



Features Included

Auto-receptionist	<p>Use your Auto-receptionist to greet callers and route them to any employee, any department, or any phone in the world.</p> <p>Customize the Auto-receptionist for your company, Press 1 for sales, press 2 for customer support, press 3 for shipping information...</p> <p>When a customer calls, play an announcement, take a voicemail, or ring office, mobile, or home phone numbers in any order. The choice is yours.</p>
Dial-by-name directory	<p>Provide a list of auto-generated departments and employees to callers, accessible by first or last name.</p>
Employee and department extensions	<p>Accommodate local and satellite offices and employees—wherever they are—with a flexible extension structure. Accept faxes and use answering rules to block, screen, and route calls through an easy-to-use interface.</p>
Music + Messages on hold	<p>Reinforce your brand by playing music and messages to callers on hold.</p>
Voicemail with email notifications	<p>Take voicemails with advanced features like greetings, multiple delivery options, and alerts. Retrieve voice messages online or have them delivered to you by email. Play them on your PC speakers or listen to them over the phone.</p>
Answering rules	<p>Configure the way callers reach individual extensions. Direct callers to voicemail, extensions, and alternate phone numbers based on date and time, date range and callers' phone numbers, as well as the number they dial (if you have more than one).</p>
Departments (Call queues)	<p>Create virtual departments with a group of extensions. Calls to that department will automatically be placed on hold until one of your pre-designated agents can take the call. Call queues make it easy for you to specify queue priority (if you've set up multiple queues), and to customize the in-queue experience, including maximum hold time.</p>
Call forwarding	<p>Forward calls from your RingCentral number to your mobile, home or office phones. You can also use call forwarding to direct calls to employees, partners, and departments around the country.</p>
Conference calling	<p>Conference up to three callers on any phone or connect up to 10 with RingCentral Call Controller with Softphone.</p>
Call Record	<p>Record calls from any device used to take or make calls on your RingCentral system, even your mobile phone.</p>
Extension dialing	<p>Dial extension numbers to connect with coworkers quickly, no matter where they're located.</p>
Call flip	<p>On the phone but have to leave the office? Transfer the call to your mobile phone and take it with you for even greater flexibility.</p>
Call screening and blocking	<p>Have your RingCentral auto-receptionist announce incoming callers' names with the option to accept, reject, or send them to voicemail. You can also block callers and view blocked caller IDs.</p>
Call transfer	<p>Transfer calls to any extension in your company, or to any 10-digit number outside your business phone system.</p>
Call logs	<p>A record of your calls and faxes is stored in your web-based account. You'll see who called, the phone number they called from, the time and date they called, and the duration of the call.</p>
Send and receive without a fax machine	<p>Send and receive faxes by email, online, from Microsoft® Office, and even your mobile device. RingCentral Office includes free fax software to electronically sign and edit faxes. No fax machine or dedicated line required.</p>
Get faxes by email	<p>Receive faxes as PDF email attachments.</p>
and much more...	