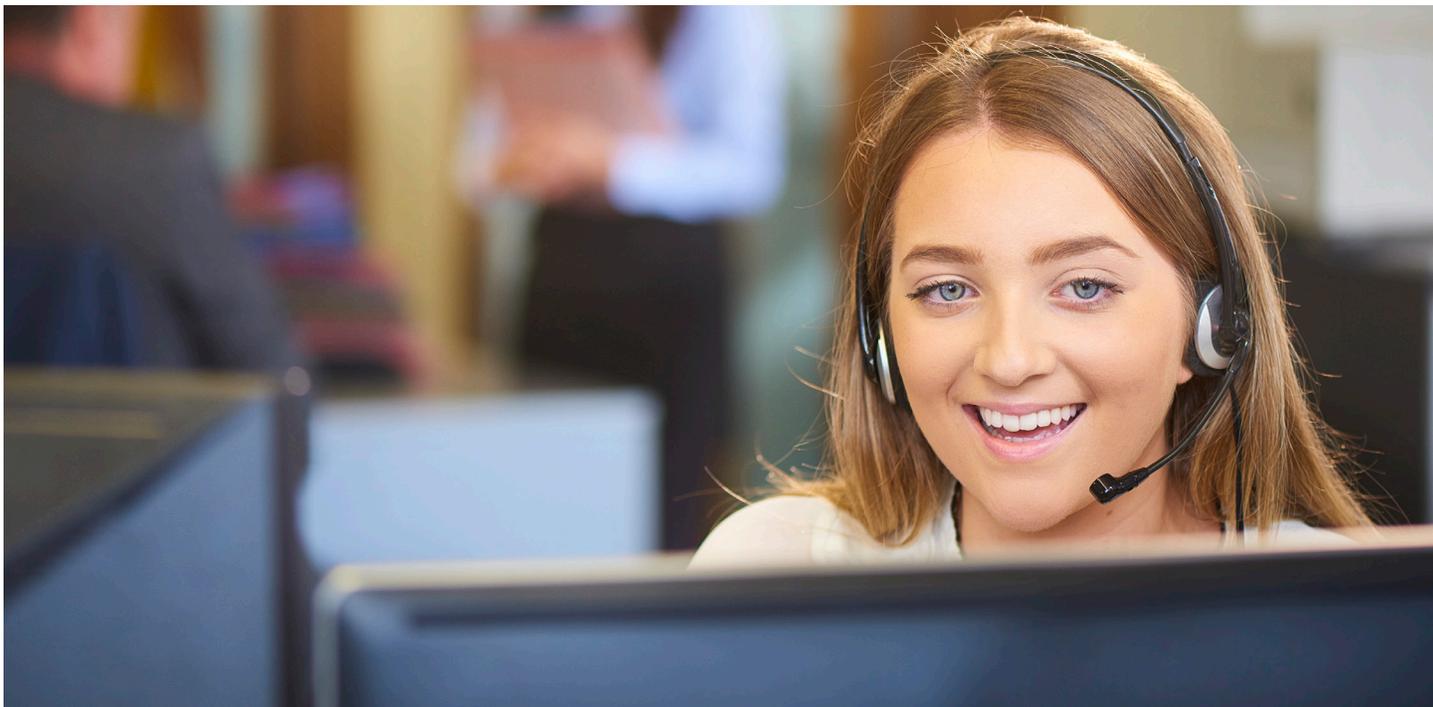


RingCentral for Salesforce®



Enhance your Salesforce experience with seamless integration between your RingCentral cloud phone system and your Salesforce CRM, improving workflow and increasing productivity.

With RingCentral for Salesforce activated, you can place calls from within Salesforce by simply clicking on contact or account records. Your incoming calls trigger a pop-up window with the caller's account information. And you can attach call notes and accurately track call duration on specific contact records.



available on
AppExchange

 LIGHTNING READY

Features and benefits

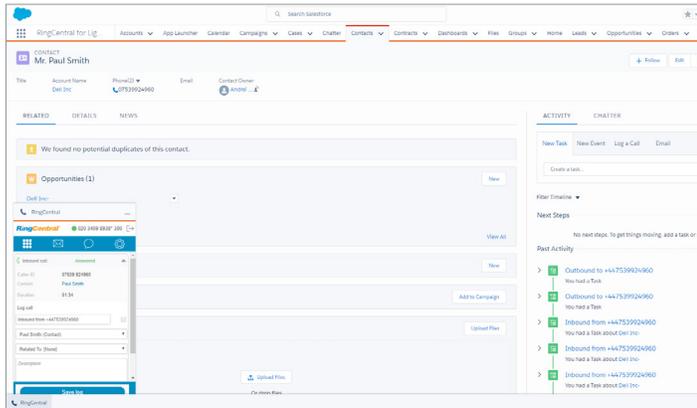
- **Access from anywhere** on both Windows® and Mac® using any popular browser.
- **Easy click-to-dial** from within Salesforce by clicking on any contact, saving time and improving call efficiency.
- **Instant screen pop-up** with caller's account records automatically displayed on incoming call.
- **Analytics:** Gain insights on every call. Get a deeper understanding of your team's performance by creating customised reports and dashboards.
- **Real-time call logs:** Correlate call data with your sales and service metrics to see which channels are most effective and quickly perform trend analysis for forecasting.
- **New records:** Accounts, contacts, and leads can be easily created while on a call.
- **Work the way you want:** Work in Salesforce Classic or Salesforce Lightning UI.
- **Integrates with Salesforce1:** Click to dial any number in the Salesforce1 mobile app to initiate calls using your RingCentral Mobile® app.

How it works

Once RingCentral for Salesforce has been activated, it will appear inside your Salesforce account. That means you will be able to call leads and customers from within Salesforce, using the dial pad or simply clicking the contact phone icon to dial out—saving time per dial and eliminating misdials.

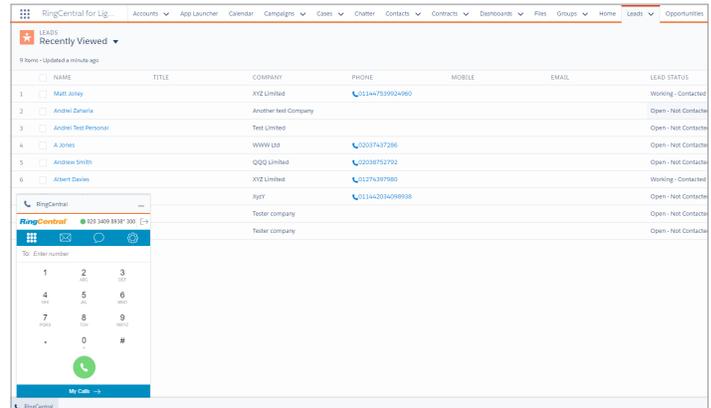
Your RingCentral system rings one of your devices based on your assigned routing rules, so you can answer the call while using the app.

Screen pop



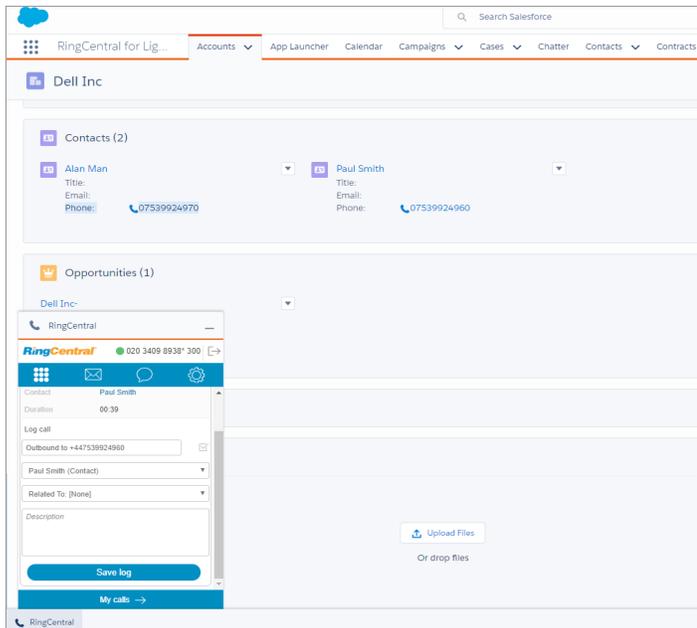
Always have the right information at your fingertips with inbound calls. With RingCentral for Salesforce screen-pop, you can view any record, next step or case without having to search.

Click-to-dial



RingCentral for Salesforce enables users to quickly click to dial within any record or list view. Users have the option to leverage click-to-dial or RingCentral softphone in these same views.

Call logging



With RingCentral for Salesforce, users are able to take notes off of any record and auto save wherever you specify.



Analytics: Gain insights on every call. With comprehensive reports and dashboards, you get a deeper view into your team's performance. This will allow you to correlate phone data with your sales and service metrics to monitor effective channels and quickly run trend analysis.

System requirements

RingCentral for Salesforce is available for RingCentral Office® Premium and Enterprise customers.

You must have a Salesforce Enterprise or Unlimited Edition account.

Requires Windows® XP or above or Mac OS® X 10.8 Mountain Lion or above.

Supported browsers include: Chrome™30 (or later), Firefox® 25 (or later), Safari® 6.0.5 (or later and with Classic view only), and Internet Explorer® 10 (or later).