

# RingCentral Training Services: RingCentral Office® Administrator Basics

Get started using and managing your RingCentral Office communications platform.



## Training overview

This course is designed to provide an overview of the RingCentral Office administrative portal, administrative tools, and how to optimize your phone system for your business communications requirements. You will learn how to perform moves, adds, and changes while configuring users and associating users with phones. This course provides an overview of the tools available

to configure user management, call routing, call handing, and message notifications.

A student in this course can expect to leave this training with a basic understanding of their phone system management and all the skills needed to get started creating the call flow requirements needed to set up their user extensions.

## Course objectives

- Build and manage basic call flows.
- Manage users, phones, devices, and basic settings.
- Manage moves, adds, changes, and deletes.

## RingCentral Office Administrator Basics—Scope of Training

Cost	\$800
Training delivery	Virtual
Duration	2 hours
Level	Basic
Who should attend	All administrators who are responsible for setting up and managing their company's communications platform

## Agenda

- Introduction
  - RingCentral Office overview
  - Online account overview
- Building a foundation
  - Visualizing your call flow
  - The building blocks of a fully licensed user extension
- Moves, adds, changes, deletes (MACD)
  - Users tab
  - Adds and deletes: Start with the user
  - Moves and changes: Start with the phone
- Phone system setup
  - Verifying company info
  - Phone number setup
    - Phone number categories
    - Company numbers
    - Assigned/unassigned numbers
- Call routing
  - Routing calls via Auto-Receptionist
  - Routing via the groups/others menu
- Managing phones and devices
  - Change the device associated with a user
  - Change the user associated with a device
  - Change the number associated with a device
  - Change the e911 address associated with a device
- User management
  - Setting user permissions with roles
    - Applying predefined roles
    - Creating custom roles
- Configuring individual user extension settings from the Admin Portal
- User details
- Phones and numbers
- Call handling and forwarding
- Messages and notifications
- Applying user settings in bulk with templates
- Overview of RingCentral Support and resources
  - RingCentral 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, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect from any location, on any device, and via any mode. RingCentral 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.