

RingCentral: Admin Web Portal Management as a Super Admin



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Course Description

This course equips system administrators to configure and run RingCentral using the Admin web portal. Participants will learn to understand the core system management features and best practices to keep up with the day-to-day administrative tasks like user management and call flow adjustments. The emphasis is on safe, scalable admin practices that keep up to date with the company's evolving needs and keep users productive.

Learning Tracks

Digital Transformation

Admin

Call Flows & Routing

UCaaS

Hardware & Devices

Troubleshooting



Why This Course Matters

- Properly setting company hours, call handling, and queues prevents missed calls and ensures consistent caller experiences.
- A solid user, device, and number management foundation reduces escalations and the need for extended support from RingCentral or third-party vendors.
- A well maintained communication system increases staff productivity and customer satisfaction and reduces unnecessary risks or shortfalls due to incorrect system configurations.

Who Should Attend

Register Now



Super admins on
the phone system



IT
administrators

COURSE SYLLABUS

Course Overview

Configuring and governing your business's RingCentral unified communications phone system through the Admin web portal

What You'll Learn

- 1 Admin web portal overview
- 2 User management & role permissions
- 3 Company call handling
- 4 Device & phone number management practices
- 5 Call queues & other unique features available

Syllabus

1. Admin Web Portal Tour
2. Users Management
3. Company Identity & Caller ID
4. Phone Number Inventory & Assignments
5. Company Auto-Receptionist Settings
6. Interactive Voice Response (IVR) Call Menus
7. Call Queues Management
8. Desk Phone Management
9. Other Business Connect Features Available
10. RingCentral Support & Troubleshooting

Register Now



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