Day 1: Introduction to RingCentral and Unified Communications

- 1.1 Introduction to RingCentral
- 1.2 Understanding Unified Communications
- 1.3 RingCentral Deployment Options
- 1.4 Setting Up Your RingCentral Account
- 1.5 Basic User Configuration

Day 2: RingCentral Phone System and Features

- 2.1 Configuring and Using VoIP Phones
- 2.2 Call Handling and Routing
- 2.3 Voicemail and Messaging
- 2.4 Conferencing and Collaboration Tools
- 2.5 Integrating RingCentral with Other Applications

Day 3: RingCentral Administration and User Management

- 3.1 Admin Portal Overview
- 3.2 Managing Users and Permissions
- 3.3 Security and Compliance Features
- 3.4 Troubleshooting Common Issues
- 3.5 Best Practices in RingCentral Administration

Day 4: Advanced RingCentral Features

- 4.1 Call Center and Contact Center Solutions
- 4.2 RingCentral APIs and Customization
- 4.3 Mobility and Remote Work with RingCentral
- 4.4 Advanced Reporting and Analytics
- 4.5 Voice Quality and Network Optimization

Day 5: RingCentral Implementation and Optimization

- 5.1 Planning Your RingCentral Deployment
- 5.2 Migration from Legacy Systems
- 5.3 Scaling RingCentral for Your Organization
- 5.4 Monitoring and Managing Performance
- 5.5 RingCentral Certification Exam Prep