

RingCentral AI Receptionist

Say goodbye to missed calls. RingCentral AI Receptionist™ (AIR) is your virtual front desk that makes it easy to assist every customer, 24/7.



Powered by generative AI, RingCentral AIR™ handles routine calls, books appointments, captures leads, routes inquiries, and even sends texts—all in a natural, human-like tone.

It helps your business respond faster, reduce wait times, and free your team to focus on more complex or high-value conversations. Best of all, it works with any phone system - no migration required.

The ROI of our AI Receptionist

93%

Of calls handled by AI Receptionist
for [Integral Recruiting Services](#)

50%

Decrease in time spent on inbound calls
for [Owen Security](#)

\$1.7M

projected additional revenue for
[Axis Integrated Mental Health](#)

Key Benefits:

Set up in minutes

No IT support needed. Quickly train AI Receptionist using your website, smart FAQs, or uploaded documents.

Engage with natural interactions

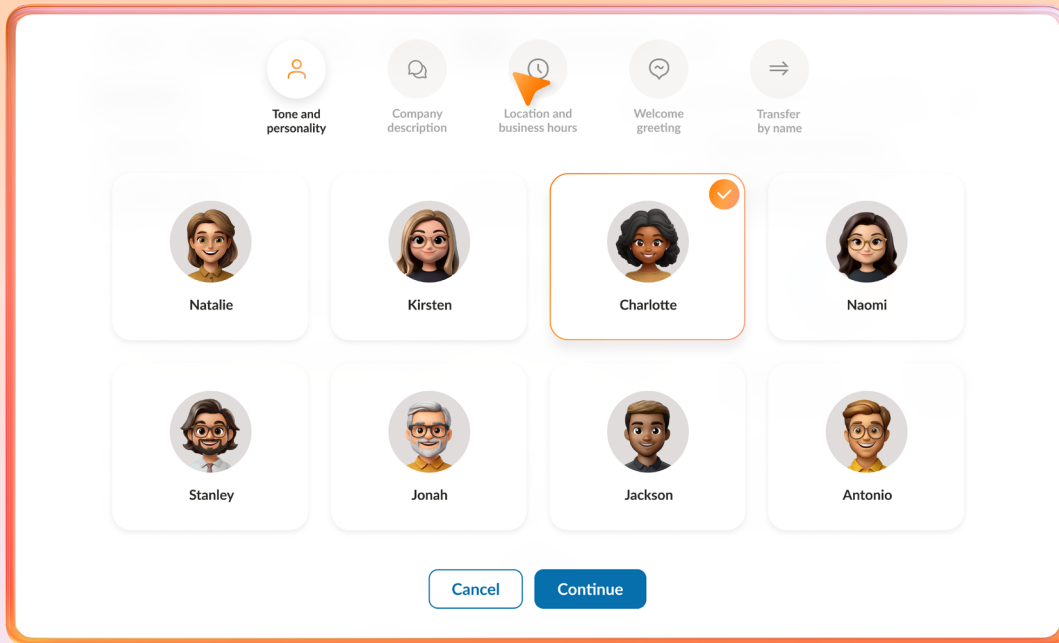
Deliver human-like conversations in multiple languages to keep customers engaged every step of the way.

Route calls with context

Direct calls by names, locations, and keywords—no repeats, no wrong transfers, with all the details you need.

Automate and handle routine tasks

Manage FAQs, capture leads, schedule appointments, block spam, and handle after-hours or peak-time calls effortlessly.



Key capabilities

Natural, human-like conversations

Engage customers with a natural, conversational experience. RingCentral AIR understands intent and responds naturally.

Resolves routine customer inquiries

Use generative AI to answer routine customer questions by leveraging your websites, uploaded policies, processes, and other business documents.

Scalable for multiple locations or departments

Can be deployed for a single storefront, multiple business locations or teams from billing to customer support. Each location can have its own business hours, personalized SMS responses, customizable routing rules, so customers always get location-specific information.



Works with any phone

Connect RingCentral AIR to any third party telephony systems, including SIP-based phone systems, via call forwarding or dynamic SIP integration. Works across on-prem, cloud, and hybrid environments. No complex integrations, no lengthy IT projects.

Intelligent call routing

Connect callers to the right person or department based on names, keywords, and conversation context - no more phone menus or wrong transfers that can frustrate customers. Transfer calls to any external number outside RingCentral, including mobile phones, contractors, third-party services, and more.

Contextual handoff

Seamlessly transfer calls to live staff with full context—caller name, reason for calling, and call summary—so every handoff feels smooth and connected. Available on desktop now, with mobile support coming soon.

Outbound SMS*

Text important details like appointment confirmations, requested forms, links, email addresses, and more on request right after calls - no manual follow-up needed.

Appointment booking

Instantly text customers a link to your booking page or connect directly with your calendar system. RingCentral AIR supports both in-person and virtual appointments, syncing with one or multiple Google and Outlook calendars to check availability. For virtual meetings, it automatically creates a unique RingCentral Video link, making scheduling simple and seamless across teams and locations.

Lead capture

Customizable intake questions automatically collect caller details, like name, phone number, and intent, update your CRMs and RingCentral AIR data repository automatically. Every lead is logged automatically for quick and easy follow-up.

Starting with Salesforce CRM integration and expanding to HubSpot and Zoho by Q4 2025.

Automatic call recording

Record every AI Receptionist call automatically for quality assurance or training. Easily review and download recordings directly from the call history or company call log.

Call transcripts

See transcripts for every call to understand what customers are calling about. Identify peak hours, track call volumes, and spot patterns to improve your customer service.

Call analytics

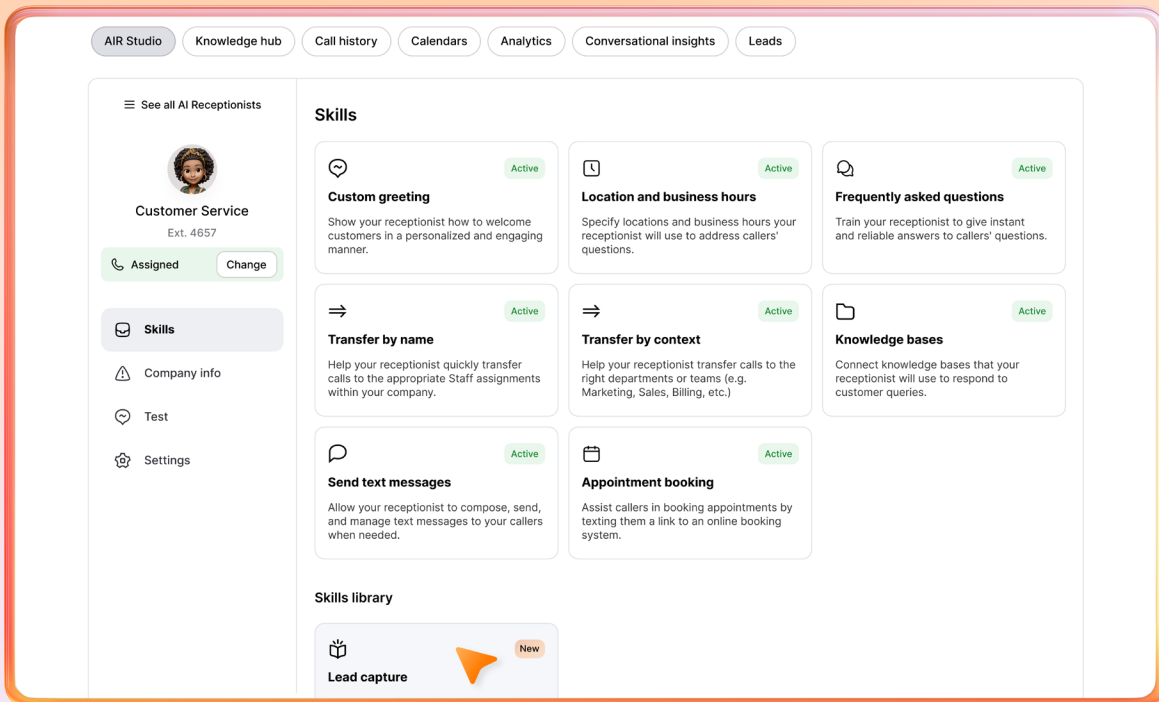
Get clear insights into your AI Receptionist's performance. Monitor exactly which calls were fully handled versus which needed a human, track your usage minutes, and make informed staffing decisions with detailed analytics.

Conversational insights

Turn call transfers into resolved calls by identifying top questions the AI Receptionist can't answer and adding responses with one click.

Easy testing and number assignment

Test your AI Receptionist's responses before going live - either through a simple chat interface or by dialing in. Plus, assign your AI Receptionist its own dedicated phone number - perfect for promotions, support, or departments where you want callers to reach your AI Receptionist immediately.



Customizable voice

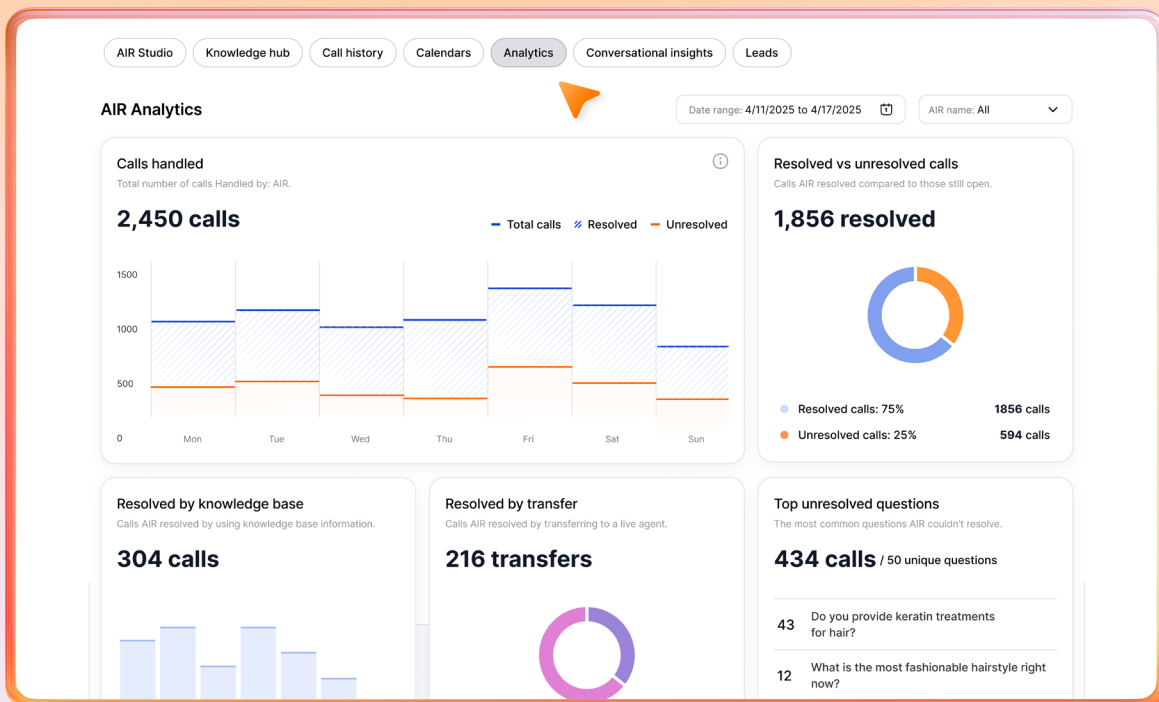
Select a consistent, professional AI personality that reflects your brand. Choose from eight voice options across supported languages, including English (US, UK, and AUS), Spanish, French (European and Canadian). Additional languages coming soon.

Multilingual voice support

Serve a diverse customer base with flexible language options. Provide full support in English (US, UK, AUS), Spanish, and French (European and Canadian), or enable dual-language mode so callers can switch languages mid-conversation, seamlessly transitioning from English to their preferred language.

Customizable welcome greetings

Create customizable welcome greetings that reflect your brand's unique voice, plus add special announcements to keep callers informed about promotions or updates.



What makes RingCentral AI Receptionist different?

Works with any phone system. Whether a business runs on-premises, uses a third-party cloud phone provider, or simply needs a business number, they can add RingCentral AIR to enhance their current setup, no rip-and-replace needed.

Quick and easy setup. Just share your business info and website, and RingCentral AIR starts handling calls 24/7 - no IT required. RingCentral RingEX users get an even faster setup, with automatic syncing of your existing numbers, contacts, employee directory, and business settings, all managed in one familiar system.

Human-like reasoning. RingCentral AIR is trained as an expert on your business, answering common questions with accurate, business-specific responses using your website, smart FAQs, and uploaded documents.

Multimodal. RingCentral AIR can capture leads, schedule appointments, send texts, and share important links.

Seamless AI-to-Human handoff. RingCentral AIR can quickly route complex requests that need a human touch to your team with all the details they need.

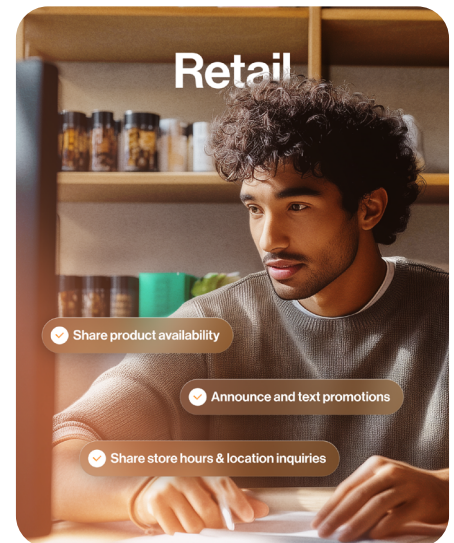
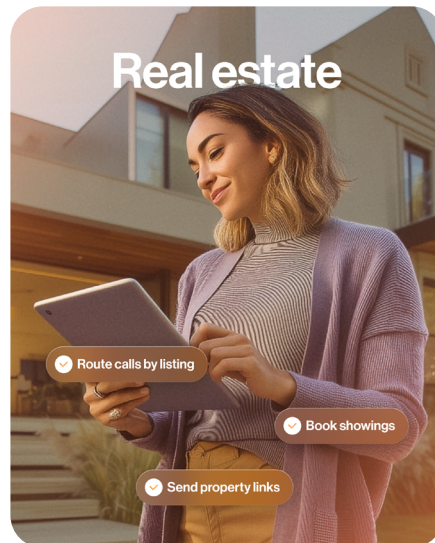
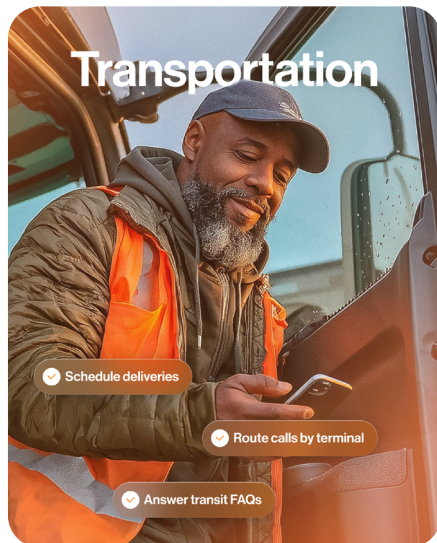
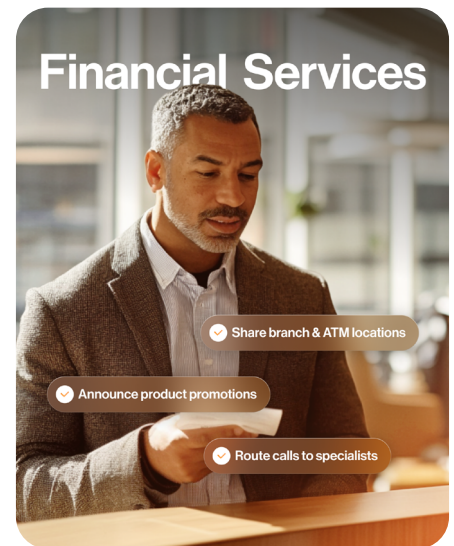
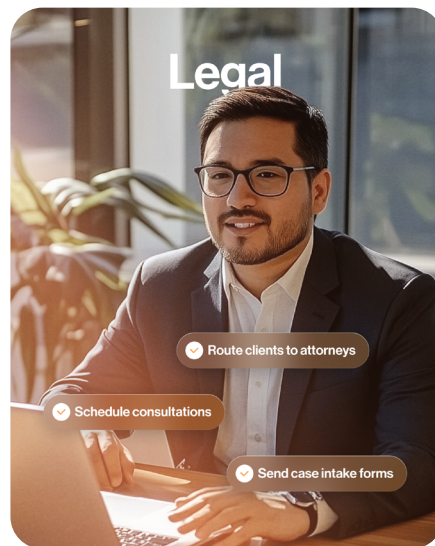
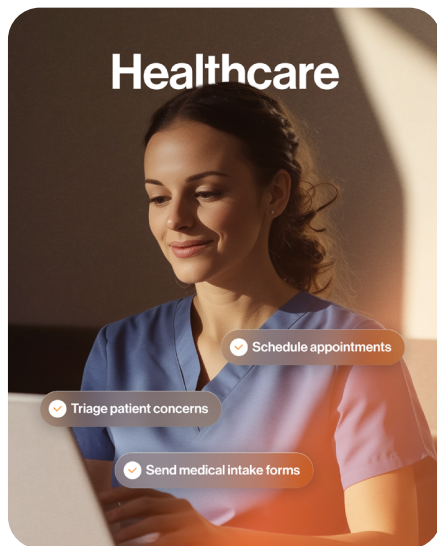
Built on enterprise-grade voice infrastructure. Backed by RingCentral's decades of expertise in voice communications, security, and compliance.



"New patient intakes increased by 60%—from an average of 20 to 32 per week, and this translates to a projected \$1.7M additional revenue."

Liesel Perez, Cofounder, Axis Integrated Mental Health

RingCentral AI Receptionist for you

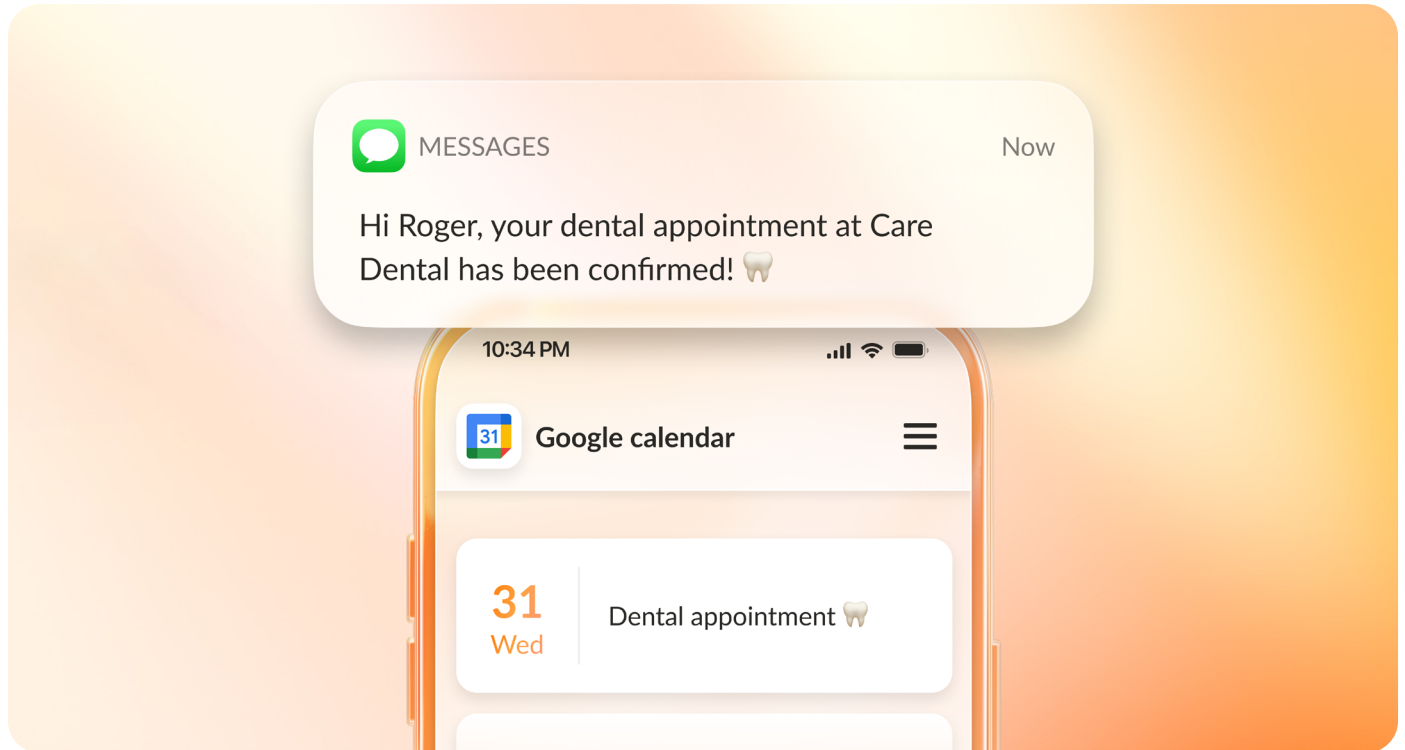


" RingCentral AI Receptionist saves each agent 20 hours per week - that's a full 50% decrease in time spent on inbound calls. We've turned those saved hours into revenue-generating activities, tripling our outbound call volume."

April Chastain,
Director of Operations, Owen Security

How to purchase

RingCentral AI Receptionist is available as a standalone or add-on license for both new and existing RingCentral customers in the U.S. and Canada, and as an add-on in the U.K. and Australia. Contact a RingCentral account representative to learn more or visit ringcentral.com/air



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 AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world..



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

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