

# RingCentral Training Services: RingCentral Office® End-User Basics for Executive Assistants

An overview for executive assistants on how to manage meetings and calls for others.



## Training overview

This course is designed with a focus on the essential skills necessary to manage and organize meetings, field calls for others, and transfer calls. The course provides an overview of the tools available and the features and functions an executive assistant will need to use.

A student in this class will review scenarios and best practices that will allow them to communicate with agility and ease. Whether it's collaborating with a cross-functional team or helping an executive, this course will empower executive assistants, who are often the communication hubs within the office.

## Course objectives

- Learn how to answer someone's calls, transfer, and place callers on hold.
- Effectively schedule, host, and start a RingCentral audio or video conference for someone else.
- Collaborate with colleagues or clients via individual or team chats.

## Prerequisites:

- Complete the RingCentral Office End-User Basics training course.
- Set up "Schedule Meetings for Me" in User Details.
- Set up Call Delegation (so admins can assist).

## RingCentral Office End-User Basics for Executive Assistants—Scope of Training

Cost	\$400
Training delivery	Virtual
Duration	1 hour
Level	Basic
Who should attend	Executive assistants, front desk, and office managers

## Agenda

- Introduction
  - Comparing phone systems
  - Benefits of the RingCentral solution
- Using your phone
  - Answering someone’s calls
  - How to tell if someone is on a call
  - How to listen or barge in on a call
  - Paging people in the office
  - Using the intercom
  - Quickly transfer calls
  - How to add favorite contacts
  - Headset best practices
- Collaborating and conferencing
  - Video
    - Scheduling and inviting a video meeting on behalf of someone else
    - Using video meetings to collaborate
    - Recording video meetings
    - Managing video meeting participants
    - Changing audio source for meeting
  - Audio
    - Starting a conference call for someone else
    - Beginning a conference call
- Finding host and participant codes
- Providing international dial-in options
- Managing conference call participants
- Recording conference calls
- Messaging (SMS, fax, chat)
  - Forwarding voicemails
  - Using chat to work with cross-functional colleagues
  - Getting someone’s attention with @mentions
  - Organizing conversations
  - Eliminating email
  - Converting a chat conversation into a phone call or video meeting
  - Using text for business (if applicable)
  - Composing and viewing faxes (if applicable)
- Managing your extension via the RingCentral online account
  - Setting custom hours
  - Allowing others to view your availability
  - Routing calls to others while out of the office
  - Managing voicemail
- 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.

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