RingCentral for Bullhorn

Automatically capture every business call, email, and text in your cloud work environment with RingCentral for Bullhorn.

RingCentral for Bullhorn provides a seamless integration with your RingCentral solution and your Bullhorn organization. Improve the process of managing customer account information before, during, and after a finished call without having to switch between multiple applications. With all of your business communications in one place, you and your employees can be more productive and work more efficiently.

Features and benefits:

- **Click-to-call:** Place calls from within Bullhorn or any Chrome browser tab by clicking on any phone number, saving time and improving call efficiency.

- **Instant screen pop:** Inbound and outbound calls trigger screen pops with a 360-degree view of the opposite party so you're better equipped to have insightful conversations. View the information and activity related to the call and take notes and set next steps within RingCentral.

- **Real-time analytics:** Gain insights on every call. With comprehensive reports and dashboards, get a deeper view into your team's performance.

- **Enhanced call recording:**

  — Quickly search for an existing Bullhorn record or create a new record while on an active call. Once the record is found or created, click to call out or view the record's information, complete activity history, and available actions—all within RingCentral.

  — Create a new contact, lead, or candidate.

  — Assign your call as a new customer, prospect, lead, contact, opportunity, case, or quote.

  — Capture every interaction within Bullhorn with automatic call logging so you never miss an interaction.
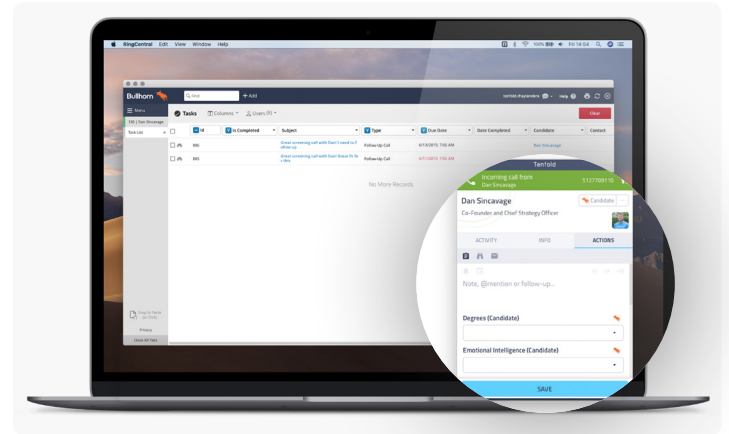
How it works

Click-to-call

Click to call out a number whether you're working inside Bullhorn or browsing on your Google Chrome browser.
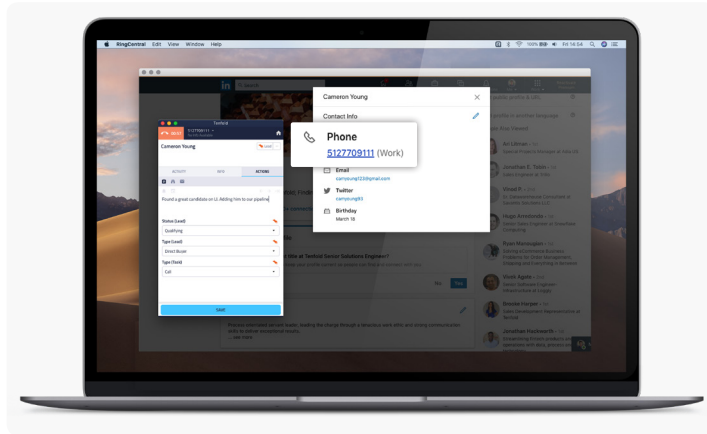
Screen pop

Screen pops will appear with a 360-degree view of the opposite party's information whether an inbound call is received or an outbound call is placed.


Call and performance analytics

The Leaderboard and Calls Graphs show a dashboard view of most call notes, the longest time on the phone, most quality connects, and most inbound calls handled. Group your data by user and select your time frame.
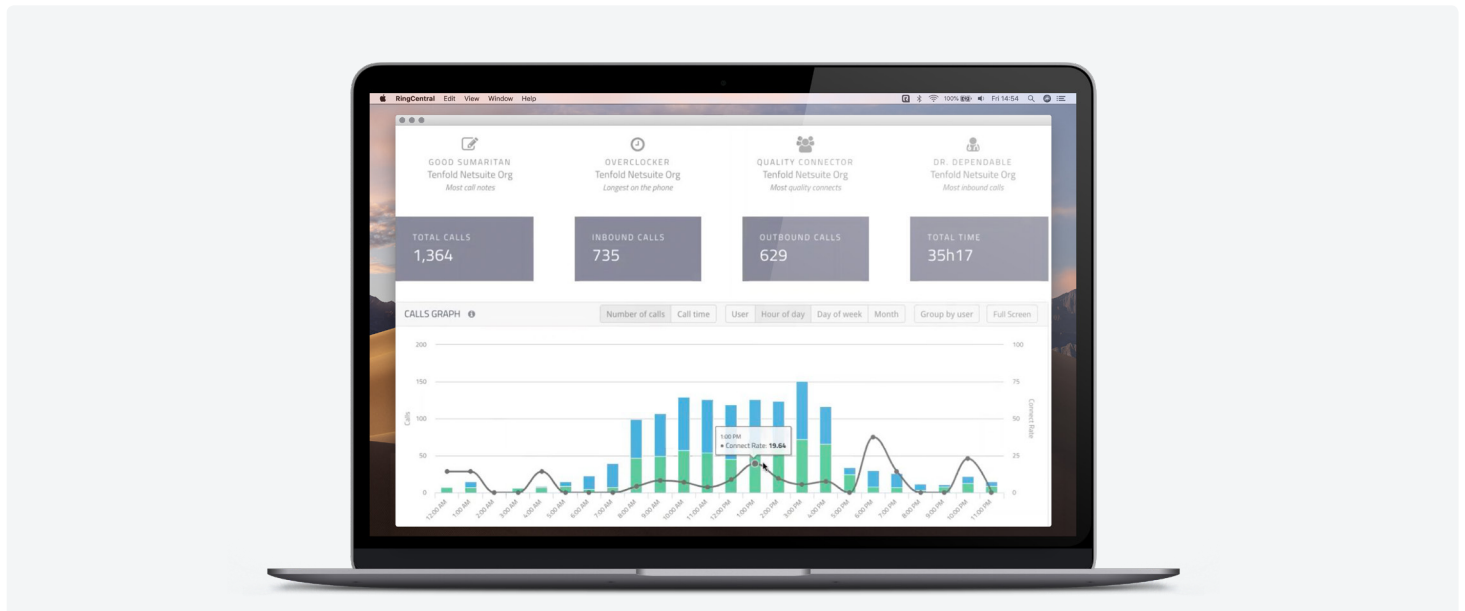
Activity and Action tabs

View the Activity stream for quick reference into past interactions with a candidate. Within the RingCentral softphone, take notes, @mention a colleague, or create a task in the Actions tab while on an active call or open the record in Bullhorn by clicking on the Candidate button.
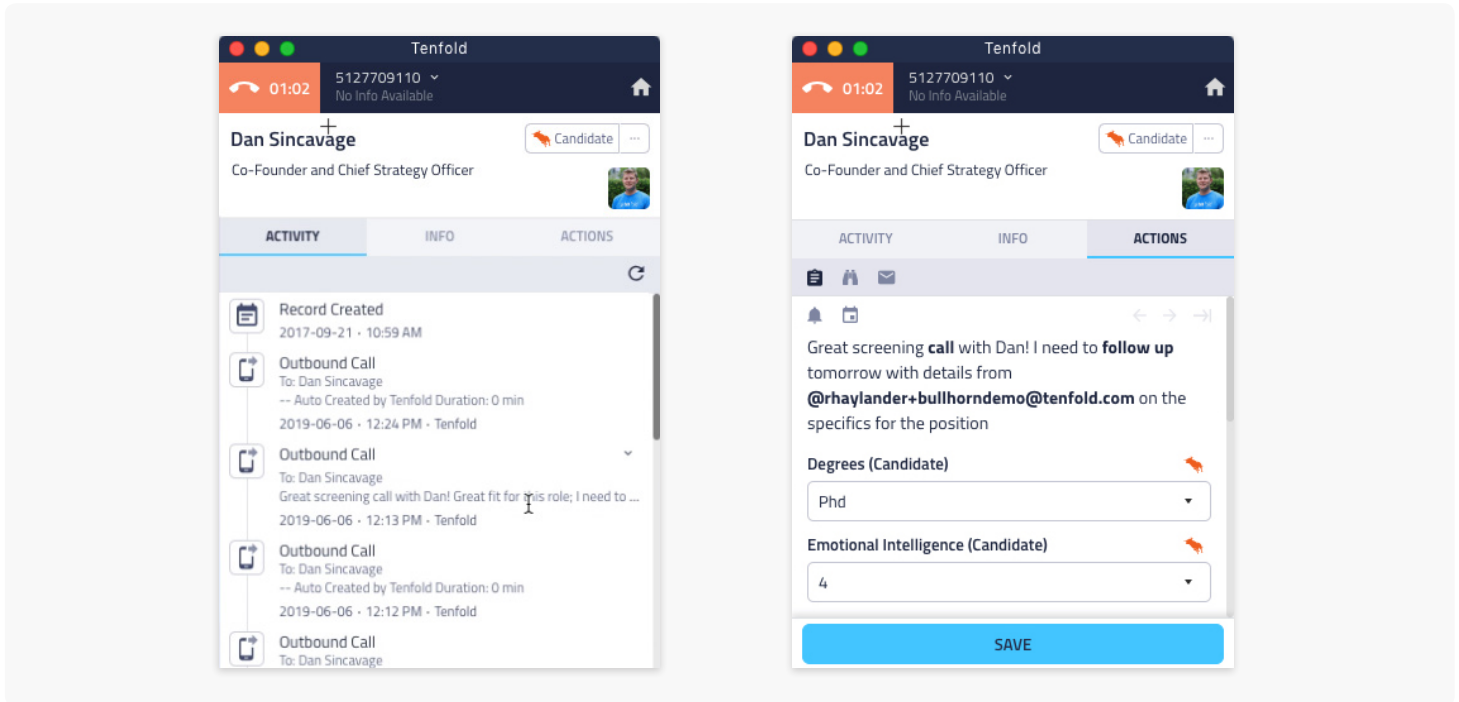
System requirements:

- Available for RingCentral Office® Premium™ and Ultimate™ users

- Must be a Windows, Linux, or Mac-based computer

- Needs the Google Chrome browser or Tenfold desktop application for Windows or Mac

- Needs access granted to RingCentral for Bullhorn servers from whitelist

- Needs administrative access to the organization's Bullhorn instance

- Supported by RingCentral, powered by Tenfold

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 global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to Work as One™ from any location, on any device, and via any mode to better serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral

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