RingCentral Announces Definitive Agreement to Acquire Connect First

January 14, 2019

RingCentral®

Disclaimer

This presentation and the accompanying oral presentation include forward-looking statements within the meaning of the federal securities laws. These statements relate to, among other things, the expected benefits of the Connect First acquisition, the timing of the acquisition closing and the impact on our future financial results.
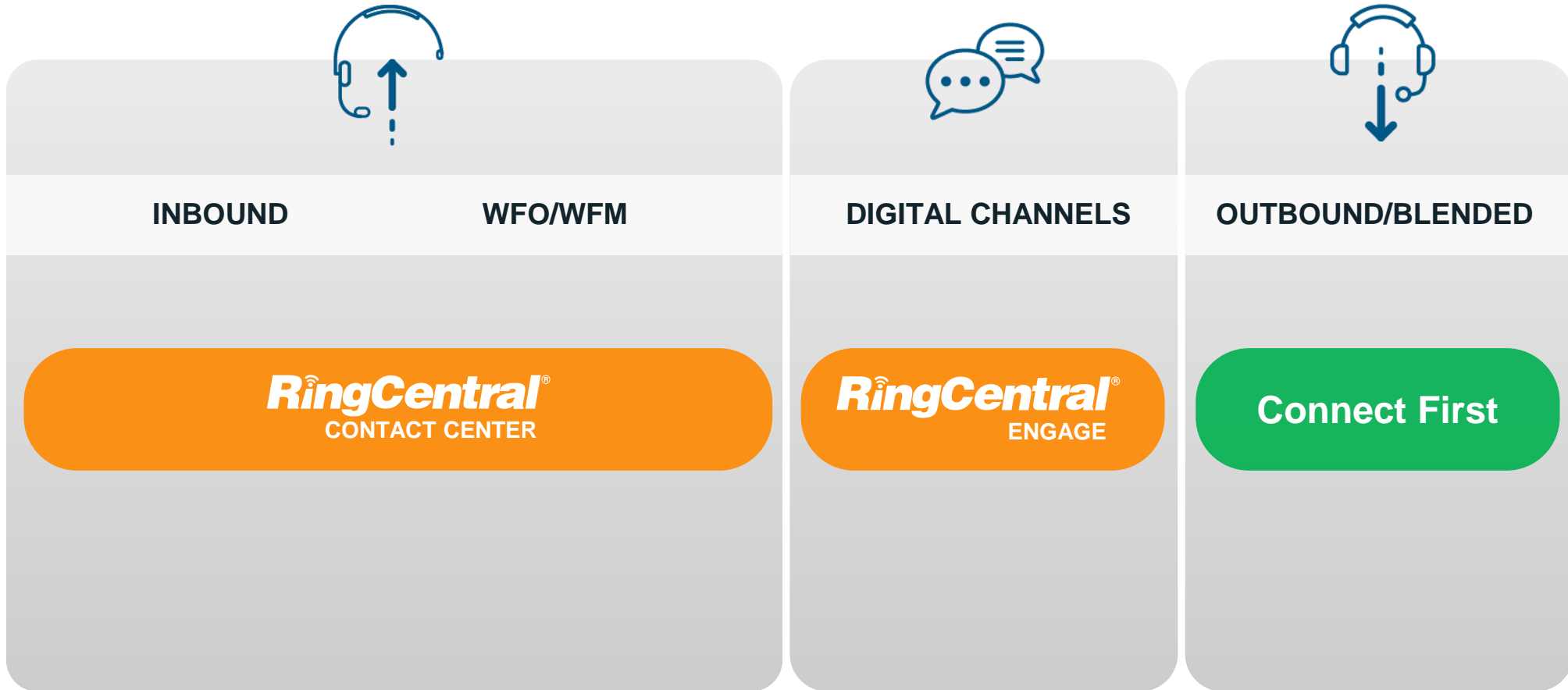
Although we believe the assumptions upon which these forward-looking statements are based are reasonable, any of these assumptions could prove to be inaccurate and the forward-looking statements based on these assumptions could be incorrect. Our operations involve risks and uncertainties, many of which are outside our control, and any one of which, or a combination of which, could materially affect our results of operations and whether the forward-looking statements ultimately prove to be correct.

Actual results and trends in the future may differ materially from those suggested or implied by the forward-looking statements depending on a variety of factors including those that are described in greater detail in our filings with the Securities and Exchange Commission, including our Form 10-Q for the quarter ended September 30, 2018. All future written and oral forward-looking statements attributable to us or persons acting on our behalf are expressly qualified in their entirety by the previous statements. We undertake no obligation to update any forward-looking statements that may be made to reflect events or circumstances that occur, or that we become aware of, after the date of this presentation.

RingCentral®

Connect First Acquisition
Expands RingCentral Customer Engagement Portfolio

- **Connect First**
  - Provides outbound/blended capabilities for comprehensive customer engagement
  - Based in Boulder, CO

- **Cloud Native Technology**
  - Built on microservices architecture, running on AWS, a fully redundant platform for high availability
  - Outbound/blended technology, TCPA compliance, and dynamic agent scripting
  - Deployments at scale of multiple thousands of agents per customer

- **Sample customers**
  - ASPCA, Carnival Cruise Lines, Party City, PBS, United Way, and Business Process Outsourcers (BPOs) for large service providers such as Charter Cable, Comcast, and SiriusXM.

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RingCentral Customer Engagement Portfolio

INBOUND	WFO/WFM	DIGITAL CHANNELS	OUTBOUND/BLENDED

RingCentral®
CONTACT CENTER

RingCentral®
ENGAGE

Connect First

RingCentral®

Connect First: Outbound/Blended Customer Engagement Platform

Outbound/Blended

- Predictive Dialing
- Progressive Dialing
- Preview Dialing
- Call Blending
- TCPA Compliance
- Dynamic agent scripting

Analytics

- Real Time Reporting
- Historical Reporting
- Quality Management

Open APIs

- CRM integrations
- WFO integrations
- WFM integrations

RingCentral®

State-of-the-Art Cloud Native Architecture

Microservices
Architecture

Multi-Tenant
Running on AWS

Highly
Scalable

Fully
Redundant

Open
APIs

WebRTC
Agent Desktop

RingCentral®

Delivering on the Vision of Collaborative Communications

Outbound/Blended Customer Engagement

Cloud PBX

Digital Customer Engagement

Team messaging

Contact Center

Video & meetings

RingCentral®
Collaborative Communications

RingCentral®

RingCentral® + Connect First™
Comprehensive Customer Engagement

Thank You

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