

# RingCentral for Zendesk®

Enhance customer service, improve workflows, and increase help desk productivity at your organisation with RingCentral for Zendesk.



RingCentral for Zendesk brings communications and collaboration directly into Zendesk by enabling your agents to deliver high-quality customer interactions without ever leaving the application. Seamlessly make and receive calls, automatically view and match incoming callers to contact records, and use quick call logging in one interface.

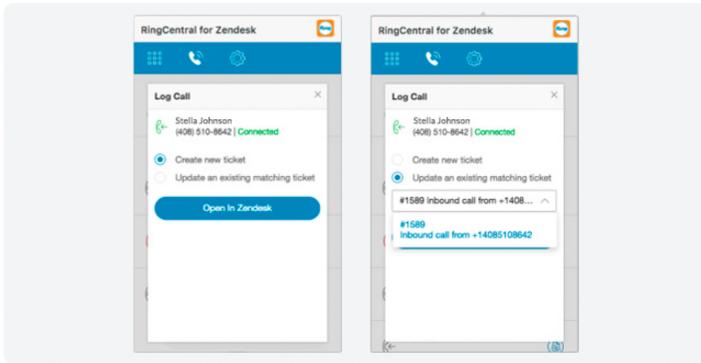
## Key features:

- **Integrated calling:** Use RingCentral to make and receive calls from within Zendesk.
- **Click-to-dial:** Place calls by simply clicking on any client record.
- **Instant screen pop:** View matching client records for incoming calls.
- **Alert bot:** Automatically post Zendesk ticket notifications to RingCentral app conversations.
- **Full call history:** Review received, missed, and outbound calls plus see fax history.
- **Enhanced ticketing:** Choose to create tickets automatically for every new or missed call, tickets created with a new voicemail will contain a link to recording. Or users can simply select a ticket to log a call and filter logs by status using enhanced search.
- **Availability:** View and set status of your presence within Zendesk.

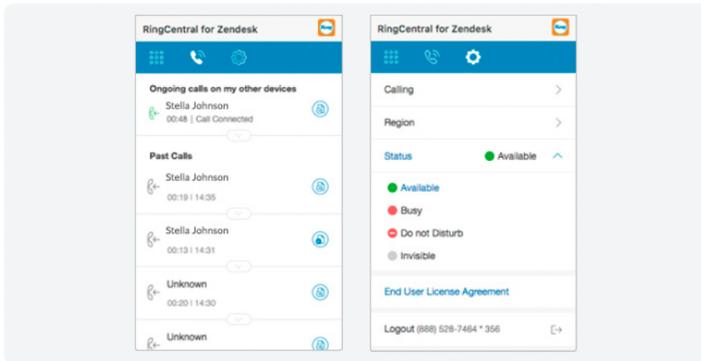
## Benefits:

- **Seamless integration with Zendesk**  
Automates repetitive tasks and boosts overall efficiency by integrating RingCentral into the business applications you use every day.
- **Streamlined business communications**  
Reduces the need for agents to switch between multiple devices and applications to access key business functions.
- **Exceptional customer experiences**  
Offers intuitive displays of key customer information so agents can deliver a highly personalised customer experience. Eliminates misdials and speeds up response times with click-to-dial phone numbers from any Zendesk customer or account.

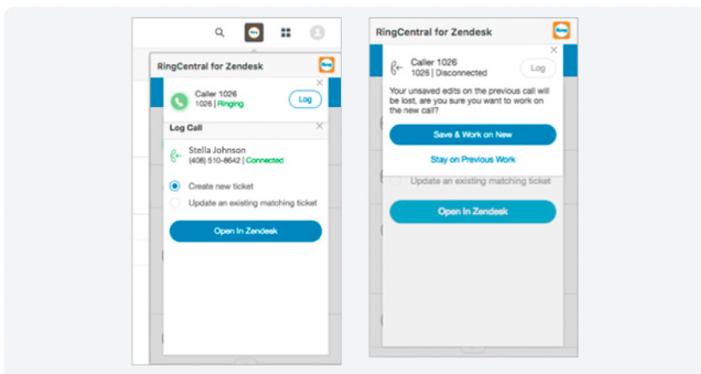
## How it works:



When an incoming call is received, users get notified with a screen pop. Once a call has been answered, users have the option of creating a new ticket or updating an existing one.



Full call history and work log is displayed for review. Filter by log status and view ongoing calls on other devices. Users can set presence under settings section.



When a new call comes in during a call, the user receives a reminder alert to save the current call log before exiting. The user can choose to either save the existing log and work on the new call or ignore the new call and continue with the existing call.

## System requirements:

- RingCentral Office® Premium™ and Ultimate™ customers.
- Zendesk Talk Partner Edition must be enabled within Zendesk at an additional cost.
- Active Zendesk account.
- Windows® 7 or above, or Mac OS X® Mountain Lion or above.
- Supported browsers: Chrome™ 30 or above, Firefox® 25 or above, Safari® 6.0.5 or above, or Internet Explorer® 10 or above.
- Access from anywhere: Work in your preferred browser on both Windows and Mac—no software installation required.

For more information, please contact a sales representative. Visit [ringcentral.co.uk](http://ringcentral.co.uk) or call 0800 098 8136.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact centre solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, USA and has offices around the world.



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