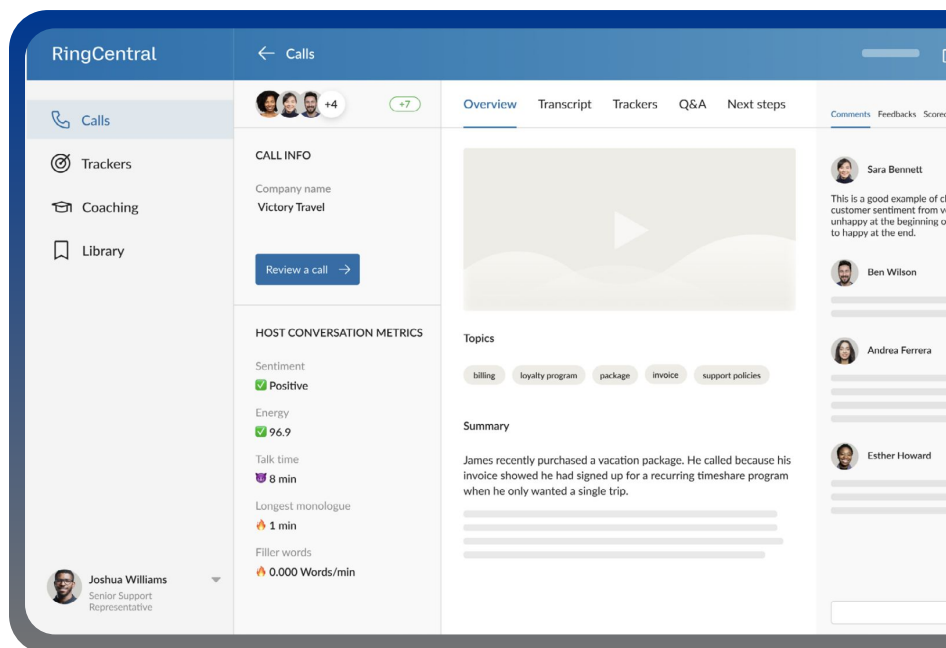


# RingSense

AT&T Office@Hand

Crush your quotas  
with AI-driven revenue  
intelligence



RingSense is an AI-powered conversation intelligence solution that records, organizes, and scores every customer-facing call and video meeting, providing automatic summaries, actionable insights, and compliance flags to enhance productivity and reduce risk.

## Key benefits



### Work from one trusted platform

Natively built on Office@Hand's industry-leading business communications platform.



### Ensure compliance

Enjoy enterprise-grade compliance, security, and a proven high uptime reliability.



### Access comprehensive AI

Save time, eliminate manual call reviews, and enjoy greater efficiency for smarter, more effortless work.



### Achieve broad use cases

Offer AI-powered support for client facing teams, customer service and compliance departments.

## Summarize conversations

RingSense for AT&T Office@Hand uses AI to summarize and transcribe customer interactions across phone calls, video meetings, and emails, storing them for quick access. It generates actionable insights like call summaries, next steps, objections, follow-up emails and more. Managers can easily filter interactions by participants, organizations, and keywords for improved team performance.

RingCX | Agent

Available00:21:15RM

My messages

My calls

Call history

Dialing

Callbacks

Search

Scripts

My stats

Supervision

Supervision

Agents

Interactions

Alerts

Alerts 0Past 24 hours

	Priority	Duration	Context
Manager escalation	High	00:33	Large order change request
Abusive agent	High	05:18	Anger towards priority customer
Manager escalation	High	06:15	Pricing sheet change request
Manager escalation	High	07:10	Customer requested a significant price match due to competitor options
Abusive customer	Medium	08:12	Profanity used during interaction
Frustrated customer	Medium	09:30	Customer frustrated about excessive hold times
Billing issues	Medium	10:15	Card declined multiple times for user subscription
Billing issues	Medium	18:20	Card declined multiple times for user subscription
Sales	Low	30:12	New potential lead - Mid-market
Compliance	Low	45:30	Customer requested additional disclosures
Sales	Low	01:25:05	New potential lead - SMB
Compliance	Low	01:18:15	Agent requested customer return signed financial doc
Compliance	Low	04:30:12	Disclosures remain unsigned past the due date

Insights

Alice Jordan

Manager escalation

CALL NOTES

LIVE TRANSCRIPT

UpdateLast updated at 10:23 AM

Reason for contact

- Michael is inquiring about construction services projects and pricing. He would like a rate sheet.

Actions taken by agent

- Alice told the agent she would send an updated pricing sheet to his email.
- Alice updated all contact information including shipping address, phone number and primary contact.

Next steps

- Alice to send a revised quote to Michael in a couple of hours. She needs a manager's approval to update the quote.
- Michael will send contact information for another form of contact while he is out on vacation.

Offer AI-powered coaching

RingSense delivers data-driven insights to support personalized coaching, with shareable call libraries showcasing examples of successful interactions for team learning. Highlight key conversation segments, provide targeted feedback, and evaluate performance using customizable scorecards for consistent assessments.

Uncover customer insights

RingSense’s powerful, customizable trackers go beyond keywords to identify key concepts, track responses to objections and competitor mentions, and analyze how conversations impact customer interactions. Advanced filtering helps pinpoint which agents or interactions need improvement, locate examples of best practices, and evaluate how teams respond to various scenarios.

AW

Trackers

Search company, account,

Calls

Coaching

Trackers

Library

Notifications

SENTIMENT 1

A snapshot of how customers feel while interacting with your agents.

55 Calls

Positive

Neutral

Negative

TOPICS CAUSING FRUSTRATION 1

Highlights of customer frustration.

cpu

billing

customer service

outage

reaching agent

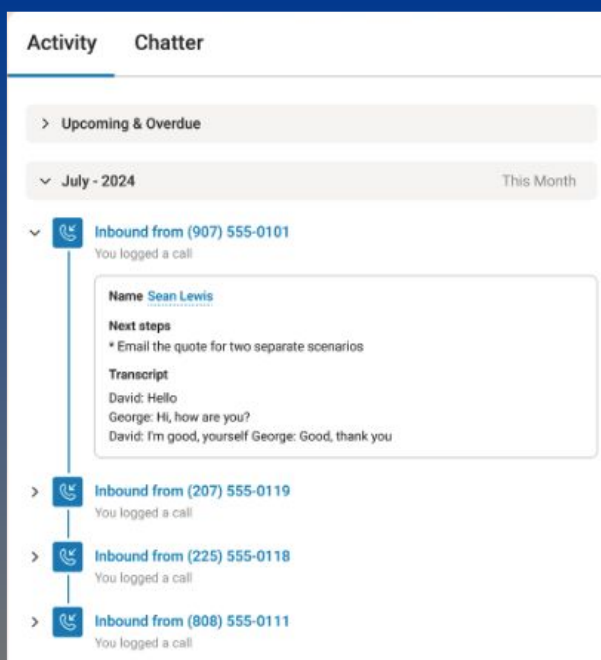
SCORE NAME TITLE DATE & TIME DURATION SOURCE

8 Anne Winston -1 Inbound call Feb 27, 2024 04 min

Meeting Date Range From 202

## Keep CRMs up to date

RingSense offers out-of-the-box CRM integrations with major platforms such as Salesforce, HubSpot, Zoho, Bullhorn, Outreach, Microsoft Dynamics and more. For CRMs not directly supported, RingSense provides integration through Zapier and APIs, allowing seamless connections to other CRMs and business tools.



## Why use RingSense to gain business insights?

### Fully integrated

RingSense works right away with Office@Hand and Office@Hand Contact Center - no setup required.

### Globally trusted & secure

RingSense for Office@Hand is designed for AT&T and follows AT&T's security posture. By choosing AT&T, the customer has one less point of risk.

### Disruptively priced

RingSense provides great insights for less. It is perfect for businesses that want to improve customer engagement.

Why AT&T Business? See how ultra-fast, reliable fiber and 5G connectivity protected by built-in security give you a new level of confidence in the possibilities of your network. Let our experts work with you to solve your challenges and accelerate outcomes.

Your business deserves the AT&T Business difference—a new standard for networking. Contact your AT&T Business representative or learn more about AT&T Office@Hand.