

# RingCentral Training Services: RingCentral Office® End-User Basics

Develop the skills to get the most out of the RingCentral Office platform and thrive in a collaborative workplace.



## Training overview

This introductory course is designed to provide an overview on how to get started using RingCentral. The course provides an overview of the tools available and the basics to get started. This quick-start course is recommended for everyone, from first-time users to administrators.

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

## Course objectives

- Activate and manage your 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—Scope of Training

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

## Agenda

### Introduction

- Activating your RingCentral extension
  - Welcome email
  - Account activation
  - Express setup
    - Getting started: basic settings
- Managing your extension via the RingCentral online account
  - User name for your personal greeting
  - Phones and numbers
    - Configuring speed dial (Favorites)
    - Presence
    - Audio conferencing
  - Call handling and forwarding
    - Forwarding calls to other phones or colleagues
    - Call Flip
  - Voicemail
    - Enable
    - Greeting
    - Voicemail notifications
- Making and receiving calls
  - Softphones (Training is customized for your softphone.)
    - Outbound calls
    - Call handling and forwarding
      - Call Switch
      - Call Flip
  - Desk phones (Training is customized for your desk phone.)
    - Outbound calls
    - Call handling and forwarding
      - Call Flip
- SMS and fax
- Real-time collaboration and conferencing
  - Voice only
  - Video
  - Chat
- 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.