RingCentral

RingCentral Signs Definitive Agreement To Acquire Dimelo

Digital Customer Engagement Platform

October 11, 2018



Safe Harbor

This presentation and the accompanying oral presentation include forward-looking statements within the meaning of the federal securities laws. These statements relate to, among other things, our business strategy, goals and expectations concerning our market position, our products and product development, the size and growth of the markets in which we compete, our channel partners, and our future financial and operating results.

Although we believe the assumptions upon which these forward-looking statements are based are reasonable, any of these assumptions could prove to be inaccurate and the forward-looking statements based on these assumptions could be incorrect. Our operations involve risks and uncertainties, many of which are outside our control, and any one of which, or a combination of which, could materially affect our results of operations and whether the forward-looking statements ultimately prove to be correct.

Actual results and trends in the future may differ materially from those suggested or implied by the forward-looking statements depending on a variety of factors including those that are described in greater detail in our filings with the Securities and Exchange Commission, including our Form 10-Q for the quarter ended June 30, 2018. All future written and oral forward-looking statements attributable to us or persons acting on our behalf are expressly qualified in their entirety by the previous statements. We undertake no obligation to update any forward-looking statements that may be made to reflect events or circumstances that occur, or that we become aware of, after the date of this presentation.

In addition to the GAAP financial measures, this presentation includes certain non-GAAP financial measures, including gross margin, operating margin, recurring margin, sales and marketing spend and core subscription revenue. The non-GAAP measures have limitations as analytical tools and you should not consider them in isolation or as a substitute for an analysis of our results under GAAP. The Company considers these non-GAAP financial measures to be important because they provide useful measures of the operating performance of the Company, exclusive of unusual events or factors that do not directly affect what we consider to be our core operating performance, and are used by the Company's management for that purpose. All non-GAAP financial measures are reconciled to their directly comparable GAAP financial measures. These reconciliations are presented in the Appendix at the end of this presentation. In addition, unless otherwise stated prior-period information has been restated for the adoption of ASU 2014-09, Revenue from Contracts with Customers (Topic 606), which we adopted on January 1, 2018.

We also provide other measures such as annualized exit monthly recurring subscriptions (ARR), net bookings, gross churn, cost to book, cost to serve and net retention by customer cohort.

RingCentral Signs Definitive Agreement to Acquire Dimelo

- **Company**
  - Digital Customer Engagement Platform
  - For enterprises with dedicated teams focused on digital channels
  - Based in Paris, France
- **Technology Platform**
  - AI-based routing and machine-learning for smart responses
  - Extensive Digital channels: Messaging, In-App Messaging, Social Media, Live Chat, Email, Community Forums
  - Single platform to manage all digital channel interactions, with a single agent interface
  - Integrated customer engagement environment - automatically recognizes 72 languages across all channels
  - Open APIs for Chatbots, CRM, Helpdesk, BI, & BPM solutions
- **Customers**
  - Enterprise customers include : Allianz, AXA, BNP Paribas, Engie, Orange, and Telenor
  - Vertical market segments include: Telecom, Financial Services, Insurance, and Retail

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Delivering on the Vision of Collaborative Communications



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Consumer Expectations: Engage on their Channel of Choice







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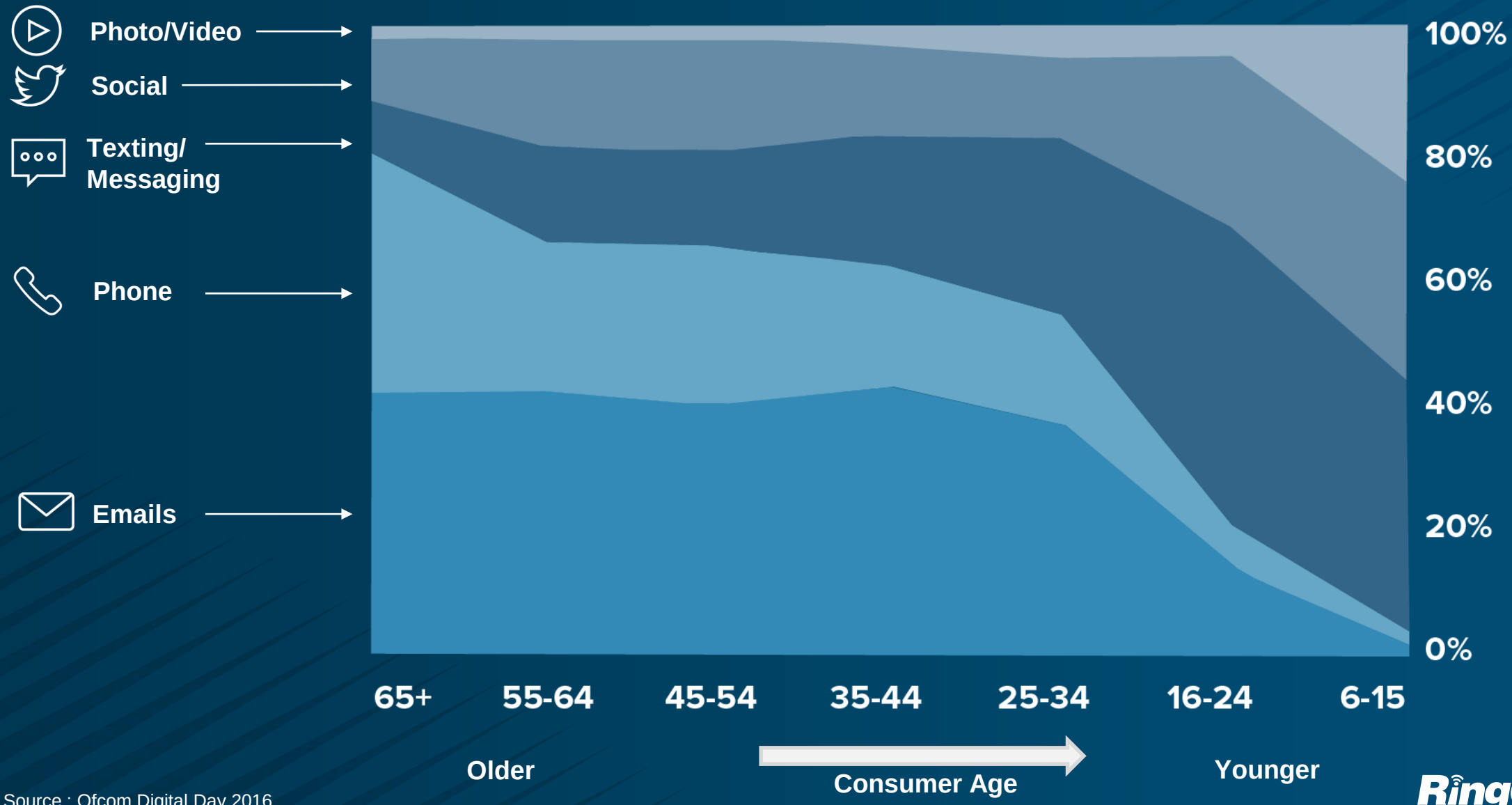
Younger Consumers Prefer Digital Channels



Source : Ofcom Digital Day 2016

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Dimelo: Digital Channels Supported



MESSAGING

- Apple Business Chat
- Facebook Messenger
- WeChat



IN-APP MESSAGING

- iOS
- Android



SOCIAL MEDIA

- Facebook
- Twitter
- Instagram
- YouTube



LIVE-CHAT

- Automatic conversation triggers
- Contextual information access



COMMUNITIES

- Lithium
- Insided
- Wordpress
- vBulletin
- phpBB



REVIEWS

- Google Play
- Google my Business
- BazaarVoice



EMAIL

- IMAP / SMTP
- Automatically suggested customized & contextualized

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Dimelo: A Comprehensive Platform



ARTIFICIAL INTELLIGENCE

ICE (Intelligent Classification Engine)

Machine-learning to recognize contact patterns



DIGITAL CHANNELS

Messaging

In-app Messaging

Social Media

LiveChat

Review Platforms

Email

Community Management



OPEN API PLATFORM

Chatbot Integrations

Customer channels

CRM Integrations

Helpdesk Integrations

Business Intelligence

Business Process Mgnt.



GLOBAL SOLUTION

72 languages recognized automatically



RAPID DEPLOYMENT

Fast Deployment

Drag and drop configuration

Intuitive Administration

Single agent desktop

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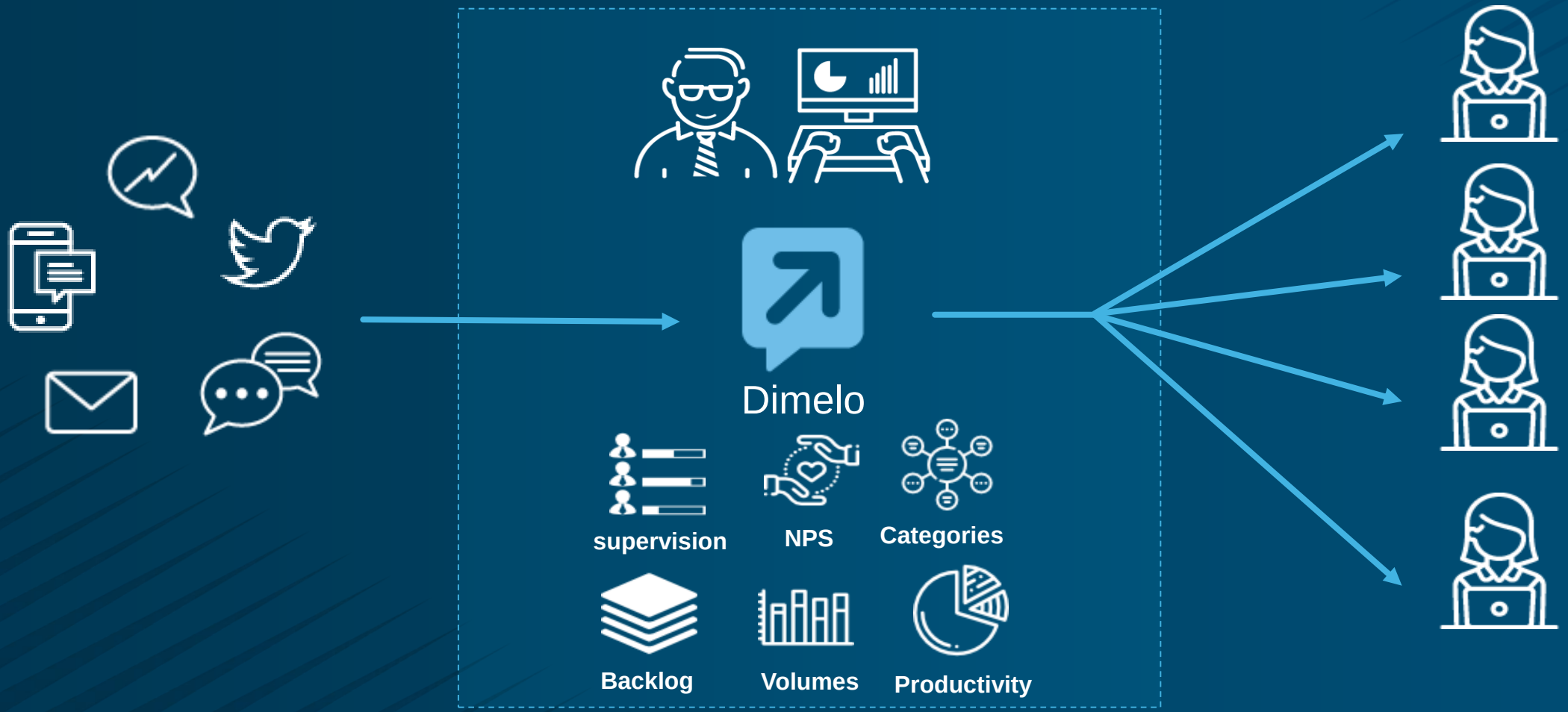
Management Visibility Across All Channels



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Open API Platform



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Benefits of Single Platform for all Digital Channel Customer Engagement



HIGHER CUSTOMER SATISFACTION



INCREASED AGENT PRODUCTIIVTY



CENTRALIZED ADMINISTRATION



DEEP AND INTEGRATED ANALYTICS

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Sample Dimelo Customers

TELECOM



FINANCIAL



INSURANCE



RETAIL



TRANSPORT



ENERGY



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RingCentral®
+
dimelo
=
Transformative
Customer
Engagement

THANK YOU

