RingCentral

RingCentral MVP™ 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.*

Messaging and team collaboration	Essentials Up to 20 users	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Chat with internal and external contacts	•	•	•	•
Integrated telephony calling, SMS, fax, and video conferencing	•[1]	•	•	•
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	•	•	•	•

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

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

	Essentials	Standard	Premium	Ultimate
Shortcuts for frequently used features: set away status, create tasks, search, etc.	•	•	•	•
Dark theme	•	•	•	•
Emoji reactions	•	•	•	•
Personal folders	•	•	•	•
Task replies	•	•	•	•

Video meetings	Essentials	Standard	Premium	Ultimate
HD audio and video	○	•	•	•
Maximum meeting participants	Not applicable	100	200	200
Screen and application sharing	○	•	•	•
Advanced annotation features	○	•	•	•
Active speaker spotlight	○	•	•	•
Intuitive host and attendee controls	○	•	•	•
Public and private in-meeting chat	○	•	•	•
Personal meeting IDs	○	•	•	•
Ability to lock meetings	○	•	•	•
Meeting passwords	○	•	•	•
Test mic and speaker settings	○	•	•	•
Send instant invitation via email or text	○	•	•	•
Switch meeting across devices (mobile, desktop)[2]	○	•	•	•
Web client (no downloads required)	○	•	•	•
Intelligent echo cancellation	○	•	•	•
Meetings log and history	○	•	•	•
Audio options: VoIP, PSTN, Call Me	○	•	•	•

2. Available on the RingCentral app.

	Essentials	Standard	Premium	Ultimate
Microsoft Outlook and Google Workspace plugin	○	•	•	•
Waiting room	○	•	•	•
Virtual background	○	•	•	•
Overlay	○	•	•	•
Closed captions	○	•	•	•
Team huddle	○	•	•	•

Phone	Essentials	Standard	Premium	Ultimate
Auto-Receptionist	•	•	•	•
HD voice[3]	•	•	•	•
Unlimited local calling	•	•	•	•
Extension-to-extension dialing	•	•	•	•
International calling[4]	•	•	•	•
International calling credit bundles	•	•	•	•
Toll-free minutes[5]	100	1,000	2,500	10,000
Inbound caller ID number	•	•	•	•
Outbound caller ID number	•	•	•	•
Presence across all devices	•	•	•	•
Corporate Directory	•	•	•	•
Dial-by-name directory	•	•	•	•
Call logs and reports	•	•	•	•
Active call management: mute/unmute, transfer, record, forward, park (private or public)	•	•	•	•
Custom answering and call routing rules	•	•	•	•
Music and messages on hold	•	•	•	•

3. Supported devices only.

4. Calling rates apply.

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

Call screening and blocking	●	●	●	●
Call switch and flip	●	●	●	●
RingMe® click-to-call me	●	●	●	●
RingOut® click-to-call out	●	●	●	●
Visual voicemail	●	●	●	●
Voicemail-to-text transcription	●	●	●	●
Voicemail with email notifications	●	●	●	●
Heads-up display (HUD)	●	●	●	●
Nomadic 911[6]	●	●	●	●
STIR/SHAKEN compliance	●	●	●	●
Multi-level IVR (auto-attendant)	○	●	●	●
Visual IVR editor	○	●	●	●
Intercom[7]	○	●	●	●
Paging[7]	○	●	●	●
Call recording	○	On demand	Automatic	Automatic
Shared lines[7]	○	●	●	●
Inbound caller ID name	○	○	●	●
Remote member management	○	○	●	●
Hot desking on a shared phone	○	○	●	●
Advanced call handling (monitor, whisper, barge, takeover)	○	○	●	●

6. Available in the US only.

7. Not available for one-tier lines.

Call queues	Essentials	Standard	Premium	Ultimate
Directed call pickup	●	●	●	●
Call queue overflow	○	○	●	●
Call queue routing options	○	○	●	●

Call queue remote member management	○	○	●	●
Call queue pickup	○	○	●	●
Group call pickup	○	○	●	●

Business SMS	Essentials	Standard	Premium	Ultimate
Unlimited text to any number or contact from your business phone number (up to 1,000 characters)	●	●	●	●
Group SMS	●	●	●	●
International SMS[8]	●	●	●	●
Business MMS	●	●	●	●
Group MMS	●	●	●	●
Messages sync instantly across mobile and desktop apps	●	●	●	●

8. Limitations apply, contact your Account Executive.

Global	Essentials	Standard	Premium	Ultimate
Local PSTN in 40+ countries[9]	○	●	●	●
Local and toll-free numbers in 110+ countries[9]	○	●	●	●
16 languages	○	●	●	●
1,000 regional calling minutes[10]	○	●	●	●
Emergency services in Global MVP™ countries[11]	○	●	●	●
Self-service global number ordering	○	●	●	●

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

10. Limited in some countries, requires purchase of Global MVP contact your Account Executive.

11. Subject to country availability.

User and system administration	Essentials	Standard	Premium	Ultimate
Web-based user and admin portals	•	•	•	•
Free, instant software upgrades/updates	•	•	•	•
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	•	•	•	•
Templates for bulk uploads	•	•	•	•
Accessibility features	•	•	•	•
Set primary number across multiple endpoints	•	•	•	•
24/7 support	○[13]	•	•	•
User templates[14]	○	•	•	•
Single Sign-on (SSO support)	○	○	•	•
Active directory integration	○	○	•	•
Role-based access control with customized roles/permissions	○	○	•	•
Multi-site admin and management	○	○	•	•

12. Retention period applies.

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

14. Not available for one-tier lines

Rooms	Essentials	Standard	Premium	Ultimate
Rooms analytics	○	•	•	•
Rooms status and alerts	○	•	•	•

Passcode protect admin settings	○	•	•	•
Room camera control	○	•	•	•
Waiting room	○	•	•	•
Mobile phone as a Rooms controller	○	•	•	•
Voice activated control for Rooms	○	•	•	•
Poly integrated appliance support (Studio X30, Studio X50, G7500)	○	•	•	•
Logitech integrated appliance support (Rally Bar Mini, Rally Bar)	○	•	•	•
Support for devices on Mac, Android, and Windows operating systems	○	•	•	•
Cross-platform compatibility between host device and room tablet controller	○	•	•	•

Security	Essentials	Standard	Premium	Ultimate
Alphanumeric password	•	•	•	•
Session timer	•	•	•	•
Authorized apps manager	•	•	•	•
Business Associate Agreement for HIPAA-regulated customers[15]	•	•	•	•

15. For US customers only.

Analytics	Essentials	Standard	Premium	Ultimate
Calls vs. Meetings	○	•	•	•
Adoption and Usage	○	•	•	•
Historical reporting (users, queues, numbers, meetings)	○	•	•	•
Live Reports[16] (real-time call reporting)	○	•	•	•
Quality of Service (QoS)	○	•	•	•

	Essentials	Standard	Premium	Ultimate
Real-time analytics (QoS alerts)	○	○	●	●
Rooms and Devices[17]	○	○	○	●
Device status alerts	○	○	○	●

16. Additional license fee applies.

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

Integrations	Essentials	Standard	Premium	Ultimate
RingCentral for Google (Google Workspace add-on, Chrome, Hangouts)	○	●	●	●
RingCentral for Microsoft Teams	○	●	●	●
RingCentral for Microsoft Outlook[18]	○	●	●	●
RingCentral for Microsoft 365 (Outlook Mail on the web)	○	●	●	●
RingCentral for Microsoft 365 (Teams on web)	○	●	●	●
RingCentral for Skype for Business[18]	○	●	●	●
RingCentral for Firefox	○	●	●	●
RingCentral for Amazon Connect	○	●	●	●
RingCentral for Slack	○	●	●	●
RingCentral for Zapier	○	●	●	●
RingCentral for Salesforce	○	○	●	●
RingCentral for Zendesk	○	○	●	●
RingCentral for ServiceNow	○	○	●	●
RingCentral for SugarCRM	○	○	●	●
RingCentral for Bullhorn	○	○	●	●
RingCentral for NetSuite	○	○	●	●
RingCentral for Mircrosoft Dynamics 365	○	○	●	●

18. Windows only.

RingCentral for Oracle Sales Cloud	○	○	●	●
Voicemail with email notifications	○	○	●	●
RingCentral for Okta	○	○	●	●
RingCentral Archiver	○	○	●	●
RingCentral for LTI (Blackboard, Moodle, D2L, Canvas)	○	○	●	●
RingCentral for Canvas	○	○	●	●
RingCentral for Smarsh	○	○	●	●

APIs[19]	Essentials	Standard	Premium	Ultimate
API Access for third-party app development and deployment	○	○	●	●
Voice APIs	○	○	●	●
Active Call Control API	○	○	●	●
WebRTC E911 API	○	○	●	●
P2P SMS APIs	○	○	●	●
Commercial SMS APIs[20]	○	○	●	●
Team Messaging APIs	○	○	●	●
Video APIs	○	○	●	●
Fax APIs	○	○	●	●
System Config APIs	○	○	●	●
Data APIs	○	○	●	●

19. Standard-edition customers with more than 50MRR get access to API.

20. For US customers only.

Audio conferencing	Essentials	Standard	Premium	Ultimate
Unlimited audio conferences with up to 1,000 attendees per conference	○	●	●	●
Own unique bridge number and access codes	○	●	●	●
Invite international participants with local dial-in numbers in 50+ countries	○	●	●	●
Send instant invites via email or text	○	●	●	●
Reset host and participant access codes	○	●	●	●
Premium audio conference numbers	○	●	●	●

Internet fax	Essentials	Standard	Premium	Ultimate
Send and receive faxes electronically, without a fax machine	○	●	●	●
Send fax via integrations	○	●	●	●
Send faxes using a fax machine with an analog adapter	○	●	●	●
Scan to fax directly from desktop[21]	○	●	●	●
Drag-n-drop files as attachments[22]	○	●	●	●
Fax activity log	○	●	●	●

21. Available on Windows only.

22. Attach up to 20MB of files.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. 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 offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. 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.

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