

RingCentral cloud communications

Canonical: <https://agentic.blueapache.com/technical-excellence/ringcentral/ringcentral-solutions-with-blueapache/>

Description:

We help organisations plan and deliver RingCentral communications projects, connecting users, locations and customer-facing teams.

Details:

We help organisations plan, implement and support RingCentral business communications. We bring together technology selection, configuration, migration and operational experience so calling and collaboration fit the way your people, sites and customer-facing teams work.

You can engage us for a defined communications project while retaining your internal team, or discuss ongoing support around the selected solution. We also deliver Microsoft Teams and Zoom, helping you assess the platform and operating model that suit your environment.

Design communications around real workflows

A communications project needs to account for more than the number of users. We work through how people contact your business, how calls move between teams and what happens when a site, department or individual is unavailable.

The design discussion covers users and locations, numbers, call routing, queues, devices and integrations. We also assess the connectivity and operational processes that the selected service depends on. That helps connect the platform configuration with the experience you want callers and staff to have.

For organisations operating across regions, country-specific numbering and service availability need attention during planning. We work through those requirements with you as part of the proposed deployment, including the approach to migration and user communication.

Our experience supporting Lovisa

We helped global retailer Lovisa select RingCentral and develop its communications design and transition approach. Alongside RingCentral Professional Services, we supported configuration and design; Lovisa's internal team carried out the rollout.

That engagement is an example of how we work with a customer's own delivery capability. Our contribution supported technology selection and preparation, while the customer's team retained a central role in implementation. The solution connected stores and offices with business communications and internal support operations.

Explore our Lovisa case study

Plan the migration and handover

We help you turn the proposed communications design into an implementation scope. Key decisions include:

- Which users, sites and service numbers are moving.
- Whether existing numbers will be retained or a new numbering approach is required.
- Which handsets, applications and other devices will be used.
- How reception, queues and escalation paths should behave.
- What integrations and reporting the organisation needs.
- How changes will be tested and communicated before cutover.

The transition plan also needs a practical acceptance check. We discuss how your team will validate inbound and outbound calls, the selected routing and the workflows important to each business group. A successful deployment should be assessed against those requirements, not just whether an account has been provisioned.

Connect the platform with ongoing operation

After rollout, users move between teams, sites change and routing requirements evolve. We discuss who will administer users and numbers, maintain call flows, review reports and respond to support requests.

Where contact-centre requirements are involved, we assess them separately from everyday business calling. Queue design, agent workflows, supervisor visibility and integration requirements can materially change the selected product and deployment scope.

Our technology services can support your internal team through a defined project and handover. Where you need an ongoing relationship, we can discuss the support and operational responsibilities you want us to take on.

Questions about RingCentral

Can our team carry out part of the rollout?

Yes. We can structure the engagement around your internal capability. Our work with Lovisa included design and configuration assistance alongside RingCentral Professional Services, with Lovisa's own team completing deployment.

Can we keep our current phone numbers and handsets?

We assess the numbers, locations and device compatibility during discovery. Those decisions belong in the migration plan so your team understands the available approach before committing to cutover.

Can you help us compare RingCentral, Teams and Zoom?

Yes. We work with all three platforms. We discuss your calling, collaboration, contact-centre and integration requirements, alongside the environment you already operate, to help select the appropriate solution.

Discuss your communications project with our team

Related expertise

- Zoom collaboration and contact centre
- Microsoft cloud, workplace and security