

RINGCENTRAL OFFICE® EDITION COMPARISON MATRIX

This comparison matrix is a quick reference guide to help you determine the communications and collaboration features that meet your business needs.*

	Essentials Up to 20 users	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Messaging and team collaboration				
Chat with internal and external contacts	●	●	●	●
Integrated telephony calling, SMS, fax, and video conferencing	●	●	●	●
Unlimited posts	●	●	●	●
Integrated with company directory	●	●	●	●
Unlimited guest users	●	●	●	●
Presence status	●	●	●	●
File sharing	●	●	●	●
Search across groups, messages, files	●	●	●	●
Team calendars and events	●	●	●	●
Task management	●	●	●	●
In-app document previews	●	●	●	●
Team admin controls	●	●	●	●
Advanced account-level administration controls	●	●	●	●
Shortcuts for frequently used features: set away status, create tasks, search, etc.	●	●	●	●
Video meetings				
HD audio and video	○	●	●	●
Maximum meeting participants	N/A	100	200	200
Screen and application sharing	○	●	●	●
Advanced annotation features	○	●	●	●
Active speaker spotlight	○	●	●	●
Intuitive host and attendee controls	○	●	●	●

	Essentials	Standard	Premium	Ultimate
Public and private in-meeting chat	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Personal meeting IDs	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Ability to lock meetings	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Meeting passwords	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Test mic and speaker settings	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send instant invitation via email or text	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Switch meeting across devices (mobile, desktop) ²	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Web client (no downloads required)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Intelligent echo cancellation	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Meetings log and history	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Audio options: VoIP, PSTN, Call Me	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Microsoft Outlook and G Suite plugin	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Phone				
Auto-Receptionist	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Multi-level IVR (auto-attendant)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Visual IVR editor	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
HD voice ³	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Unlimited local calling	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Extension-to-extension dialing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
International calling ⁴	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
International calling credit bundles	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Toll-free minutes ⁵	100	1,000	2,500	10,000
Inbound caller ID number	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Inbound caller ID name	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Outbound caller ID number	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Presence across all devices	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Corporate Directory	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Dial-by-name directory	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Call logs and reports	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Intercom ⁶	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Paging ⁶	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

	Essentials	Standard	Premium	Ultimate
Call recording	○	On-demand	Automatic	Automatic
Active call management: mute/unmute, transfer, record, forward, park (private or public)	●	●	●	●
Custom answering and call routing rules	●	●	●	●
Music and messages on hold	●	●	●	●
Call screening and blocking	●	●	●	●
Call switch and flip	●	●	●	●
Shared lines ⁶	○	●	●	●
Call queues	●	●	●	●
RingMe [®] click-to-call me	●	●	●	●
RingOut [®] click-to-call out	●	●	●	●
Visual voicemail	●	●	●	●
Voicemail-to-text transcription	●	●	●	●
Voicemail with email notifications	●	●	●	●
Heads-up display (HUD)	●	●	●	●
Hot desking on a shared phone	○	○	●	●
Advanced call handling (monitor, whisper, barge, takeover)	○	○	●	●
Business SMS				
Unlimited text to any number or contact from your business phone number (up to 1,000 characters)	●	●	●	●
Group SMS	●	●	●	●
International SMS ⁷	●	●	●	●
Business MMS	●	●	●	●
Group MMS	●	●	●	●
Messages sync instantly across mobile and desktop apps	●	●	●	●
Global				
Global presence in 100+ countries ⁸	○	●	●	●
10+ languages	○	●	●	●
1,000 regional calling minutes ⁹	○	●	●	●
Emergency services in global countries ¹⁰	○	●	●	●
Self-service global number ordering	○	●	●	●

User and system administration

Web-based user and admin portals	●	●	●	●
Free, instant software upgrades/updates	●	●	●	●
24/7 support	○ ¹¹	●	●	●
Single Sign-on (SSO support)	○	○	●	●
Active directory integration	○	○	●	●
User templates ⁶	○	●	●	●
Cost center management	●	●	●	●
Multiple account management	●	●	●	●
Data retention ¹²	●	●	●	●
Audit Trail	●	●	●	●
Compliance exports	●	●	●	●
RingCentral service status site	●	●	●	●
Role-based access control with predefined roles/permissions	●	●	●	●
Role-based access control with customized roles/permissions	○	○	●	●
Multi-site admin and management	○	○	●	●
Templates for bulk uploads	●	●	●	●
Accessibility features	●	●	●	●

Security

Alphanumeric password	●	●	●	●
Session timer	●	●	●	●
Authorized apps manager	●	●	●	●
Business Associate Agreement for HIPAA-regulated customers ¹³	●	●	●	●

Analytics

Adoption and usage	○	●	●	●
Historical reporting (users, queues, numbers, meetings)	○	●	●	●
Live Reports ¹⁴ (real-time call reporting)	○	●	●	●
Quality of Service (QoS)	○	●	●	●
Real-time analytics (QoS alerts)	○	○	●	●

	Essentials	Standard	Premium	Ultimate
Rooms and devices ¹⁵	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Device status alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Integrations				
RingCentral for Google (G Suite add-on, Chrome, Hangouts)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Microsoft Teams	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Microsoft Outlook ¹⁶	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Office 365 (Outlook Mail on the web)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Office 365 (Teams on web)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Skype for Business ¹⁶	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Firefox	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Amazon Connect	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Slack	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Zapier	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Salesforce	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Zendesk	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for ServiceNow	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for SugarCRM	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Bullhorn	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for NetSuite	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Microsoft Dynamics 365	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Oracle Sales Cloud	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Okta	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral Archiver	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Canvas	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Smarsh	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
APIs¹⁷				
API Access for third-party app development and deployment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Voice APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Active Call Control API	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
WebRTC E911 API	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
P2P SMS APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

	Essentials	Standard	Premium	Ultimate
Commercial SMS APIs ¹³	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Team Messaging APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Video APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Fax APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
System Config APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Data APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Audio conferencing

Unlimited audio conferences with up to 1,000 attendees per conference	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Own unique bridge number and access codes	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Invite international participants with local dial-in numbers in 50+ countries	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send instant invites via email or text	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Reset host and participant access codes	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Premium audio conference numbers	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Internet fax

Send and receive faxes electronically, without a fax machine	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send fax via integrations	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send faxes using a fax machine with an analog adapter	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Scan to fax directly from desktop ¹⁶	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Drag-n-drop files as attachments ¹⁸	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Fax activity log	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

^{*}Subject to change. For more details, please contact your RingCentral Account Executive. Terms and conditions apply.

¹Essentials edition doesn't include fax and video meetings.

²Available on the RingCentral app.

³Supported devices only.

⁴Calling rates apply.

⁵Toll-free minutes are per account regardless of number of lines. Additional minutes are always available for purchase.

⁶Not available for one-tier lines.

⁷Limitations apply, contact your Account Executive.

⁸Additional licence fee applies. Not available for one tier lines.

⁹Limited in some countries, contact your Account Executive.

¹⁰Subject to country availability.

¹¹Live phone support is available 24/7 for 2+ users.

¹²Retention period applies.

¹³For US customers only.

¹⁴Additional license fee applies.

¹⁵Rooms data is available to RingCentral Rooms customers. Device data is available to Ultimate tier customers only.

¹⁶Windows only.

¹⁷Standard-edition customers with more than 50MRR get access to APIs.

¹⁸Attach up to 20 MB of files.

For more information, please contact RingCentral Partner Support at partners@ringcentral.com or 800-595-8110.

RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud Message Video Phone (MVP), customer engagement, and contact center solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.