

RingCentral Contact Center™ for Salesforce



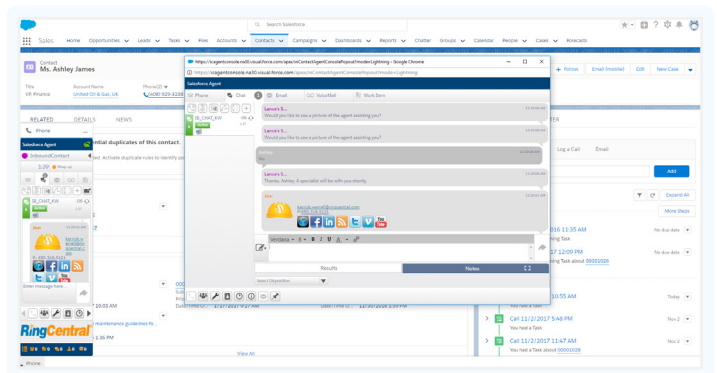
Resolve cases faster and sell more

When customers receive poor service, they won't think twice about moving on. Data shows that customers stopped doing business with brands an average of four times in the past year after a bad customer service experience.*

RingCentral Contact Center integrated with Salesforce helps companies personalize the customer experience across any channel to resolve cases faster and sell more.

Intuitive interface for Salesforce Classic and Lightning

Maximize agent efficiency for Service Cloud and Sales Cloud with our intuitive desktop that fits directly into either Salesforce Lightning or Classic. With RingCentral and Salesforce together, agents have all the information they need right at their fingertips to speed up customer interactions—driving sales, saving money, and increasing customer satisfaction.



*2019 RingCentral Overcoming the Digital Age Disconnect

Intelligent integration

- **Smart connection:** RingCentral's smart routing can use data from Salesforce to ensure your customers get connected to the right person every time.
- **Data at hand:** Smart screen pops take the agent straight to the best screen with the most relevant information.
- **Automatic logging:** At the end of every interaction, automatically write needed information into Salesforce.

Happy agents, happy customers

- Customize the solution to simplify agent experiences and increase customer satisfaction.
- Provide Salesforce integrations to all customer-facing employees with integrations to all RingCentral products.
- Save agent time with automated logging to Salesforce.

Proven results



workato

500% PRODUCTIVITY INCREASE

Workato, a workforce automation company, was able to increase the average number of calls each agent is able to take per day from 10 to 50.



Porch

25% SAVINGS

Porch, a home service provider, has saved 25% in its systems costs and even more in productivity gains with its omnichannel contact center tightly integrated with Salesforce.

For more information, please contact a sales representative. Visit ringcentral.com or call 866-452-3512.

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 better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. That is the promise of Work as One™. 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.