

Resource Software International Joins the RingCentral Connect Platform Premier Partner Program



Oshawa, Mar 24, 2020 ([IssueWire.com](https://www.issuewire.com)) - **Resource Software International Ltd. (RSI)**, today announced that it has joined the RingCentral® Connect Platform Partner Program (CP3) as a Premier Partner. As a member of the RingCentral CP3, RSI is now able to work with RingCentral platform APIs to create integrations that enhance the ability of organizations to manage the health of their entire communication ecosystem. The RingCentral Connect Platform Partner Program, part of the RingCentral partner ecosystem, unites RingCentral APIs with third-party independent software vendors to deliver integrated solutions to joint customers.

“We are delighted that RingCentral recognizes the importance of working with partners to strengthen our value proposition,” said Rito Salomone, President, RSI, “Some of our biggest mutual success stories were dependent on our collective ability to rapidly deliver custom or enhanced reporting that the competition could not. It is an honor to be a trusted partner when RingCentral SEs turn to us for unique solutions. In the vast majority of cases, the RingCentral best-in-class open platform APIs make it possible to satisfy even the most unique use case.”

A recent example of our work together is T&R Properties, Inc., a regional property management and real estate development company with properties in Ohio, Pennsylvania and Florida. T&R wanted to

understand customer experience and requested key metrics including wait times, percent answered and abandoned calls. Their use case would normally be satisfied out-of-the-box. However, their call flow configuration required the use of phantom extensions simultaneously ringing several extensions at other physical locations rather than queues and agents. RingCentral enlisted RSI to create a custom solution.

Robert Brenner, Director of IT, T&R Properties Inc. said, “We were delighted that RingCentral introduced us to RSI. Their team was able to understand our requirements, designed a set of new reports to address our needs and implemented the solution within a short time. When I have any questions about the metrics, RSI support services give us very detailed explanations. We made the right choice with RSI and RingCentral!”

“Partnering with companies such as RSI, who build customizations using the RingCentral API, allows us to provide customers with feature-rich integrations for an enhanced communications experience,” said Sangeeta Walsh, Head of Platform product marketing.

RSI offers a comprehensive set of enhanced analytics solutions using RingCentral APIs. Shadow All-In-One Analytics, [available in the RingCentral App Gallery](#), includes historical call accounting, call center reporting, call recording replay, real-time agent/queue dashboards, team collaboration adoption metrics, integrations and emergency notification.

For more information about RSI Premier Partner solutions, visit their RingCentral App Gallery listings: <https://link.telecost.com/appgallery>

About RSI

RSI is a world leader in producing products, training and resources that proactively manage, control and reduce the expense of communication facilities resulting in a more dynamic, responsive and productive communication ecosystem. By leveraging the latest technologies, RSI offers tailored communication management solutions that empower enterprises to increase adoption of new technologies, remove bottlenecks, reconcile expenses, facilitate collaboration, improve customer experience and empower productivity.

Media Contact

Resource Software International Ltd. (RSI)

rsalomone@telecost.com

9055764575

40 King Street West

Source : Resource Software International Ltd. (RSI)

[See on IssueWire](#)