**A C1 OnGuard UC Managed Service**

RingCentral RingCX™ Powered By C1CX

Your cloud contact center is a mission critical part of your business which is why you need the right provider to ensure you are achieving your CX success.

RingCentral RingCX™ Powered By C1CX Total Care, part of C1's OnGuard managed services portfolio, is an innovative managed service offer specifically designed to manage your RingCentral RingCX cloud contact center solution. Following a proactive approach, C1CX Total Care helps customers manage their RingCX contact center application life cycle and optimize time to value of features critical to business outcomes. The offer combines roadmap planning with a unique combination of engineering expertise and CX testing resources specifically trained on RingCX, enabling customers to optimize their RingCX solution while rapidly deploying new services with the highest levels of quality. And with a first of its kind flex services account program, you now have the flexibility to augment your staff with the right C1 engineering resource based on your specific needs and requirements.

RingCentral RingCX™

RingCentral RingCX brings together cutting-edge RingSense™ AI technology, omnichannel contact center, and RingEX™ unified communications, delivering a next-generation AI-powered solution that enables seamless omnichannel customer conversations across voice, over 20 digital channels, native video, and self-serve AI channels. And RingCX Powered By C1CX leverages all of C1CX's capabilities to enable a gradual migration to the cloud from any premises-based contact center solution.
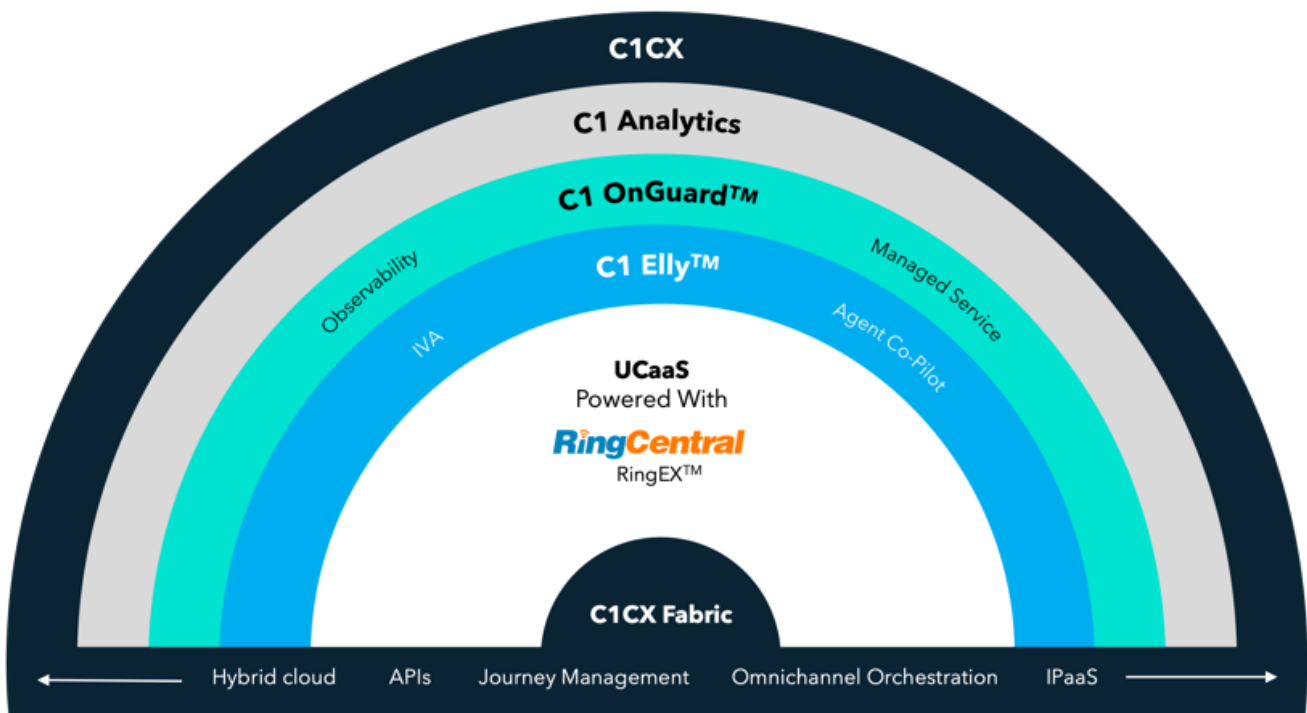
RingCX™ Powered By C1CX features

24x7x365 technical support
Always on technical support, 24 hours a day, 365 days a year anywhere you conduct business.

CX assurance monitoring
Proactive, scalable CX monitoring & testing for IVRs, IVAs, and digital channels.

Customer success manager
Access to a designated customer success manager acting as your primary advocate.

Technical advisory services
Access to technical advisors with deep CX knowledge, experience, and expertise.

Technical account manager
Access to a designated technical account manager and lead technical contact.

Flex services account
Credits that give you the **flexibility** to augment your staff with the C1 resources you need.

Included in **every** plan:

✓ 24x7x365 technical support
✓ Technical advisory services
✓ CX assurance monitoring

✓ Technical account manager
✓ Customer success manager
✓ Flex services account

Then choose:

Foundation

✓ 2 authorized personnel
✓ Monthly status calls
✓ Annual business review

Premier

✓ 4 authorized personnel
✓ Bi-weekly status calls
✓ Bi-annual business reviews

Premier+

✓ 8 authorized personnel
✓ Weekly status calls
✓ Quarterly business reviews

When it comes to CCaaS managed services, C1 is the best in the business.

6,200+	80,000	700+	6,000+
customers supported in 30,000+ locations globally	incidents managed monthly with a 98% in-house resolution rate	in-house engineers with over 1,000 industry certifications	proactively managed alarms monthly

Visit [C1 Managed Services](#) or [contact us](#) to learn more.