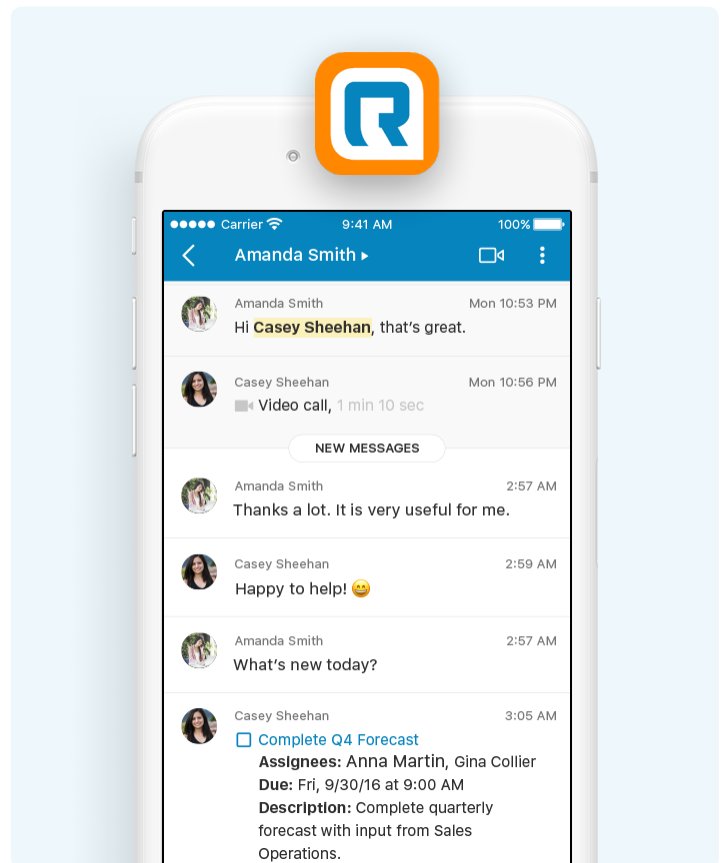
- Coordinate go-to-market launches.
- Track and manage individual projects.

### Training

- Create a repository of training aids.
- Answer ongoing questions.

### Facilities and IT

- Use as a method for employees to submit and track requests.
- Evaluate potential vendors.



“

“I compared and found the RingCentral app offered so much more than Slack ever did.”

– Ron Rocz, Broker/Owner, RE/MAX Nexus

## Real-world customer examples

Here's how organizations are using the RingCentral app to increase productivity:

“

“It has changed how we communicate as an organization. Long gone are employee-to-employee-only messaging limitations. We now easily share our Google apps documents or assign tasks in a group environment—all without sending a single email.”

– **Samuel Eakin**, Operations Manager, Hawk Ridge Systems

“

“With RingCentral, we have an all-in-one platform for team messaging, voice, video, meetings, and conferencing. RingCentral is not just about phone calls. It's about allowing people to work the way they want to work, using any tool they have.”

– **Jason Kasch**, CIO, Structural Group

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“The RingCentral app is really improving how our teams communicate and get their work done. We can create an online meeting room for each project, and everyone working on that project can go in there, add their notes, files, pictures... and collaborate anytime.”

– **Bryan Tonne**, Director of Business Technology, VGM Group

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“The RingCentral app has empowered us to get real-time answers and expedite all of customer service.”

– **Angela Schmiedeke**, Systems Analyst Supervisor, Central Health

Learn more at [ringcentral.com/university](https://ringcentral.com/university)

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 global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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