



# RingCentral Contact Center™ for Salesforce

Consolidated agent desktop for fast, personalized service

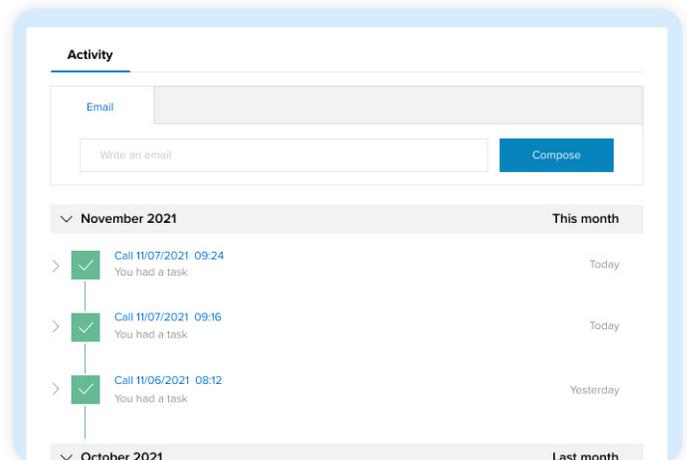
When customers receive poor service, they won't think twice about moving on. Customers stopped doing business with brands an average of four times in the past year after a single bad customer service experience.<sup>1</sup> RingCentral Contact Center integrated with Salesforce helps companies personalize the customer experience across any channel to resolve cases faster and sell more.



## Consolidated agent 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 Classic or Lightning. 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.

In addition, RingCentral for Salesforce extends the Salesforce Service Console with embedded Workforce Engagement Management (WEM) capabilities for agent scheduling, coaching, and quality management.



1. <https://www.salesforce.com/blog/customer-service-stats/>

## Optimize agent and customer experience

- **Intelligent:** Feed RingCentral's smart routing with information from Salesforce to make the right connection every time.
- **Personal:** Give agents the most pertinent information on the customer with every interaction.
- **Efficient:** Drive efficiency into every interaction with the right connection and the right information.
- **Informed:** At the end of every interaction, automatically write needed information into Salesforce.



Personalize customer interactions with customer data at the agents' fingertips.



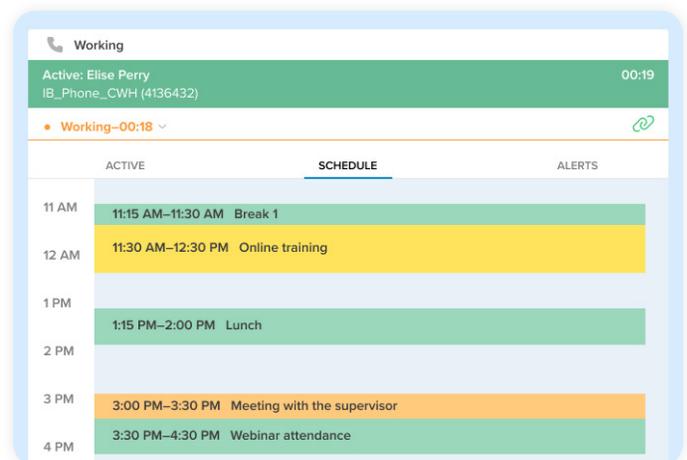
Increase agent efficiency with a unified agent desktop that includes WEM.



Connect customers to the right resource, on the right channel, right away.

## Key functionality includes:

- Integrated interface
- Automatic number identification (ANI) screen pops
- Click-to-dial (CTD)
- Custom, data-driven routing based on customer or ticket information in Salesforce
- Handles inbound and outbound voice, chat interactions, and routing for Salesforce cases
- Automated call record creation in Salesforce
- Multi-tab/multi-browser support
- Supports custom triggers and proactive prompt
- 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

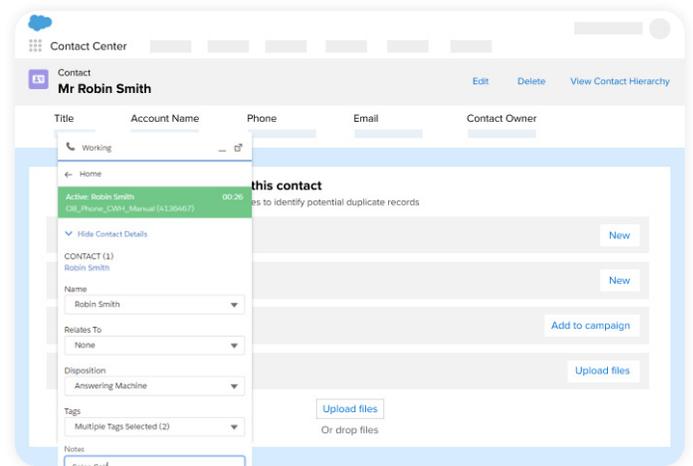


## Key features

- Intuitive voice and digital contact handling, agent scheduling, and performance management embedded into Salesforce.
- Unlimited integration—connect ALL of your communications to Salesforce, across your contact center, sales, and other teams.
- Enjoy high-quality voice on a global scale with the RingCentral global network.
- Skills-based routing directs Salesforce channels to the best-suited agent.
- WEM integration enables agents to manage schedules and performance without leaving Salesforce.
- Salesforce omnichannel presence integration prevents interruption of voice interactions.

## RingCentral for Salesforce agent desktop

Consolidate all your communications needs with one vendor. RingCentral provides communications for all your employees, so you can synchronize your contact center, sales, collections, and other customer-facing teams with integrations with both the contact center and telephony systems.



## Proven results

Thanks to the powerful integration capabilities of RingCentral Contact Center for Salesforce, customers frequently see a 35% or higher improvement in agent efficiency and productivity. These same customers also report a significant increase in customer satisfaction.

Through the integrated RingCentral Workforce Engagement Management suite, agents can now manage their schedules and performance directly in Salesforce. Everything—from shift bids and vacation requests to quality evaluations and coaching sessions—is available at their fingertips, and automatic notifications help them take ownership of their day.

## RingCentral for Salesforce provides:

- An easy-to-use, intuitive interface with Salesforce screen pops based on customer information such as caller ID or input from the IVR, email address, or other identifiers
- One vendor for all of your customer and employee communications, all integrated with Salesforce to maximize efficiency and provide the best possible customer experience
- Personal reports for performance and productivity of each agent and the ability to view their team's statistics within the integrated agent interface
- Automated contact record creation in Salesforce, including the ability to write to any field in Salesforce
- True omnichannel routing to manage voice and data interactions simultaneously to maximize agent efficiency
- Data from Salesforce such as customer value or status of an open ticket to prioritize and drive customer interactions

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For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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