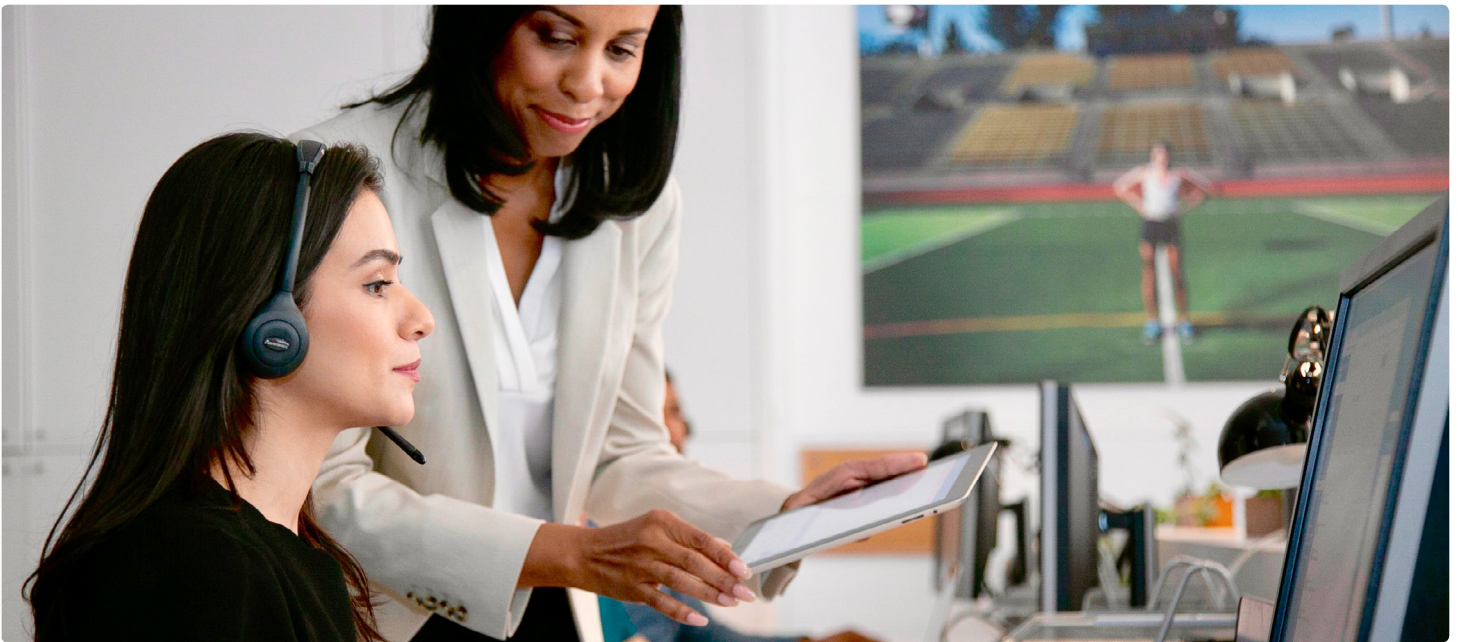


RingCentral Training Services:

RingCentral Office® Troubleshooting for Help Desk Agents

Core concepts for troubleshooting and diagnosing call routing and quality issues.



Training overview

This virtual course is designed to provide best practices that will help ease the stress of solving call routing, quality, and phone setup issues to quickly diagnose the cause of problems, resolve the issue, and prevent problems from recurring. This course is taught by a live instructor and is specifically designed to teach help desk agents to resolve end-user issues.

A student in this class will learn core concepts of basic troubleshooting for common issues, including call routing, user settings, and configuring IP desk phones, and administrator best practices to resolve problems faster.

Course objectives

- Resolve common end-user issues related to moves, adds, changes, and deletes (MACD).
- Learn how to troubleshoot desk phone configuration and audio issues.
- Diagnose and resolve common issues related to call routing and end-user settings.

RingCentral Office Troubleshooting for Help Desk Agents—Scope of Training

Cost	\$800
Training delivery	Virtual instructor-led training (VILT)
Duration	2 hours
Level	Basic
Who should attend	Help desk agents and RingCentral administrators

Agenda

- Introduction
 - Diagnosing and preventing common issues
- Diagnosing common call routing issues
 - “Cannot Connect Your Call” message
 - User is receiving company faxes
 - Number routed incorrectly due to advanced handling rule
- Diagnosing and preventing routing issues by understanding RingGroups and Call Queues
 - My mobile app is not ringing
 - Calls are only going to my physical phone
- Diagnosing and preventing common user deboarding (MACD) issues
 - Correctly deboarding a user before reusing an extension
- Diagnosing common issues related to end-user settings
 - Not receiving Call Queue calls
 - Configuring Presence
 - My softphone calls my desk phone before an outbound call
 - Set up Personal Caller ID
 - "Mailbox Full" message
- Desk phone troubleshooting
 - Display out
 - “URL Call Disabled” message
 - Date/time incorrect
 - Audio issues
- Overview of RingCentral Support and resources
 - RingCentral University

Prerequisite: **RingCentral Office Admin Basics** and **RingCentral Office End-User Basics**

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.



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