

RingCentral Training Services: RingCentral Office®

Troubleshooting RingCentral Video Conferencing for Help Desk Agents

Core concepts for troubleshooting and diagnosing issues with meetings and video conferencing.



Training overview

This course prepares your help desk agents to solve common audio, video, and setup issues that may occur when hosting and joining video meetings and prevent those problems from reoccurring. The course is facilitated by a live instructor and is specifically designed to teach admin, help desk agents, technicians, engineers, and operators how to quickly resolve common user issues.

Course objectives

- Diagnose and resolve common issues related to video conference settings.
- Diagnose and resolve common audio and video issues related to video conferencing.
- Track meeting usage with the Analytics tool.
- Identify common audio and video issues related to peripheral hardware and lighting.

Troubleshooting RingCentral Video Conferencing for Help Desk Agents—Scope of Training

Cost	\$400
Training delivery	Live instructor
Duration	1 hour
Level	Intermediate
Who should attend	Help desk agents and RingCentral administrators

Prerequisites

RingCentral Office Admin Basics, RingCentral Office End User Basics

Agenda

- Introduction
 - Diagnosing and preventing common issues
- Troubleshooting
 - No audio/no video
 - Audio and video settings
 - Microphones
 - Headphones
 - Basic lighting
 - Choppy audio
 - Muffled audio
- Feedback/echo
- Track meetings usage with the Analytics tool
 - Monitor activities such as recording, screen share, audio usage, and video usage
 - Identify meeting host and participant details
- Overview of RingCentral Support and resources
 - RingCentral University
 - RingCentral Support

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. That is the promise of Work as One™. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. 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.