

Have Winning Conversations at Enterprise Scale

*How RingCentral's Sales Development Team
Uses Balto to Optimize Agents with Real-Time Guidance*



Welcome to Today's Webinar!

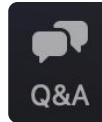


Alex Gamble

Director of Customer Success @ Balto
Webinar Host/Moderator



Today's session will be about **30 minutes** with time for **Q&A**.



Use the **Q&A button** on your screen to submit questions.



All registrants will receive the **video recording** and **slides** following the broadcast.

Today's Agenda

- **RingCentral + Balto**
- **RingCentral Sales Development Team**
 - Previous Challenges
 - Real-Time Guidance
 - Results and Benefits
- **Live Q&A**

RingCentral

Balto 

Balto 

About RingCentral and Balto

RingCentral

- #1 cloud communications provider worldwide
- Collaborative communication across voice, messaging, and video
- Gartner UCaaS Magic Quadrant Leader – 7 years in a row
- Balto customer, investor, partner

Balto

- #1 real-time guidance platform for contact centers
- Real-Time Guidance, Coaching, and Quality Assurance
- 2021 Gartner Cool Vendor
- G2 Spring 2022 Leader, High Performer, Most Recommended

RingCentral + Balto

- RingCentral is a Balto customer, investor, and integration partner
- Balto added to RingCentral's App Gallery in March 2022
 - Balto + RingCentral complete integration takes less than 5 minutes
- 140 RingCentral agents across 3 teams using Balto's Real-Time Guidance:
 - Small Office/Home Office Sales
 - Small Business Sales
 - Sales Development team – **today's webinar guests!**



Sales Development at RingCentral

RingCentral's Sales Development Team

- Hybrid/remote teams in Asia, North America, and Europe
- Responsible for generating new sales opportunities
- Began using Balto's Real-Time Guidance in 2021
- Currently 65 SDRs and 8 managers using Balto
- **Welcome Kyle, Irene, and Jesley!**

Today's Guest Speakers



Kyle Green

Regional Vice President
Global Sales Development



Irene Cruz

Senior SDR Manager



Jesley Capistrano

SDR Manager



Challenges Before Using Real-Time Guidance

Previous Challenges

Challenges

Solution

Results

- Before using real-time guidance, what methods did your team use for guiding and managing sales reps?
- What challenges or issues were agents and managers experiencing during this time?

Solution: Balto's Real-Time Guidance

Balto's Real-Time Guidance

Challenges

Solution

Results

How does Balto use **conversational AI**?

- Automatically listens to call audio, guides agents' call flow, and checks off completed checklist items in real time
- Dynamic prompts show agents the most effective responses in critical moments when callers ask questions, have concerns, or share important information



James

That's out of **my budget.**

Budget

Let's see if we can find an option that works with your budget.

- Aside from price, how well does the product we discussed match what you were looking for?
- Is your hesitation more that the product is too expensive or that cash is a little tight?

Is this helpful?



Balto's Real-Time Guidance

Challenges

Solution

Results

- How did implementing real-time guidance solve the issues your team was experiencing?
- How does real-time guidance change how you manage your contact center now?

Results with Balto's Real-Time Guidance

Results with Real-Time Guidance

Challenges

Solution

Results

- What results, outcomes, and benefits has your team experienced by implementing real-time guidance?
- What has been the biggest impact for agents using Balto? Biggest impact for managers?

RingCentral + Balto

How can Balto help your team?

Close Revenue All Day

Empower agents to convert, save, and retain sales opps live on the call.

Delight Customers

Communicate with customers in ways they love, consistently, on every call.

Ensure Perfect Quality

Get record-breaking quality scores and real-time visibility for 100% of calls.

Bulletproof Compliance

Adhere to federal, state, and company guidelines on every single call.

Next: Q&A →

Real-Time Guidance

Guide Every Agent in Real-Time

Balto keeps your agents on track.

We help agents get your call flow right every time.

Guide agents through make-or-break moments.

We'll show reps the best discovery questions and rebuttals—exactly when they need them.

Measure what works and scale it instantly.

Get insight into what's happening on 100% of calls, then scale the most effective practices to your whole team.



James

That's out of **my budget.**

Budget

Let's see if we can find an option that works with your budget.

Aside from price, how well does the product we discussed match what you were looking for?

✓ I understand. Let's see if we can find an option that works with **your budget.**



Next: Q&A →

Real-Time Coaching

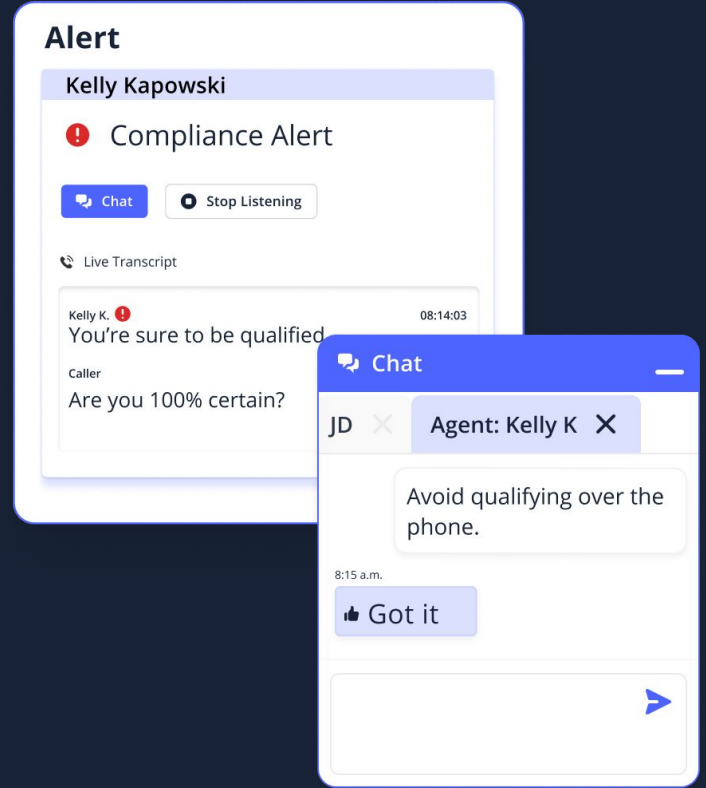
Never Miss Another Coachable Moment

Create alerts for key moments on calls.

Balto listens to calls and instantly alerts a manager when an agent needs coaching.

Listen in and coach agents through tough calls.

Send backup for calls at risk, proactively guide critical moments of a conversation, or congratulate agents for a job well done.



Next: Q&A →

Real-Time QA

Stop Scoring Calls And Start Improving Them

Start automatically scoring 100% of calls with a few clicks.

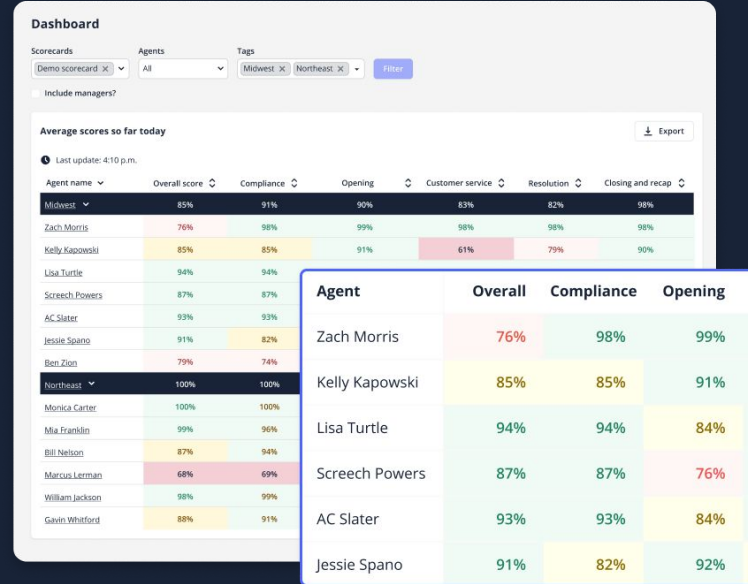
Build custom scorecards for the specific criteria that matter to your team instead of weeding through crowded spreadsheets.

Quickly identify the root cause of low scores.

Examine individual calls that caused low scores more closely and use targeted coaching to improve call quality.

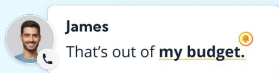
Get a complete picture of call quality.

Correct issues before they become habits, and scale good behaviors to all your agents.



Next: Q&A →

Real-Time Guidance Guide Every Call



Budget

Let's see if we can find an option that works with your budget.

Aside from price, how well does the product we discussed match what you were looking for?

I understand. Let's see if we can find an option that works with **your budget**.

Real-Time Coaching Coach Critical Moments

Alert

Kelly Kapowski

Compliance Alert

Chat Stop Listening

Live Transcript

Kelly K. You're sure to be qualified. 08:14:03

Caller: Are you 100% certain?

Chat

JD Agent: Kelly K

Avoid qualifying over the phone.

Got it

Real-Time QA Score 100% of Calls

Dashboard

Agents: All | Tags: (Mediant) (Northstar) | Filter

Include manager?

Average scores so far today

Last update: 4:10 p.m. | Export

Agent name	Overall score	Compliance	Opening	Customer service	Resolution	Closing and recall
Zach Morris	76%	98%	99%	99%	98%	98%
Kelly Kapowski	85%	85%	91%	91%	79%	90%
Lisa Turtle	94%	94%	84%	94%	94%	84%
Screech Powers	87%	87%	76%	87%	87%	76%
AC Slater	93%	93%	84%	93%	93%	84%
Jessie Spano	91%	82%	92%	91%	91%	92%
Ben Doz	79%	79%				
Northstar	100%	100%				
Monica Carter	100%	100%				
Max Franklin	99%	99%				
Bill Webster	87%	87%				
Manuel Gonzalez	89%	89%				
William Jackson	99%	99%				
Geoff Whitford	88%	91%				

Agent	Overall	Compliance	Opening
Zach Morris	76%	98%	99%
Kelly Kapowski	85%	85%	91%
Lisa Turtle	94%	94%	84%
Screech Powers	87%	87%	76%
AC Slater	93%	93%	84%
Jessie Spano	91%	82%	92%

See Balto in Action!



Click the link in the chat to schedule a demo.

Or visit: www.balto.ai/get-demo



Next: Q&A →

Thank you!

Live Q&A



Use the **Q&A button** on your screen to submit questions.



All registrants will receive the **video recording** and **slides** following the broadcast.

For more information and to schedule a demo, visit **balto.ai**

Welcome, Kyle and Torey!



Kyle Green

Regional Vice President
Global Sales Development



Torey Smiley

SDR Manager

RingCentral

Balto A small icon of a grey fox head.