



Shadow AgentCX

CX-LITE LAYER FOR RINGEX

PRODUCT OVERVIEW

What is CX-lite?

And why your RingEX users should not need a CX license to work like agents.



CX features.

No CX licenses.

Plenty of RingEX users answer customers all day without ever getting a CX seat. Shadow AgentCX is the CX-lite layer that hands those teams the controls they were missing. It is:



Practical

Break codes, dispositions, cherry pick, login and logout



Supervised

Leaderboards, queue and agent KPIs, live presence



Unified

One experience across RingEX, AIR, RingSense/ACE and RingCX



Light

Operational viability without contact center complexity

WHO IT IS FOR

Four groups, one light layer.

CX-lite is not a contact center rollout. It hands each group the specific control it was missing.



Agents

Break codes, after-call work, auto logoff, raise hand and status.



Supervisors

Leaderboards, queue and agent KPIs, live monitoring, presence.



Customers

Callback on request, expected wait time and VIP priority.



The business

Cross-platform call journey and enterprise-grade reporting.

AGENTS

SUPERVISORS

CUSTOMERS

THE BUSINESS

You already have RingEX.

How is this different?

RingEX alone

Agents with no status control

Supervisors working blind

No dispositions or codes

Callers wait, then hang up

Reports built by hand

With Shadow AgentCX

Break codes, ACW, raise hand

Live leaderboards and KPIs

Disposition and account codes

Callback, wait time, VIP priority

Enterprise-grade reporting

What it gives you.

The controls a queue never offered, without the platform change.



Agent Controls

Break codes, auto logoff, after-call work



Supervisor Controls

Leaderboards, queue and agent KPIs



Intelligent Callback

Sentiment, VIP and time-based priority



Priority Cherry Pick

Let agents take the right call next



Customer Experience

Sentiment, CSAT and voicemail transcription



RC App Integration

Break states and dispositions in-app

Everything the queue never gave you.

Bringing together RingEX, AIR, RingSense/ACE and RingCX insights.

Break Codes

Leaderboards

Queue KPIs

Agentic AI KPIs

Sentiment

X-Platform Call Journey

Enterprise Reporting

Disposition Codes

Multi-language

Call Recordings

VM Transcription

Auto Logoff

Login / Logout

After Call Work

Priority Cherry Pick

Raise Hand

Request Callback

Expected Wait Time

VM & Abandoned Callback

CSAT

Agent Status

Reason Codes

Account Codes

VIP Routing

Shift Tracking

Notification Hub

Outbound Campaigns

— turned on per team, on RingCentral paper, no new platform.

WHY RSI

Filling critical gaps in the portfolio.

RSI has worked alongside RingCentral since 2017, building the integrations that close the gaps between RingEX and full CX.



RingCentral ISV Partner

Certified across the portfolio



Founded in 1990

More than three decades in communications



Best-in-class integrations

Native to the platform, not bolted on



Available on RC paper

Orderable on RingCentral SKUs

COVERING

RingEX

AIR

RingSense / ACE

RingCX

RINGEX

AIR

RINGSENSE / ACE

RINGCX

LET'S TALK

Ready to give your team the controls?

Shadow AgentCX is available now. We will show you the controls your teams have been working without.



AI-driven Communication Intelligence

Bridging gaps. Unifying experiences. Powering innovation.

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