

Using AI to Power a Cutting-Edge Patient Experience in Your Contact Center

RINGCENTRAL.COM

EBOOK



Introduction

Everyone has their own idea of what artificial intelligence (AI) is or should be — and it's time to translate ideas into reality.

We think it should be simple to use and easy to deploy.
It should enable smarter patient experiences.
It should integrate with the systems you're using today.
It should make even great patient experience teams better.

The new, AI-enabled landscape for healthcare providers is improving patient engagement and care provider satisfaction with tools that drive successful interactions — all at a time when care demands are rising and the security and privacy of data remains crucial.

This eBook explores how today's medical groups are adapting to changing patient demand and maintaining competitiveness in partnership with **RingCentral**, its AI-first contact center solution (**RingCX**), and **RingCentral Contact Center solutions**. It is designed to help you understand the best way forward with AI and confidently define what success will look like in your organization.

WHAT WE
ARE SEEING:

Rising patient expectations

Patients want quick and accurate answers from knowledgeable agents, through their preferred communication channels, on their first interaction with healthcare organizations.



The consumerization of healthcare is a mega trend in the industry

Patients want their interaction with their healthcare organization to be simple, convenient and efficient. That entails omnichannel access — access to your healthcare provider through the channel(s) you prefer, whether it's through text messaging, interactive chatbots, WhatsApp messaging, Facebook messaging or traditional phone calls.

All of these functional areas represent different access points, and being able to support each of them has become an expectation of healthcare organizations. That support needs to include the collection of activity across that patient's engagement history, from all those channels.

Embracing patient self-service to give contact center agents more tools

To succeed in a patient-centric strategy, offering 24/7 access to appointment scheduling and common activities such as prescription management is the new normal. Virtually everything that used to be done directly on the phone between a patient and provider's office no longer needs to be limited to brick-and-mortar business hours.

At RingCentral, this goal boils down to two things: Maximizing agent performance as the patient's first contact with the organization, and giving that agent all the tools they need before, during and after calls. This entails managing the front end by establishing the interactive digital experience with the patient 24/7, as well as engaging them with integration in the back end to the EHR and other systems of record.



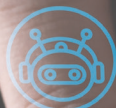
Contact center AI: Live looks

Real-time tools to boost coaching and surface patient sentiment

Healthcare leaders hoping to optimize contact center agent performance have three crucial areas to address:

- 1. Before the interaction:** Healthcare contact center agents construct an understanding of a patient's history with insights from prior communications. With AI, you can look at all the prior communication and determine the best way to engage a patient with the most relevant details of that patient's experience, right at agents' fingertips.
- 2. During the discussion:** The AI improvements to contact center communication platforms now enable real-time agent assistance as they interact with patients. Script guidance enables live coaching, and the ability to conduct sentiment analysis — understanding in real time what's happening with the patient — allows a practice to quickly identify a patient who has become upset. This empowers supervisors to be alerted and brought into the conversation to best assess the issues in that conversation.
- 3. Assessing broadly after interactions:** That same real-time information is available across all your agents, making it easier to have a well-sourced understanding of your patient community's feelings about their contact center interactions. Every discussion has automatically generated summaries, and full transcriptions can be analyzed with AI for action items and making information searchable and sortable for better data analytics of the entire communications experience. This reduces the time supervisors spend listening to calls for quality performance and allows them to focus on coaching and targeting improvements.

Contact us



Hi! What can I help you with?



Send

The next wave of contact center is here

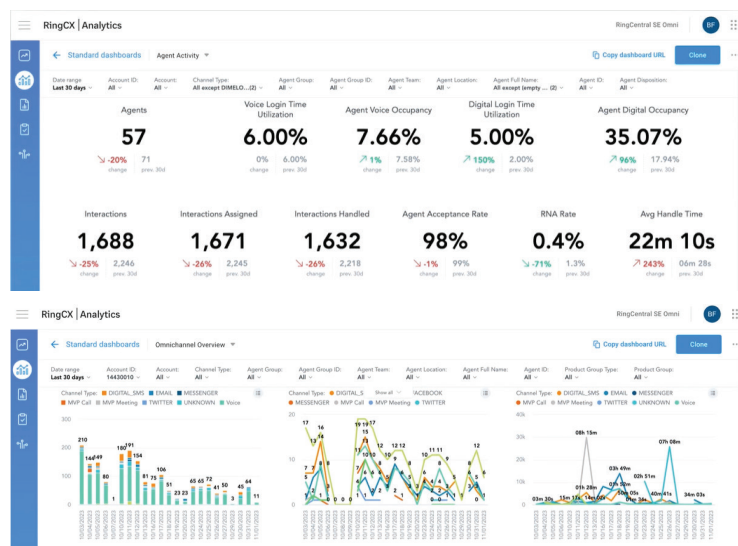
Delivering unified communications and digital channels to customers is the rationale behind a fundamentally new AI-first contact center, developed from the ground up.

To succeed in the mission of delivering delightful experiences to patients and healthcare contact center employees, RingCentral identified five key pillars upon which RingCX is built:

1. **Simple to Use**
2. **Rich Omnichannel**
3. **AI-First**
4. **Easy to Deploy**
5. **Disruptively Priced.**

1 Simple to Use: RingCX simplifies agent experiences by providing easy access to information from a single interface for agents, supervisors and other members of the care team.

Agents can access RingCX with a single click, and any contact center agent can engage with patients while staying connected to the rest of the employees in the organization and subject-matter experts. This enables triaging with care providers and staff for faster first-call resolutions.



RingCX offers very intuitive and easily configurable real-time dashboards and historical reporting of key organizational metrics, so supervisors and managers have access to important reports right out of the box. RingCX comes with more than 250 reports that provide meaningful insights to drive better outcomes, and makes it simple for users to create custom reports.



2 Rich Omnichannel: RingCX seamlessly brings together voice, video and more than 20 additional channels all in a single, easy-to-use, rich experience.

Agents can easily engage with patients via voice through the dialer, or the digital channels of the patient's choice with full context of the patient journey and interaction history. This is very important because patients might switch from one channel to the next between voice, text and social media. Agents can have all the content text of prior conversations in one single place.

3 AI-First: We infused AI across the entire healthcare journey in RingCX to help patients and contact center employees before, during and after the interaction.

Before an outbound call, RingSense AI gives agents insights from prior patient conversations, helping improve customer service and agent effectiveness. During the call, real-time AI provides automatic summaries of the interaction; this helps the agents to significantly improve the after-call work, where agents currently spend 25% to 30% of their time.

Post-call, we have completely reimagined how workforce engagement management is done with three product innovations:

1. An **AI coach** empowers agents to get better with every single patient interaction
2. Automated quality management helps supervisors to gauge agent quality automatically with **automated call scoring of every call** and the ability for supervisors to drill into every call very easily to provide feedback to the agents and see how they performed.
3. **AI conversational insights** highlight key business insights — such as patient sentiment and topics discussed in the contact center — to drive a better patient experience.

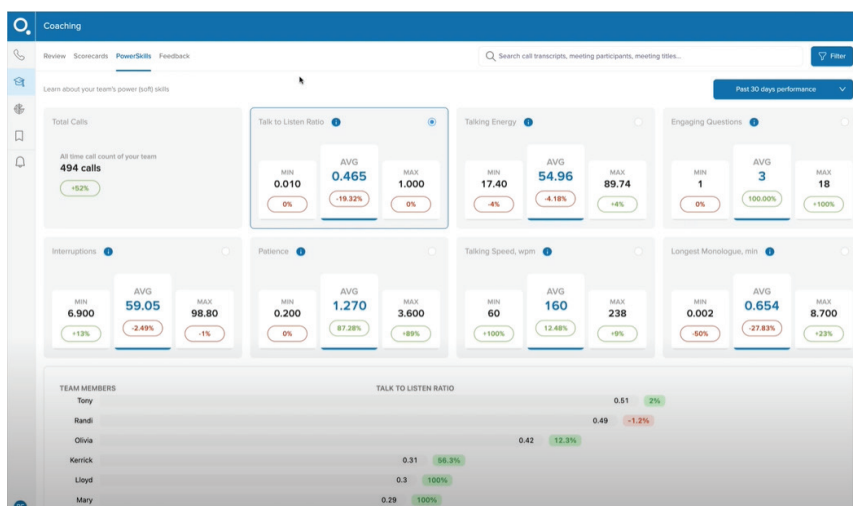
These AI features improve metrics such as patient satisfaction and patient attention. Agents are more informed and satisfied, helping to reduce agent churn, which is a huge problem in the contact center industry. Happy agents lead to happy patients.

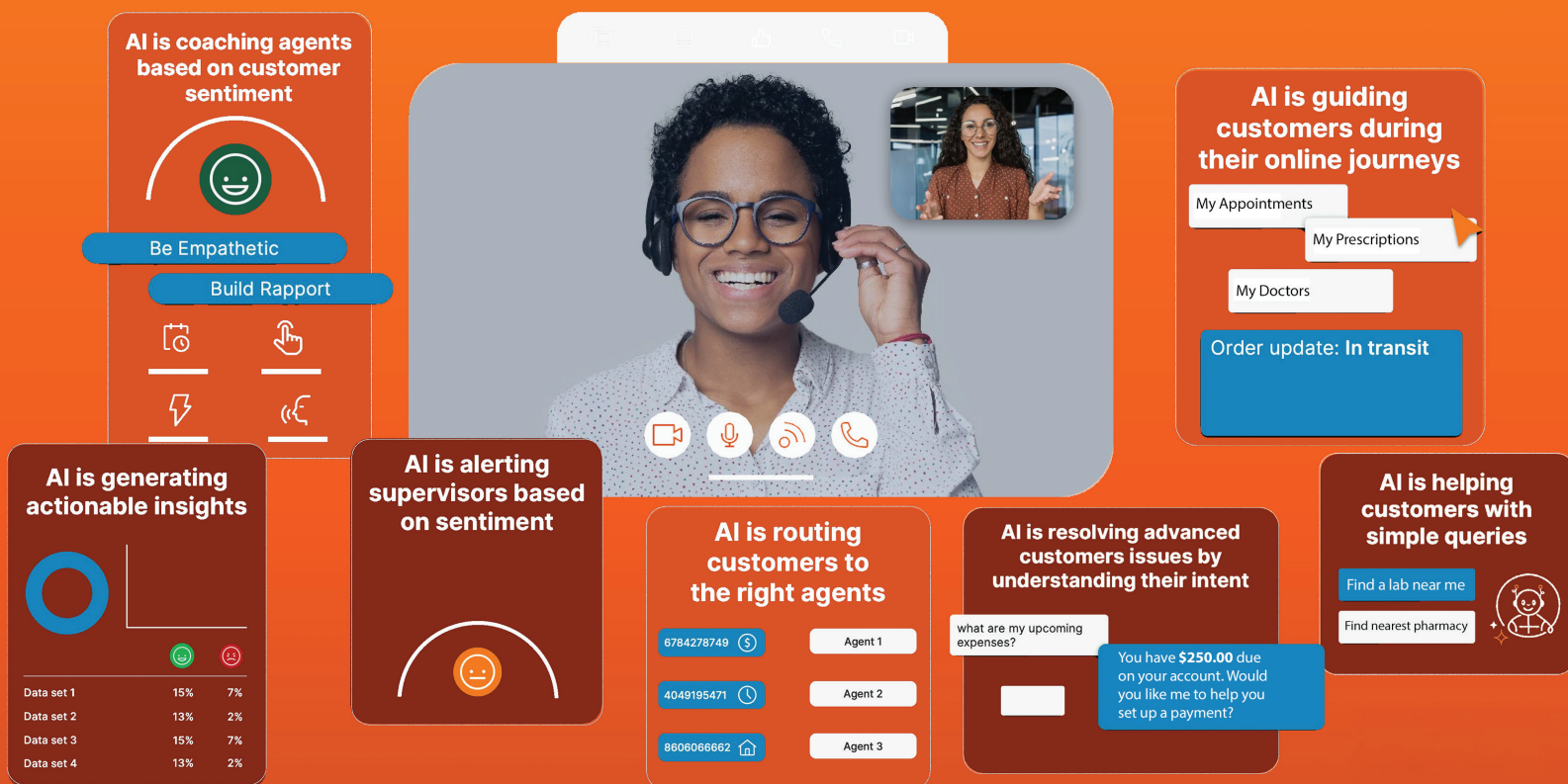
4 Easy to Deploy: RingCX makes deployment easy without sacrificing customization, giving administrators a wide range of options all within a single screen.

Call flows are easy to build, maintain and modify with role-based permissions for new agents, as well as an intuitive IVR Studio. RingCX also comes with numerous prebuilt integrations, allowing you to easily connect to your EHR or popular CRMs, including Salesforce and Zendesk. RingCX also seamlessly integrates with leading intelligent virtual agent (IVA) providers including Google, Cognigy and Yellow.ai, as well as real-time agent assist through Balto and advanced workforce management with Calabrio. With open APIs and SDKs, healthcare providers can seamlessly integrate RingCX with proprietary or third-party tooling.

5 Disruptively Priced: Our pricing philosophy is to be transparent without any hidden cost. RingCX's per agent, per month pricing includes unlimited domestic inbound and outbound minutes. This ultimately gives businesses cost savings and predictable monthly costs.

It's easy to buy, simple to configure and very easy to use, with AI thoughtfully infused throughout.





Contact center AI: Your intelligent ally

Speaking the language of your specialty

There's no one-size-fits-all generative AI to work across all healthcare settings; patients expect personalized attention across all channels. Today's UCaaS and CCaaS tools are flexible in software-driven environments to integrate with other learning systems via open application programming interfaces (APIs). If there's a native large language model (LLM) or natural language understanding model that's tuned to a certain subspecialty, RingCentral can integrate that into the contact center. Applying a tuned AI environment specific to an orthopedic or neurology practice, for example, provides a very coherent set of natural language understanding that matches the context of patient and contact agent communications.

The automation advantage

A big part of AI application in healthcare is automating simple, repetitive tasks into a digital channel. Moving rescheduling calls to a patient self-service model frees up agent queues to allow patients to talk to their providers in a much more direct way on key issues.

Even if it comes from a bot, patients would much rather get the answers they need in a digital-first experience, allowing them to operate at their own pace and then move on with the rest of their day. If a discussion needs to be advanced to an agent, it moves with the full history of the preceding conversation so no context is lost.

Case study: Gonzaba Medical

With RingCentral, San Antonio's #1-rated medical practice finds numerous ways to improve its patient experience

"With our old PBX, agents in our Patient Access Center had difficulty reaching our clinical staff on the first try. The abandon rates on those calls were about 45%. With RingCentral, we got that rate down to single digits. That's just one way RingCentral has helped us improve our operations and the patient experience."

— Darryl Flores, Director of Gonzaba's Patient Access Center

Voted San Antonio's "Best General Practice Doctor"

For generations of San Antonio families, Gonzaba Medical Group has been synonymous with high-quality healthcare and outstanding patient service. Since its opening as a one-room clinic in 1960, the organization has become one of the city's largest medical groups, treating thousands of patients annually.

Gonzaba has earned numerous awards for its radiology and imaging services, urgent-care facilities, and physician practices. The organization has also earned the Gold Seal from The Joint Commission. In 2021, Gonzaba added a new accolade when readers of *The San Antonio Express-News* voted it the city's #1 Best General Practice Doctor.

These achievements are even more impressive considering the telephony solution that Gonzaba's clinical and support staff were using until recently.

A PBX unable to meet the organization's standards for patient service

Darryl Flores, Director of Gonzaba Medical Group's Patient Access Center, explains that Gonzaba has grown substantially to meet increasing patient demand — adding new clinics and increasing its employee count by more than 30%, from 600 to roughly 800.

But Gonzaba's telephony system was creating operational challenges, and the organization's growth only added to them. "Maintaining our employee

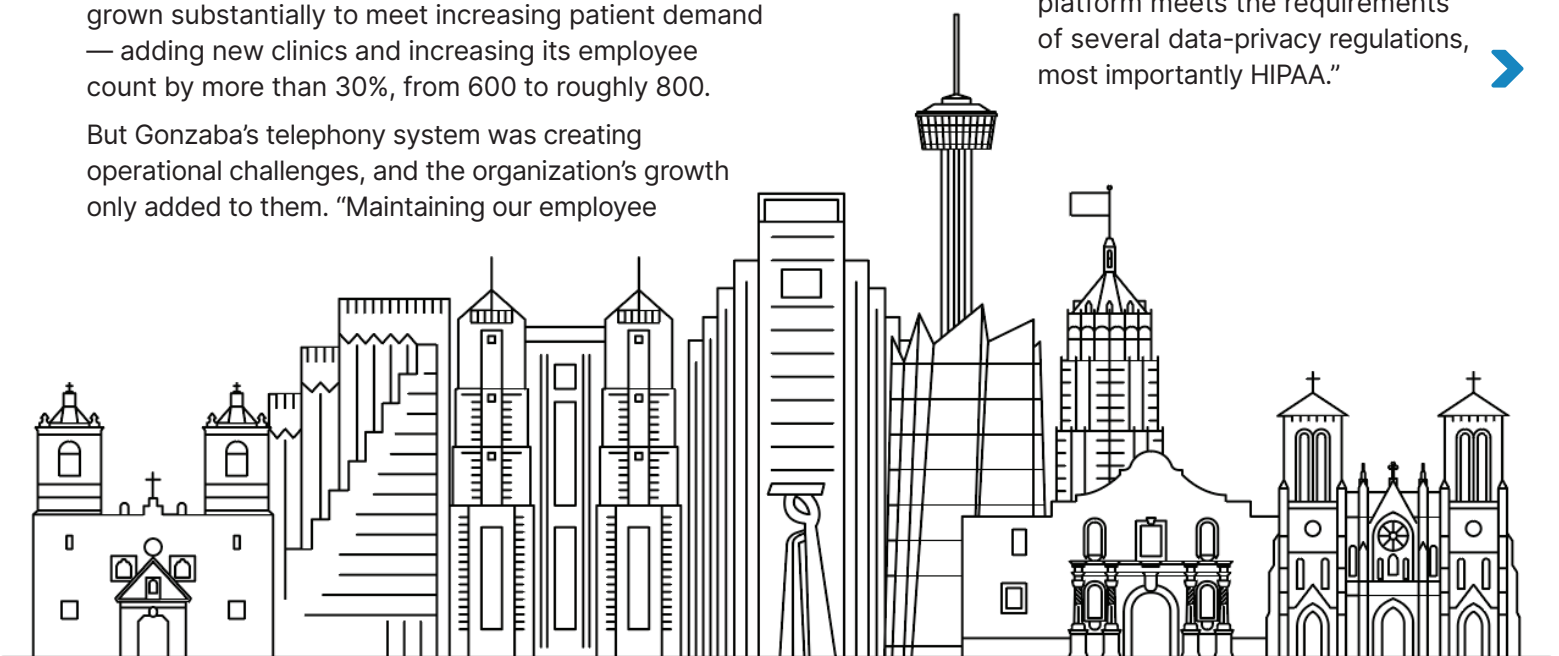
directory was an ongoing challenge because the system was so cumbersome. Also, employees' extensions didn't coincide with our phone numbers. If my number ended in 2131, my extension might be 4698. That made it difficult for coworkers to reach each other."

- <10% abandon rates with RingCentral at satellite clinics, down from 45%
- 60 days to deploy RingCentral messaging, video, and phone to all 800 employees

A compliance deal-breaker that narrowed the search

As he looked for a more flexible and scalable phone solution for Gonzaba, Darryl notes, the unique regulatory demands of the industry forced him to narrow his search of cloud communication vendors to those that achieved a specific compliance milestone.

"RingCentral had a lot going for it in terms of functionality and industry reputation," Darryl says. "The big differentiator for us was that RingCentral had earned HITRUST certification. For healthcare organizations, that's the gold standard because it demonstrates the platform meets the requirements of several data-privacy regulations, most importantly HIPAA."



Case study: Gonzaba Medical

Continuing educational offerings to patients even in the pandemic

“A key component of serving our Medicare Advantage patients is the annual Review of Medical History, which regulators require to be either in-person or by video. We can now send a medical assistant to a patient’s home and, using a tablet loaded with RingCentral Video, connect that patient to a physician for a complete, Medicare-approved review. That gives us flexibility we’ve never had before.”

— Darryl Flores

➤ Improving the patient experience with RingCentral’s cloud phone solution

After Darryl’s team rolled out RingEX to all 800 employees — a process that took only 60 days — they began investigating how the unified-communications solution could help improve Gonzaba’s operations. They found many.

“The first big major improvement we found was with call queues,” Darryl says. “At our medical centers and clinics, we have small teams called pods consisting of a doctor, nurse, and medical assistant. RingCentral lets me create call queues for each pod. When a Patient Access Center agent calls that number, it rings all members simultaneously. This has brought our connection rates up substantially, meaning our agents can get more immediate help for patients calling in.”

Darryl adds that he and his team have the data demonstrating that these call queues are helping to increase the success rate of connecting patients on the first try with a provider in the appropriate pod. The Patient Access Center team leverages RingCentral’s call data and reporting capabilities to monitor these rates on a regular basis and track trends across the organization. As Darryl notes, his team has quantified the improvements.

“What’s great about RingCentral being HITRUST-certified is that our staff can communicate anywhere, on any device, by phone, chat, or video, and I know those communications will be secure and HIPAA compliant. That peace of mind is invaluable.”

— Darryl Flores

“We pull and analyze reports and every week from the RingCentral dashboard for key metrics, such as answer rates, abandon rates, and average handle time. Reviewing our data over a six-month period, I found that since we implemented the simultaneously

ringing call queues for all members of a pod, **our Patient Access Center brought our patient transfer rates up from maybe only 50% up to more than 90%. That wouldn’t have happened without RingCentral.**”

Enhancing internal communications with RingCentral messaging

Gonzaba is also leveraging RingCentral’s messaging platform to help prioritize communications between the Patient Access Center and the clinical staff.

“Having a communications platform with both phone and chat options lets us indicate the level of priority based in part on which format we use,” Darryl explains.

“If our agents have a noncritical question or request for a clinical team, they’ll send it as a RingCentral team message. But if those clinicians see a phone call coming through from an agent, that likely indicates a patient has an acute symptom or needs help urgently.”

Leveraging RingCentral Video to continue care during the lockdowns

Perhaps the most significant operational improvement, Darryl points out, was Gonzaba’s rollout of RingCentral Video, which proved invaluable during the pandemic.

“During the several-month period that we had to conduct patient appointments remotely, using RingCentral Video helped us both make sure those visits were secure and compliant, as well as allow us to stay connected with patients who couldn’t otherwise see their physicians,” says Darryl.

“We were even able to use RingCentral Video to continue offering our educational presentations to patients. An important part of our patient-centric approach is being proactive in helping our patients stay healthy, rather than waiting until after they’ve gotten sick. Holding these seminars for our patients has always been key to that proactive approach to health. And thanks to RingCentral, even the pandemic didn’t force us to pause those valuable sessions.”

Case study: Sun River Health

New York's largest federally qualified health center (FQHC) saves \$350,000 a year with RingCentral

"Our telephony system represents the lifeblood of our operation. It was so important to find a phone solution with just the right mix of functionality and flexibility—to help us cut down wait times, increase our agents' efficiency, and better serve our patients. RingCentral helped us achieve all these goals, all while saving us \$350,000 a year."

—Eric Brosius, Vice President of Technology Services

New York's largest federally qualified health center

For many people in underprivileged communities, high-quality healthcare has historically remained out of reach. The organization now known as Sun River Health was founded nearly half a century ago to help change that.

From a single facility committed to providing quality, affordable medical care to the patients who need it most, Sun River Health has grown to become the largest FQHC in New York and the fourth largest in the United States.

The organization cares for more than 245,000 patients each year, providing a wide range of healthcare services at 40 clinical sites in New York City, Hudson Valley, and Long Island. Sun River Health also continues to deliver on its original

mission — to increase access to comprehensive healthcare for vulnerable communities by providing care regardless of a patient's income or insurance status.

A merger accelerated the need for a single telephony environment

Eric Brosius, Vice President of Technology Services, explains that Sun River Health is the result of a 2018 merger between two of New York's leading healthcare providers: Hudson River Health Care and Brightpoint Health.

And while the merger created an organization with an even wider range of services and greater geographical reach to serve underprivileged communities, Eric notes that it exacerbated an internal challenge both organizations were already experiencing with their telephony environments.

- **\$350,000 – annual savings since implementing RingCentral companywide**
- **2,000 – employees across dozens of locations now unified on one telephony platform**
- **97% of patient calls answered live with RingCentral Contact Center**

"Each organization had a different set of limitations with their phone systems," Eric explains. "One was struggling with an on-prem platform that couldn't deliver the reporting the team needed, and that system's admin environment was so convoluted that it required third-party help for even minor adjustments. The other company had a small cloud phone solution, run by a local vendor, but it had limited scalability that was being taxed even before the merger."

The new Sun River Health organization needed a single cloud-communications environment to unite all 2,000 employees distributed across the company's 40 clinical sites and seven administrative offices, as well as to support employees who traveled frequently among sites or worked from home.

As Eric explains, his team vetted many providers, evaluating them on several key criteria, and the decision quickly became obvious.

RingCentral Contact Center improves operations and the patient experience

Diana Velez, Director of Sun River Health's Patient Care Contact Center, oversees two teams of support agents: patient care advisors, who field patient calls, and billing agents. In total, the organization's contact center operation receives more than 20,000 calls every week.

As Diana explains, implementing RingCentral Contact Center has helped her team — and the organization's patients — in several ways.



Case study: Sun River Health

New York's largest FQHC saves \$350,000 a year with RingCentral



"RingCentral Contact Center's functionality allows us both to streamline the patient experience and make our agents more efficient. For example, our automated menu now invites callers to request a text link to our patient portal, where they can receive lab results or communicate directly with their provider. Callers used to wait to speak with a live agent for those inquiries, but now we're turning them into self-serve experiences, which benefits everyone."

Carlos Ortiz, Senior Vice President of Operations, adds that he has seen a direct correlation between Sun River Health's implementation of RingCentral and improved feedback from patients. **"Based on patients' feedback in terms of the ease of use of the system and being able to reach the right people more quickly, I can tell you that RingCentral Contact Center has had a quantifiable improvement on our patient satisfaction scores."**

Another feature the contact center team is leveraging to improve the patient experience and the department's efficiency, Diana notes, is the callback option. "When there are long wait times, a patient can hang up, keep their place in the queue, and wait for a return call from one of our patient care advisors. That's another way we're using RingCentral Contact Center to streamline our own operations and also create a better experience for our patients."

Unleashing more workflow improvements with RingCentral

These quantitative performance improvements of Sun River Health's Patient Care Contact Center are all the more impressive considering that the entire department is now remote. Carlos explains that RingCentral Contact Center's reporting dashboard, Quality Management platform, and other tools give the department's managers more visibility into agent performance than when they had when everyone was in an office.

"Diana's team can monitor how agents are performing on a very granular level even though everyone is at home," Carlos says. **"With RingCentral Contact Center, our managers can now see everything: how many calls an agent is making per day, how long patients wait on hold, when agents are logged in, etc. They can also use the call recordings and Quality Management tools to review how agents handle calls and use that information for training and coaching."**

Patrick Thompson, Director of Telecommunications and Special Projects, adds that RingCentral's mobility is making it easier than ever for employees to stay connected working remotely or traveling.

"In the early pandemic days, before we rolled out RingCentral to all our staff, employees had to connect remotely to our network, which created a lot of challenges. With RingCentral on everyone's laptops and cell phones, they can be anywhere and communicate using their business number. We're now much more flexible as a company than we ever were."

Yes, small medical practices need contact centers, too

Answering the call

When you reach out for customer service, do you have different expectations based on the company's size? Of course not — you expect the same high level of service from your local credit union or travel agent as you do from Amazon, Apple, or any other large organization.

Every healthcare provider organization, regardless of size, needs to think strategically about their patients' experiences and how they interact with practice staff. Customer experience (CX) is becoming a priority for all types of companies. And now the technology that was once reserved for those with the deepest pockets is available to everyone, at a very reasonable price point.

For small- and medium-sized medical groups, each and every patient is vitally important. Today's patients demand and expect to interact with their providers in their channel of choice and to receive fast, efficient and effective assistance, regardless if they're interacting with a 500-person contact center or a five-person support desk.

Omnichannel and AI

Patients expect to interact with organizations in their channel of choice, including phone, email, chat and social media, as well as with AI chatbots for self service. The demand for self-service capabilities has rapidly increased, thanks in part to AI and automation, enabling patients to get the information they need 24/7. Today's AI technologies provide personalized interactions, with insights to help agents understand patient needs and tailor their responses accordingly.

In order to serve patient needs, smaller medical groups should look for contact center solutions that meet their needs via:

- Omnichannel capabilities
- Fast deployment, taking hours or days rather than weeks or months
- Simplified packaging and pricing, with predictable and affordable pricing
- AI that is easy to implement and use to assist agents and patients, with conversational intelligence, agent assistance, self-service, and other capabilities
- Reporting and actionable analytics
- Forecasting and scheduling tools
- EHR and CRM integrations

RingCX answers the call for smaller providers

While smaller medical groups need to provide the same level of service and support to patients, they may not have the same tools and technologies as their larger counterparts. Contact center technology can be expensive, complex, hard to manage, and out of reach for many smaller provider organizations. Getting the right level of functionality at the right price isn't always easy, as many of the contact center and CX systems available today are aimed at large enterprises with big budgets.

That's where RingCentral's RingCX comes in, providing the right level of capabilities at the right price point for smaller providers. RingCX is ideal for provider organizations that may have limited resources but require the tools and technologies to provide optimal patient healthcare service experiences.

RingCX provides inbound and outbound voice, including predictive, progressive and preview modes, as well as complete omnichannel capabilities, supporting more than 20 digital channels. It comes with real-time dashboards and historical reporting, along with omnichannel reporting and analytics that provide a single pane of glass view into contact center operations across channels. Quality Management and Conversational Insights let supervisors look at deeper trends and root causes. Since it runs natively on RingCentral's global telephony platform, RingCX offers reliability, availability and scalability.

Conclusion

Accessing the same sophisticated, full-featured contact center tools as larger enterprises has been a huge challenge for many small and medium-sized medical groups, putting them at a disadvantage. RingCentral's RingCX is ideal for these providers that are looking for a cost-effective and simple-to-deploy contact center solution with full omnichannel and advanced AI capabilities to enhance patient experience. RingCX levels the playing field, making it easier for smaller organizations to provide patients with the healthcare experience they expect.

Providing exceptional patient experiences is a critical need for hospitals, clinics and providers of all sizes. However, traditional contact center solutions typically mean complex deployment and cost structures, making them challenging for resource-constrained businesses to implement and manage. These organizations need a streamlined, modern solution that enables great patient experiences, reduces risk and drives greater efficiency — at a predictable price.

RingCentral RingCX brings together cutting-edge RingSense™ AI technology, omnichannel contact center, and RingEX unified communications, delivering a next-generation AI-powered solution with a disruptive combination of product, packaging and pricing.

Key benefits

- AI-first to help patients and organizations before, during, and after interactions
- Rich omnichannel bringing together voice, video, and 20+ digital channels — including SMS, email, chat, social (such as Facebook and Twitter), as well as messaging applications like WhatsApp — all into a single pane of glass for agents
- Easy to deploy with a single administrative interface to get up and running in days, not weeks
- Simple to use with a single interface unified with RingEX to seamlessly connect with care providers and increase first contact resolution
- Disruptively packaged and priced with unlimited domestic minutes for cost savings and predictability

Maximize the value of your CX operations

- RingCX is disruptively priced and packaged to provide businesses with a low total cost of ownership and predictable monthly pricing.
- Unified analytics for voice and digital provide rich insights into key metrics such as call volume, handle time and patient sentiment
- As patient and provider needs change, RingCX helps you adapt quickly with a scalable, future-proof cloud solution to get the most out of your CX investment.

Key features

- Turn agents into super agents with a single, AI-powered interface
- Empower supervisors with AI insights and analytics
- Make operations efficient and future-proof with low cost of ownership

Turn agents into super agents

- Real-time, AI-generated transcription and post-call summaries through RingSense™ AI enable agents to better engage in patient conversations by freeing them from taking notes or capturing action items.
- Agents can easily navigate all channels, with voice, video, and 20+ digital channels in a unified interface.
- Free agents up to handle complex issues by leveraging the RingCX IVR and intelligent virtual agents (IVAs) for self-service

Empower supervisors with advanced insights

- Real-time dashboards provide a complete view into operations across all channels, enabling data-driven decision-making for improvements.
- RingSense™ AI provides post-call behavioral coaching, automated quality scoring and feedback, and insights like call sentiment and topics, enabling supervisors to save time by identifying critical interactions for coaching opportunities.
- With more than 250 out-of-the-box reports and live dashboards, supervisors can constantly monitor performance.



In conclusion

Healthcare has historically struggled to update or move on from archaic systems for electronic health records, sharing information via outdated modes of communication. But the cloud and AI revolution is underway and attainable for medical groups of all sizes, helping to optimize their contact centers and patient experience strategies.

According to Metrigy, nearly 80% of consumers say voice calls are still the most common way in which they interact with a business.¹ Embedded cloud-based AI tools to harness voice-call data now enable healthcare providers to transform call data into rich, real-time insights.

RingCentral is a powerful foundation to deliver on the true promise of AI:

- **Build trust:** Security and privacy for patients are at the forefront by design, while transparency for leaders gives unprecedented access to performance faster.
 - **Unified platform:** Data from across several channels is no longer siloed, allowing contact center agents to have context-aware experiences with patients.
 - **Customizable:** Leveraging your own proprietary AI and third-party large language models ensures your communications are highly targeted and accurate.
 - **Empowering patients and employees:** APIs and SDKs to customize and tailor RingCentral to fit the needs of patients and employees.
-

For more information, please contact one of our solution experts. Visit ringcentral.com or call 855-774-2510.

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.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

© 2024 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.