

RingCentral Training Services: RingCentral Office® End-User Basics for Remote Workers

Develop the skills to get the most out of the RingCentral Office platform in a remote work environment.



Training overview

If you work from home, are a road warrior, or just find yourself working away from the office more than at the office, this course will help you get the most out of RingCentral. Learn how to get your office communications up and running and create a remote work environment with all the tools and functionality of your corporate office environment, plus we'll provide the tips and tricks a remote worker needs to get things done.

A student in this class will gain hands-on experience activating the RingCentral extension, customizing settings, performing basic operations like call forwarding, enabling and checking voicemail, and hosting audio or video conferences in the RingCentral solution.

Course objectives

- Activate and manage the RingCentral phone extension.
- Make, receive, and manage calls from any device.
- Schedule, host, and join a RingCentral audio or video conference.
- Collaborate with colleagues or clients via individual or team chats.

RingCentral Office End-User Basics for Remote Workers—Scope of Training

Cost	\$400
Training delivery	Virtual
Duration	1 hour
Level	Basic
Who should attend	First-time users of RingCentral who work remotely or travel

Agenda

- Introduction
- What is RingCentral Office and why is it perfect for remote workers?
- Activating your RingCentral extension
 - Overview
 - Welcome email
 - Express setup
- Calling from anywhere
 - RingCentral applications overview
 - Review features and functionality of the RingCentral mobile app
 - Utilize the power of HUD when working remotely
 - When to use the desktop app vs mobile app
- Conferencing and collaborating
 - Use video to connect with others
 - Schedule/join/instant
 - Review proper equipment
 - Apply 5 secrets to hosting better RingCentral Meetings™
- Messaging (chat, SMS, fax)
 - Update status and availability in Glip
 - The keys to connecting in Glip
 - Start a chat
 - Favorites/bookmarks/pin to the Shelf
 - Share files
 - Keeping Glip organized
 - Tasks
 - Conversation list area
 - Settings and preferences
 - Sending and receiving text messages
 - RingCentral faxing
- Managing your extension settings
 - Update custom hours
 - Manage call handling and forwarding
 - Update voicemail greeting
- Overview of RingCentral Support and resources
 - The ultimate setup for remote workers
 - RingCentral University

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, 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.