

2RING

CISCO  
Partner  
Select Developer

Cisco Webex  
Contact Center

# 2Ring Dashboards & Wallboards

Introducing a brand new

## Historical Reporting Module

(for Webex Contact Centers) ..

Questions: [sales@2Ring.com](mailto:sales@2Ring.com)

Last Update: May 2026



# Introducing .. 2Ring Historical Reporting Module

- Add-On to 2Ring Dashboards & Wallboards in 2Ring Cloud
- Built on Microsoft Fabric (Power BI)
- A set of prebuilt reports to clone and modify
- The same exceptional 2Ring support that end-users can count on



2RING

CISCO  
Partner  
Select Developer

Cisco Webex  
Contact Center

# 2Ring Historical Reporting Module

## What does it enable?

---

*Deeper Insights – Get the Full Picture*

### Advanced Interactivity:

Users can leverage the full **Power BI** feature set, including drill-downs, drill-throughs, dynamic filtering, and cross-filtering to explore data layers

### Comprehensive Prebuilt Reports

Includes a growing library of reports such as Agent/Queue Performance, **First Call Resolution (FCR)**, and Abandoned Task analysis

### Task Trace Troubleshooting

Enables users to follow a call's entire journey chronologically, viewing every event from IVR options and transfers to wrap-up codes

### Trend & Time Analysis

Facilitates easy **Year-over-Year (Y/Y)** or **Month-over-Month (M/M)** comparisons to track long-term performance trends.

### Flexible Data Portability

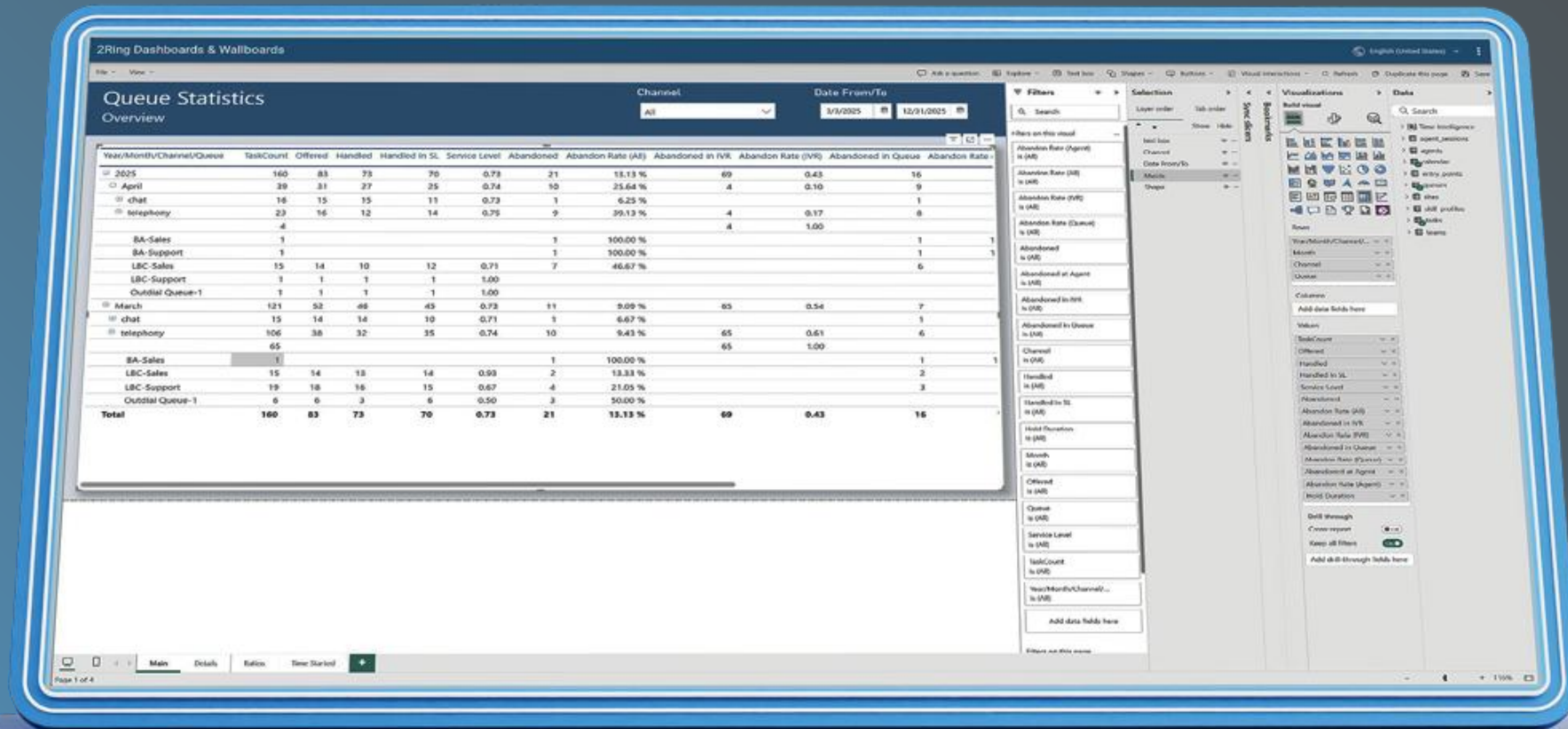
Reports and visuals can be exported to **MS Excel, CSV, PDF, and PPTX** for easy sharing with stakeholders

# Interactive Reports .. Power BI Feature Set

- Drill Down Details
- Drill Throughs
- Dynamic Filtering
- Time Analysis incl. Y/Y or M/M comparisons
- Cross Filtering
- All types of Power BI visuals are supported



# Reports Editing Mode .. Familiar Power BI Interface



# 2Ring Removing Complexity & Overhead ..

## ETL\* Pipeline managed by 2Ring

- monitoring changes to Webex CC API
- proactive troubleshooting
- API updates addressed promptly

\***ETL**: Extract, Transform, Load

## Data Storage provided by 2Ring

- default history set to 36-months (extended on request)
- data exports per each visual to MS Excel, csv, pdf, pptx (live Excel connection is not supported)
- full data exports on request

## Familiar Power BI Experience

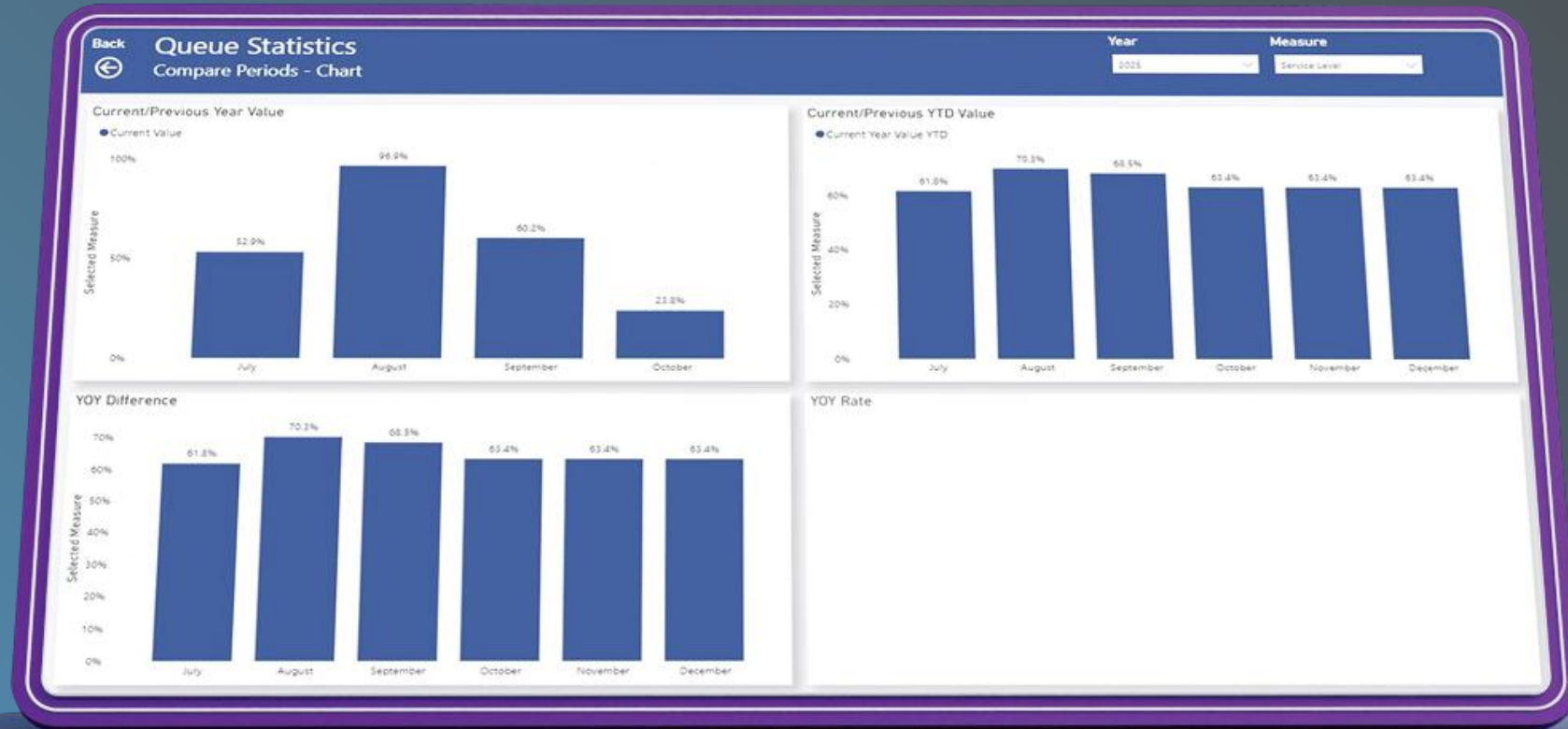
- Power BI Licensing included
- Leverage MS Power BI expertise
- Existing 2Ring Cloud user accounts – role based to view or edit
- 2Ring team available to customize or even build new reports

2RING

CISCO  
Partner  
Select Developer

Cisco Webex  
Contact Center

# Easy to Use Reports for Business Users ..



# Historical Reports Examples

- Agent Performance Report
- Agent States Trace Report
- Agent Statistics Report
- Agent Tasks Report
- Customer Statistics Report
- Customer Tasks Report
- First Call Resolution Report
- Queue Performance Report
- Queue Tasks Report
- Task Trace Report
- Task Abandoned Report
- Task Handled Report
- Task Incoming Report
- Team Performance Report
- Team Tasks Report



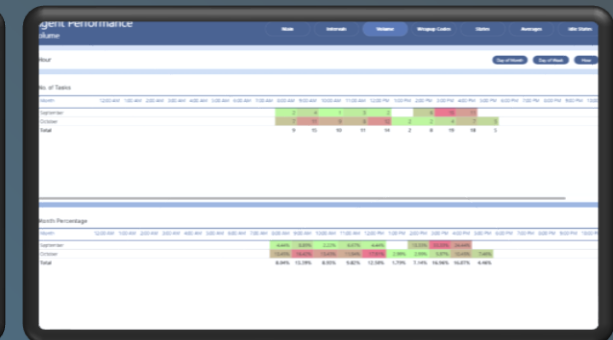
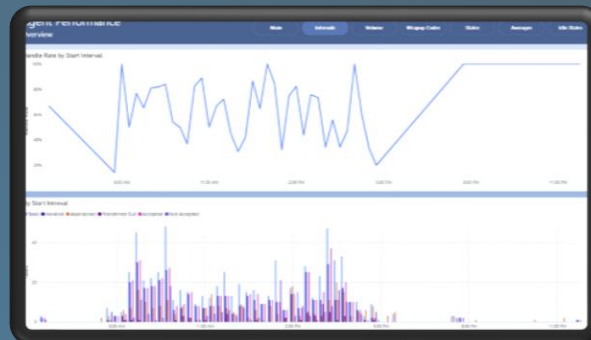
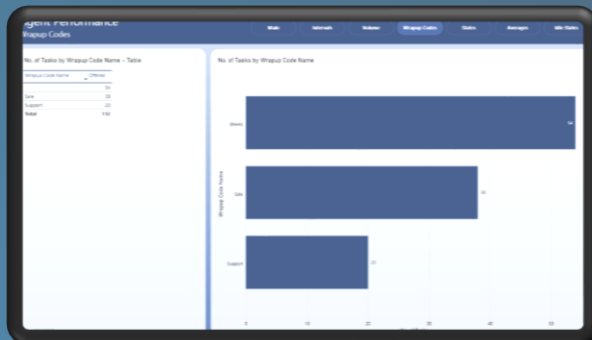
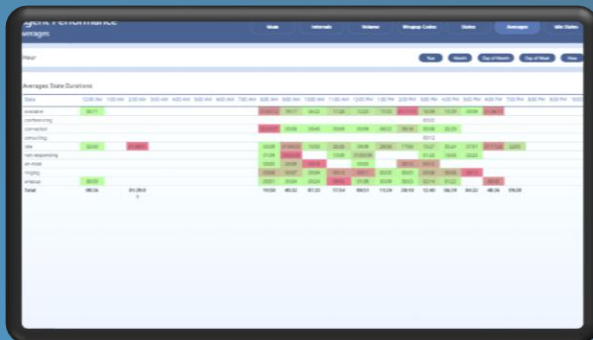
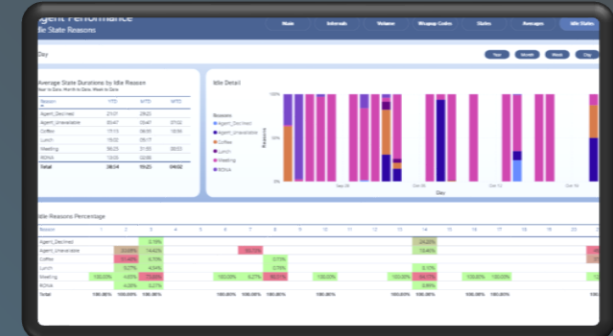
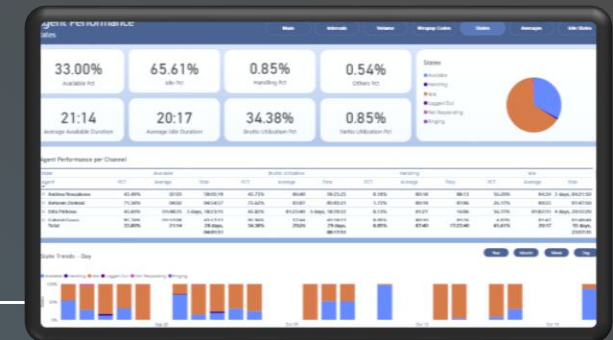
2RING

CISCO  
Partner  
Select Developer

Cisco Webex  
Contact Center

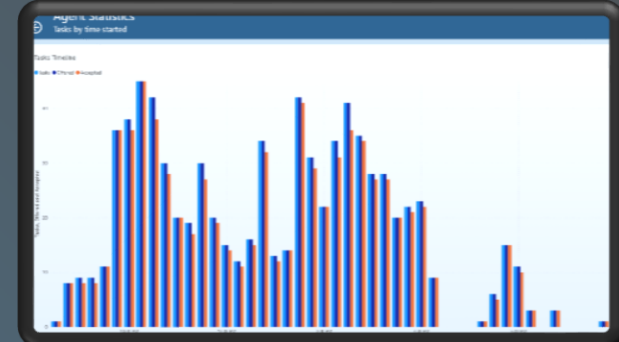
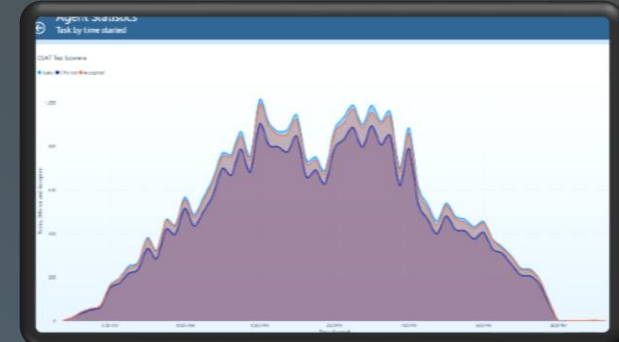
# Agent Performance Report

- export friendly report aimed at assessing performance of an individual agent
- addressing transfer ins vs queue-based calls
- timeline chart with handle rate and bar chart with number of tasks offered (by 15-minute time interval)
- task volume over time in tabular form with heat map like coloring
- task volume by wrap-up codes in both tabular and bar chart form
- states – key metrics related to time in different states
  - Brutto (includes Available) and Netto (without Available) utilization of time spent logged in
  - Netto and Brutto utilization can be finetuned to contain states based on your choice
- average state durations by specific time intervals
- idle state reasons - views on specific idle codes during various time periods



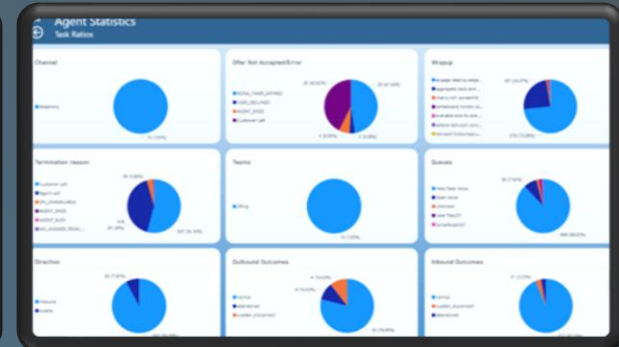
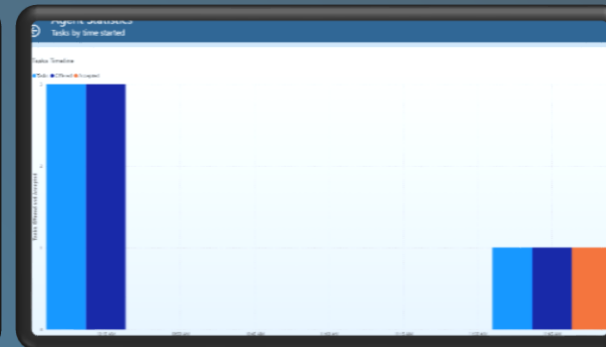
# Agent Statistics Report

- Compare agents among each other by call stats and time in states
- Can be filtered by Direction, Team, Channel and Time Period
- Timeline charts showing calls started in each interval
- Drill-through friendly for multiple data points
  - CSAT Top Scores
  - Tasks by time started
  - Task Details
  - Statistics



Call ID	Agent	Direction	Channel	Queue	Agent	Direction	Channel	Queue	Customer Profile	Customer Name	Customer Email	Customer Phone	Customer Address
11000000000000000000	John Doe	Inbound	Web	Queue A	John Doe	Outbound	Web	Queue B	Customer Profile	John Doe	john.doe@example.com	123 456 789	123 456 789
11000000000000000001	Jane Smith	Inbound	Web	Queue A	Jane Smith	Outbound	Web	Queue B	Customer Profile	Jane Smith	jane.smith@example.com	987 654 321	987 654 321

Task ID	Agent	Direction	Channel	Queue	Agent	Direction	Channel	Queue	Task Type	Task Status	Task Start Time	Task End Time
11000000000000000000	John Doe	Inbound	Web	Queue A	John Doe	Outbound	Web	Queue B	Task Type	Task Status	Task Start Time	Task End Time
11000000000000000001	Jane Smith	Inbound	Web	Queue A	Jane Smith	Outbound	Web	Queue B	Task Type	Task Status	Task Start Time	Task End Time



# Agent Tasks Daily Report

- Provides Daily Report for Individual Agent Tasks
- Ability to filter by Date and Agent Name
- Multiple Table Columns including
  - Channel
  - Queue
  - Start Timestamp
  - Duration
  - Direction
  - Termination Type

Date From: 01/01/2025 Date To: 12/24/2025

Agent: Aaron Wagner29

Agent Tasks Table Date: 01/01/2025 - 24/12/2025 Agent: Aaron Wagner29

Agent	Channel	Queue	Start Timestamp	Duration	Direction	Termination Type	Customer Name	Customer Address
	telephony	Sales Voice	1/2/2025 10:31:32 AM	00:29:43	outdial	normal		537-915-9481-4569164835
	telephony	Sales Voice	1/2/2025 11:57:16 AM	00:00:10	outdial	sudden_disconnect		(246)877-60518150747
	telephony	Sales Voice	1/2/2025 11:57:52 AM	00:00:19	outdial	sudden_disconnect		(524)817-7898818150748
	telephony	Sales Voice	1/2/2025 11:58:34 AM	00:00:24	outdial	sudden_disconnect		264-677-367945621150864
	telephony	Sales Voice	1/2/2025 12:26:45 PM	00:00:06	outdial	sudden_disconnect		+1-507-658-0324444298167039
	telephony	Sales Voice	1/2/2025 12:27:05 PM	00:01:23	outdial	normal		383537532167213
	telephony	Sales Voice	1/2/2025 12:49:18 PM	00:01:38	outdial	normal		001-876-356-1453678387157210
	telephony	Support Chat	1/2/2025 1:14:45 PM	00:00:51	inbound	normal		(562)251-4866x189929138
	telephony	Support Chat	1/2/2025 1:49:54 PM	00:04:29	inbound	normal		+1-995-869-7114269824620
	telephony	South Anthony17	1/2/2025 2:42:33 PM	00:26:00	inbound	normal		9769130854896
	telephony	Sales Voice	1/2/2025 4:25:32 PM	00:01:30	outdial	normal		+1-464-440-6911x7297152199
	telephony	Sales Voice	1/2/2025 4:30:00 PM	00:02:05	outdial	normal		998-976-40751100343
Aaron Wagner29	telephony	Sales Voice	1/2/2025 4:40:23 PM	00:01:23	outdial	normal		001-546-626-99989807171233
	telephony	Sales Voice	1/2/2025 4:59:00 PM	00:00:40	outdial	sudden_disconnect		48811782-9699x70372180484
	telephony	Sales Voice	1/2/2025 5:02:38 PM	00:00:16	outdial	sudden_disconnect		48811782-9699x70372180484

Date From: 01/01/2025 Date To: 12/24/2025

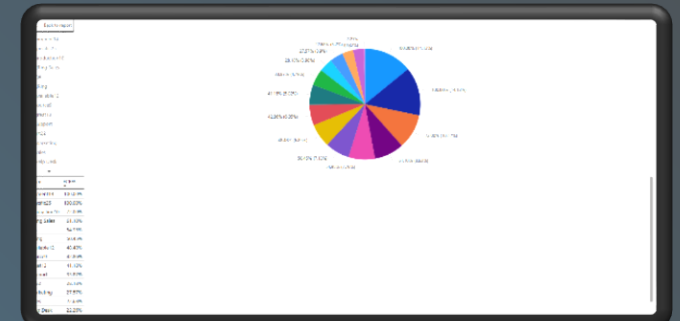
Agent: Alan Williamson18, Alexa

Agent Tasks Table Date: 01/01/2025 - 24/12/2025 Agent: Multiple Agents

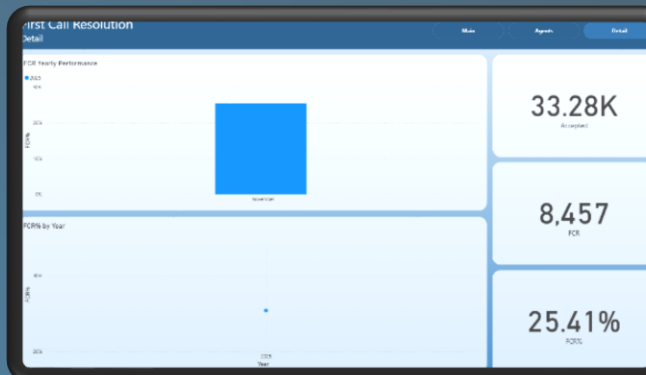
Agent	Channel	Queue	Start Timestamp	Duration	Direction	Termination Type	Customer Name	Customer Address
	telephony	Sales Voice	1/2/2025 12:07:17 PM	00:01:11	outdial	normal		44133010-028260941105033
	telephony	Sales Voice	1/2/2025 12:13:41 PM	00:01:22	outdial	normal		875.853.9835x124105094
	telephony	Sales Voice	1/2/2025 12:25:53 PM	00:01:18	outdial	normal		560-990-01296564105229
	telephony	Sales Voice	1/2/2025 12:44:52 PM	00:45:54	outdial	normal		560-590-01296564105229
	telephony	Support Chat	1/2/2025 2:36:56 PM	00:08:33	inbound	normal		727-431-0881x271892976
	telephony	Support Chat	1/2/2025 3:26:28 PM	00:04:06	inbound	normal		001-577-593-2165x2527215648
	telephony	Sales Voice	1/2/2025 3:53:36 PM	00:02:29	outdial	normal		790-383-3822x912686576
	telephony	Sales Voice	1/2/2025 4:23:36 PM	00:06:08	outdial	normal		790-383-3822x912686576
	telephony	Sales Voice	1/2/2025 4:41:00 PM	00:01:22	outdial	normal		+1-495-364-095544460125661
	telephony	Sales Voice	1/2/2025 4:53:24 PM	00:00:57	outdial	normal		475-663-178539138
	telephony	Support Chat	1/2/2025 4:57:28 PM	01:02:50	inbound	normal		531-673-029069284862
	telephony	Sales Voice	1/3/2025 10:02:36 AM	00:01:04	outdial	normal		790-383-3822x912686576
Alan Williamson18	telephony	Sales Voice	1/3/2025 10:28:01 AM	00:01:12	outdial	normal		+1-601-560-3040310629
	telephony	Sales Voice	1/3/2025 11:11:45 AM	00:01:38	outdial	normal		283.874.87746031273129
	telephony	Sales Voice	1/3/2025 11:18:40 AM	00:02:14	outdial	normal		283.874.87746031273129

# First Call Resolution Report

- Provides detailed information on successfully resolved issues in first call
- Various methods to measure first call resolution
- 2Ring FCR Mechanism Requirements
  - Is there an Issue ID?
  - Is there a customer ID?
  - Number of days for Time Resolution Interval



Category	Count	Percentage
Category 1	100	10.0%
Category 2	200	20.0%
Category 3	300	30.0%
Category 4	400	40.0%
Category 5	500	50.0%



Agent	Assigned	FCR	FCR%	Assigned	FCR	FCR%
Agent 1	100	10	10.0%	100	10	10.0%
Agent 2	200	20	10.0%	200	20	10.0%
Agent 3	300	30	10.0%	300	30	10.0%

# Task Trace Report

- Great Report for troubleshooting Call's journey
- Display all data recorded by Cisco during Call Journey

**Task Trace Detailed**

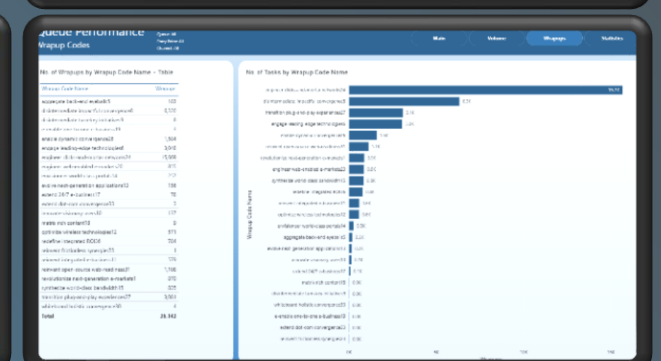
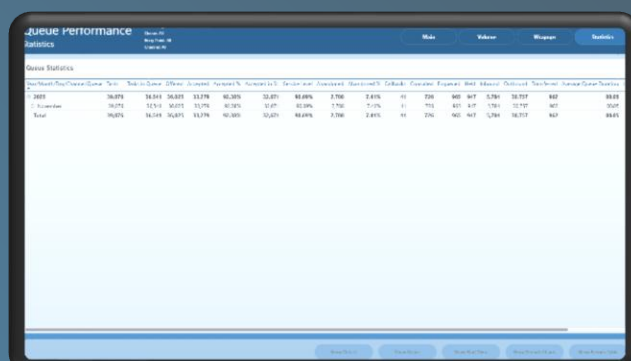
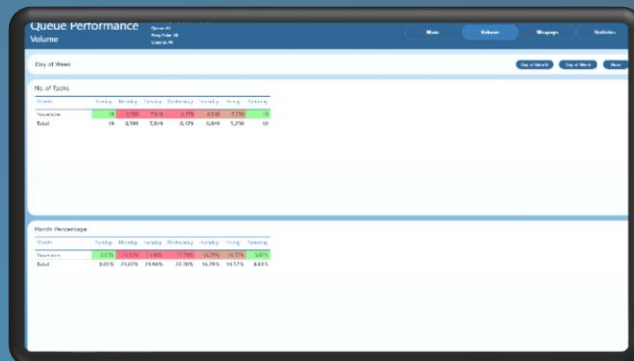
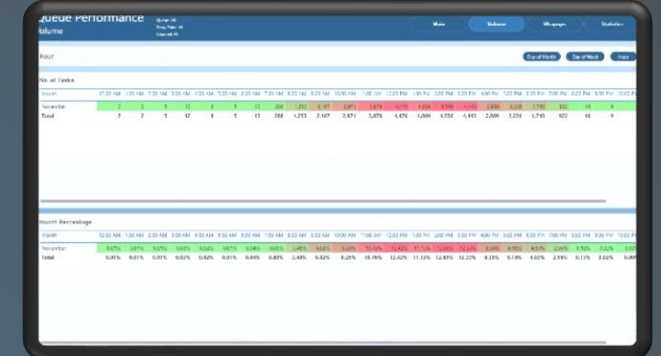
Task ID	Start Time	End Time	Event	Channel Type	Duration (ms)	Agent	Queue	Team	Site	Entry Point	IVR Script
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	new	telephony	210					position43	
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	flow-started	telephony	0					default	
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	flow-activity	telephony	0					position43	
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:10:12 PM	11/27/2025 8:10:12 PM	ivr-connected	telephony	14938					default	
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:10:11 PM	11/27/2025 8:10:11 PM	flow-activity	telephony	0					position43	
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:10:12 PM	11/27/2025 8:10:12 PM	flow-activity	telephony	0					position43	
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:10:12 PM	11/27/2025 8:10:12 PM	ivr-done	telephony	0					position43	
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:11:10 PM	11/27/2025 8:11:10 PM	transferred-to-dh	telephony	57017						
edb3a260-1252-4488-a5c0-17ba0bf0668	11/27/2025 8:11:16 PM	11/27/2025 8:11:16 PM	ended	telephony	0	Unknown		Unknown	Unknown	position43	

**Task Trace Overview**

Relative Date	Start	End	Duration	Channel	Direction	Queues	Agents	Customer Phone Number	Customer Email	Customer
11/27/2025	11/27/2025 8:09:57 PM	11/27/2025 8:11:10 PM	00:01:12	telephony	inbound			840-622-809147694		
11/27/2025	11/27/2025 8:51:48 PM	11/27/2025 8:51:49 PM	00:00:01	telephony	inbound			330-570-440342750		
11/27/2025	11/27/2025 6:32:10 PM	11/27/2025 6:32:11 PM	00:00:01	telephony	inbound			001-961-430-6060411923831		
11/27/2025	11/27/2025 4:12:01 PM	11/27/2025 4:12:48 PM	00:00:47	telephony	inbound			001-904-330-6018383		
11/27/2025	11/27/2025 4:10:45 PM	11/27/2025 4:10:13 PM	00:00:27	telephony	inbound			001-904-330-6018383		
11/27/2025	11/27/2025 3:38:48 PM	11/27/2025 3:39:15 PM	00:00:27	telephony	inbound			231-540-118719151		
11/27/2025	11/27/2025 3:41:04 PM	11/27/2025 3:41:05 PM	00:00:01	telephony	inbound			001-474-606-289781865		
11/27/2025	11/27/2025 3:13:40 PM	11/27/2025 3:13:56 PM	00:00:16	telephony	inbound			3387939094211		
11/27/2025	11/27/2025 1:01:27 PM	11/27/2025 1:01:49 PM	00:00:11	telephony	inbound			+1-248-305-8780x15314551		
11/27/2025	11/27/2025 10:09:01 AM	11/27/2025 10:14:13 AM	00:05:12	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025	11/27/2025 10:08:28 AM	11/27/2025 10:08:54 AM	00:00:25	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025	11/27/2025 10:07:47 AM	11/27/2025 10:08:25 AM	00:00:38	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025	11/27/2025 9:37:35 AM	11/27/2025 9:38:32 AM	00:00:56	telephony	inbound			622.398.224637215		
11/27/2025	11/27/2025 9:34:17 AM	11/27/2025 9:34:45 AM	00:00:28	telephony	inbound			706.839.20431424		
11/27/2025	11/27/2025 9:16:37 AM	11/27/2025 9:11:01 AM	00:05:36	telephony	inbound			+1-408-429-9660x62912378		
11/27/2025	11/27/2025 8:58:18 AM	11/27/2025 8:04:05 AM	00:05:49	telephony	inbound	Marketing Email		(888)719-7335x6152883		
11/26/2025	11/26/2025 11:43:22 PM	11/26/2025 11:47:12 PM	00:01:50	telephony	inbound			+1-788-580-999216767		
11/26/2025	11/26/2025 8:02:16 PM	11/26/2025 8:03:08 PM	00:00:51	telephony	inbound	Marketing Email		+1-561-618-7316x26427832		
11/26/2025	11/26/2025 8:01:05 PM	11/26/2025 8:01:49 PM	00:00:43	telephony	inbound			(208)878-8445x4349726779		
11/26/2025	11/26/2025 7:53:02 PM	11/26/2025 7:53:23 PM	00:00:20	telephony	outcall	Sales Voice	Michael FiteS1	(212)440-036372431		
11/26/2025	11/26/2025 7:52:37 PM	11/26/2025 7:53:01 PM	00:00:04	telephony	inbound			(370)99-5281x3114441		
11/26/2025	11/26/2025 7:51:55 PM	11/26/2025 7:51:47 PM	00:00:07	telephony	inbound	Support Chat	Mina Morawak	+1-508-845-8286x80844232		
11/26/2025	11/26/2025 7:51:29 PM	11/26/2025 7:51:31 PM	00:00:01	telephony	inbound			531-797-042x192610460		
11/26/2025	11/26/2025 7:50:17 PM	11/26/2025 7:52:19 PM	00:02:02	telephony	outcall	Sales Voice	Michael FiteS1	001-888-815-0267430		
11/26/2025	11/26/2025 7:47:08 PM	11/26/2025 7:48:04 PM	00:00:55	telephony	outcall	Sales Voice	Dr. Susan Edwards DDS159	+1-942-708-808990664		

# Queue Performance Report

- Great report for analyzing performance of a single queue
- An Overview Report as a dashboard
- Queue Volume – How busy a queue is through
  - Day
  - Hour
  - Week
- Wrap up Codes
- Queue Statistics



# Task Abandoned Report

- Provides reasons for abandoned Calls
- Detailed Information for further Analysis
  - Time of the day
  - Specific Queues Abandoned
- Tasks Abandoned Details
- Tasks Abandoned Monthly Comparison
  - Abandoned
  - Abandon Rate
- Volume
  - Day of Month
  - Day of Week
  - Hour

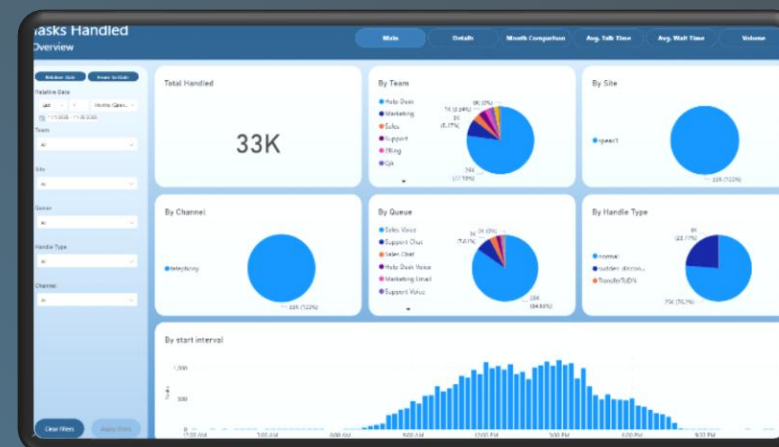
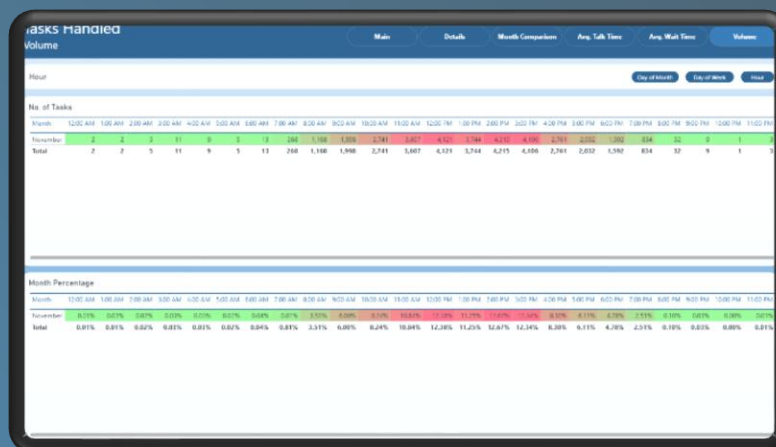


# Task Handled Report

- Details all the Handled Tasks
- Month Comparison both as Table and Graph
- Average Talk Time
- Average Wait Time
- Volume
  - Day of Month
  - Day of Week
  - Hour

Tasks Handled (tasks Details)

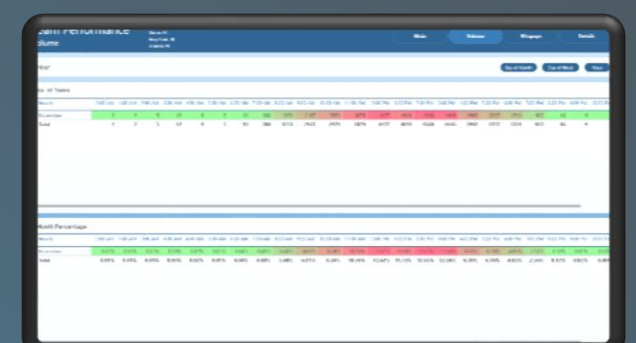
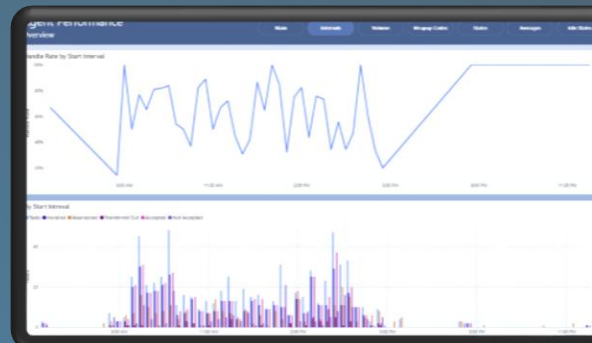
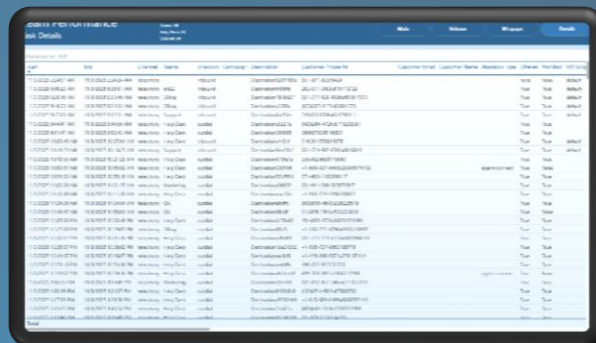
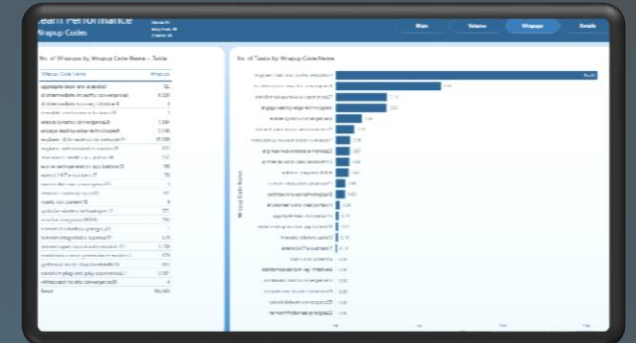
Start	End	Channel	Endpoints	Queue	Agents	Disposition	Campaign	Distribution	Customer Phone No	Customer Email
11/15/2022 2:01:22 AM	11/15/2022 2:02:34 AM	Webchat	agent140	Marketing Email		Inbound		Distribution04099	232 877 399321071223	
11/15/2022 8:20:16 AM	11/15/2022 8:21:49 AM	Webchat	agent15	Help Desk Voice	Wally Schmeiser407	Inbound		Distribution01647	351-371-676-888404181731	
11/15/2022 8:18:22 AM	11/15/2022 8:24:22 AM	Webchat	agent15	Help Desk Voice	Matthew Tenebrat7	Inbound		Distribution0384	8825387 871468584278	
11/15/2022 8:27:20 AM	11/15/2022 8:30:51 AM	Webchat	agent143	Sales Chat	Kevin Schlegel9	Inbound		Distribution06326	7683253795480478811	
11/15/2022 8:28:20 AM	11/15/2022 8:30:22 AM	Webchat	agent143	Sales Voice	Robert LUTY7	Inbound		Distribution0108	830033822750476	
11/15/2022 8:46:41 AM	11/15/2022 8:46:58 AM	Webchat	agent143	Sales Voice	Michael Shteynberg101	Inbound		Distribution0174	1052516743417038181	
11/15/2022 9:01:47 AM	11/15/2022 9:02:42 AM	Webchat	agent142	Sales Voice	Thea Johnson MED22	Inbound		Distribution00200	3306712922 100211	
11/15/2022 10:00:50 AM	11/15/2022 10:01:06 AM	Webchat	agent143	Support Chat	Kevin Shteynberg101	Inbound		Distribution0067	776181147678976	
11/15/2022 10:42:23 AM	11/15/2022 10:42:23 AM	Webchat	agent143	Sales Chat	Wes Sato	Inbound		Distribution0162	351-324-381-1084048494	
11/15/2022 10:58:55 AM	11/15/2022 10:57:24 AM	Webchat	agent142	Sales Voice	Philipp Strober108	Inbound		Distribution0261	1384634882718243	
11/15/2022 10:11:09 AM	11/15/2022 10:51:02 AM	Webchat	agent17	Sales Voice	Norman Smith124	Inbound		Distribution02087	351 589 395 08104093 142103	
11/15/2022 10:06:22 AM	11/15/2022 10:06:16 AM	Webchat	agent143	Sales Voice	Andreas Schmidt107	Inbound		Distribution0095	117466133083117	
11/15/2022 11:00:38 AM	11/15/2022 11:01:22 AM	Webchat	agent142	Sales Voice	Devin Peraz121	Inbound		Distribution0352	351 341 220 303072027	
11/15/2022 11:10:58 AM	11/15/2022 11:11:10 AM	Webchat	agent143	Sales Voice	Yara Shaloud10	Inbound		Distribution0616	+1486-276-1383100027	
11/15/2022 11:14:15 AM	11/15/2022 11:14:48 AM	Webchat	agent143	Sales Voice	Chapman Strickland	Inbound		Distribution0676	8820715 44642922921919	
11/15/2022 12:05:38 PM	11/15/2022 12:05:38 PM	Webchat	agent142	Sales Voice	Amelia Smith111	Inbound		Distribution0262	454-886-624686422384	
11/15/2022 12:27:08 PM	11/15/2022 12:28:01 PM	Webchat	agent10	Sales Voice	Mathieu Tenebrat107	Inbound		Distribution0875	+1380 735 4704603 440087	
11/15/2022 12:30:39 PM	11/15/2022 12:31:28 PM	Webchat	agent143	Sales Voice	Christopher Jensen104	Inbound		Distribution0498	351-776-7376-34763480361101	
11/15/2022 12:32:37 PM	11/15/2022 12:34:02 PM	Webchat	agent142	Sales Voice	Michael Dumas101	Inbound		Distribution04152	+1302 727 9318148776	
11/15/2022 12:44:47 PM	11/15/2022 12:45:07 PM	Webchat	agent142	Sales Voice	Janis Hubner121	Inbound		Distribution0418	+1424 205 2671476127474	
11/15/2022 12:53:18 PM	11/15/2022 12:54:38 PM	Webchat	agent143	Sales Voice	Sarah Eaton187	Inbound		Distribution0496	488-352-82332510	
11/15/2022 12:52:25 PM	11/15/2022 12:54:49 PM	Webchat	agent143	Sales Voice	Matthew Dumas104	Inbound		Distribution03160	351 876 851 4962427212723	
11/15/2022 1:02:49 PM	11/15/2022 1:02:27 PM	Webchat	agent142	Sales Voice	David Jensen124	Inbound		Distribution0616	3502251 4524471200223	
11/15/2022 1:03:49 PM	11/15/2022 1:03:49 PM	Webchat	agent143	Sales Voice	Andrew Hubner117	Inbound		Distribution0470	881-818-886-4667117210	
11/15/2022 1:07:38 PM	11/15/2022 1:08:30 PM	Webchat	agent143	Sales Voice	Carina Ewert174	Inbound		Distribution01018	+1475482434824804017141	
11/15/2022 1:07:20 PM	11/15/2022 1:08:24 PM	Webchat	agent142	Sales Voice	Brian Shteynberg127	Inbound		Distribution04465	351640 2474722302008	
11/15/2022 1:08:43 PM	11/15/2022 1:08:48 PM	Webchat	agent143	Sales Voice	Jack Shteynberg127	Inbound		Distribution0616	351 676 673 75714719	
11/15/2022 1:10:43 PM	11/15/2022 1:08:43 PM	Webchat	agent143	Sales Voice	Paula Garcia	Inbound		Distribution01018	351 588 624 348 341286119	





# Team Performance Report

- Main Overview
  - Key Performance Metrics
  - Timeline Chart with Handle Rate by 15-min interval
  - Bar Chart with number of tasks offered by 15-min time interval
- Volume – how busy team is each hour or day
  - Showing Task Volume over time in tabular form with heat map like coloring
- Wrap up Codes
  - Task volume by wrap-up codes in both tabular and bar chart form



## Notes .. Historical Reporting Module (HRM)

---

- **Data Sources:** Webex CC (additional connectors at works)
- **Data Refresh Rate:** once a day (data from yesterday)
- **Data Regions:** USA, Canada, UK, EU, Australia
  
- **Data Classes and Data Retention Document:**  
<https://www.2ring.com/dataretention-historicalreporting>
  
- **2Ring Cloud Legal Terms:**  
<https://www.2ring.com/legalcloud>

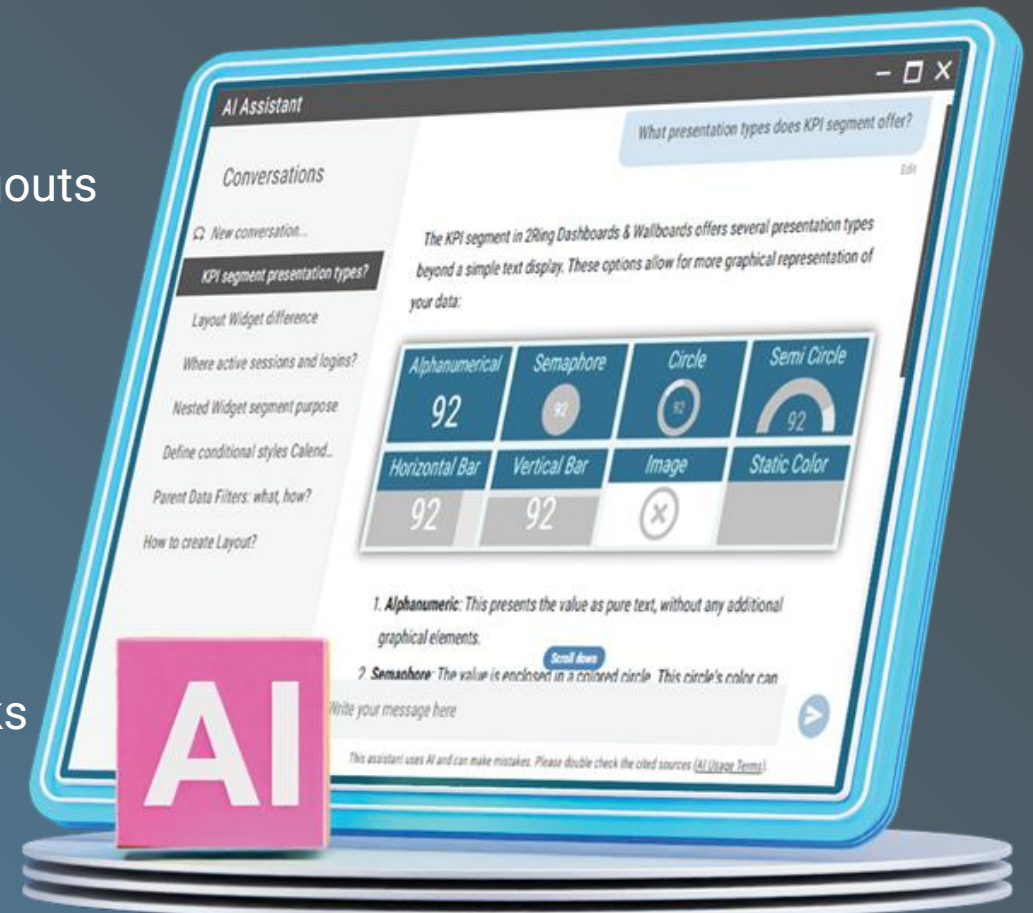
# AI Assistant Docs + AI Assistant Data Available 24x7

## Instant Responses

- In the Layout List, Viewer, & Editor
- Conversations survive page reloads and logouts
- Supports conversation history (setting)

## Natural Language | Context Aware

- Responses are tailored to your prompt (incl. any description you provide of the environment/connectors).
- Every response includes a list of source links to official docs, so you can dig deeper
- Responses can be quickly copied to clipboard for sharing/saving





# Contact us..

---

## 2Ring .. EMEA

ADDRESS Plynarenska 7/B  
821 09, Bratislava, Slovak Republic  
PHONE +421 (2) 5822-4550  
EMAIL [info@2Ring.com](mailto:info@2Ring.com)  
WWW [www.2Ring.com](http://www.2Ring.com)

**Peter Kolenič**  
Channel Director, EMEAR  
+421 (2) 5822 4379  
+421 (903) 500 494  
[pkolenic@2Ring.com](mailto:pkolenic@2Ring.com)

## 2Ring .. Americas & APAC

ADDRESS 3626 Fair Oaks Blvd. Suite 100  
Sacramento, CA, 95864, USA  
PHONE +1 (916) 426-3790  
EMAIL [Info-na@2Ring.com](mailto:Info-na@2Ring.com)  
WWW [www.2Ring.com](http://www.2Ring.com)

**Michal Grebáč**  
Strategic Sales & Marketing Director  
[mgrebac@2Ring.com](mailto:mgrebac@2Ring.com)