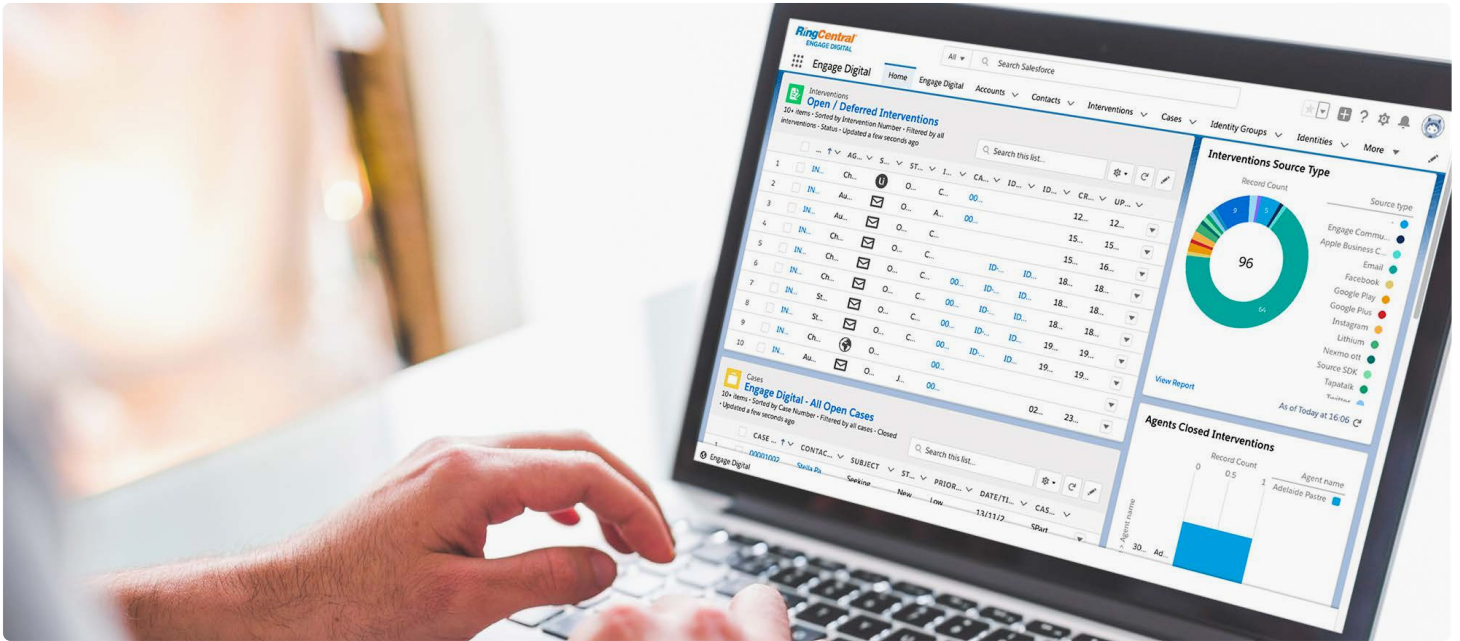


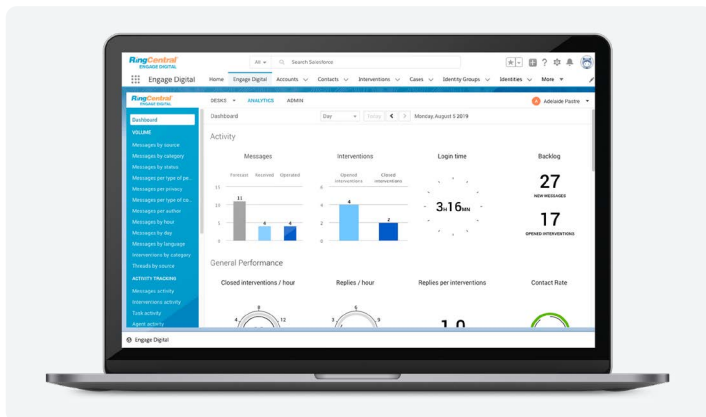
# RingCentral Engage Digital™ Salesforce App

Get a 360-degree view of your customers by integrating your digital customer service platform with your Salesforce CRM.



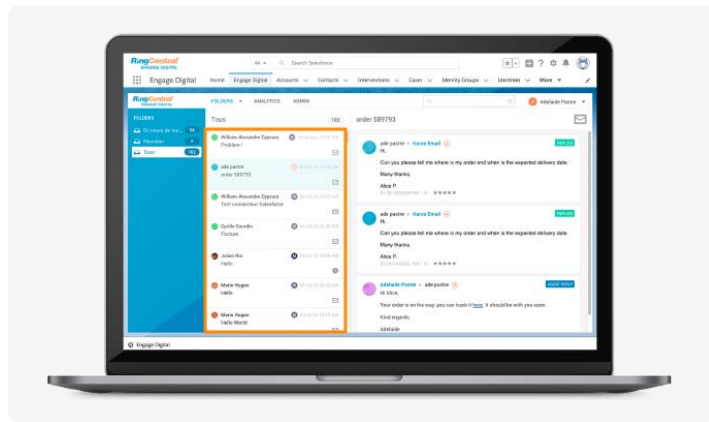
## Overview

Forty-two percent of customer service agents are unable to efficiently resolve issues due to disconnected systems. Unifying customer data into a single database is the first step in developing a complete understanding of your customers and their behaviors. The RingCentral Engage Digital Salesforce app integrates your digital customer care platform with your Salesforce CRM so agents can deliver better customer service.



## Aggregate the data

Capture interactions and customer details intelligently and securely through the RingCentral Engage Digital platform. Automatically import this data into your Salesforce instance so agents have merged lists of identities related to the Salesforce contact at hand, reducing the number of clicks necessary to obtain information to resolve customer inquiries quickly.

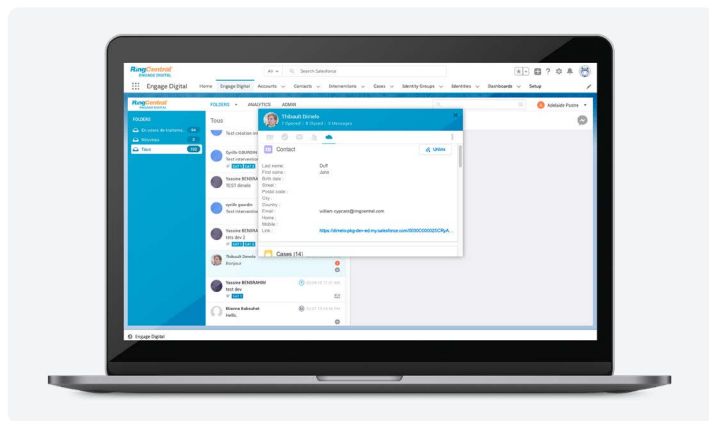
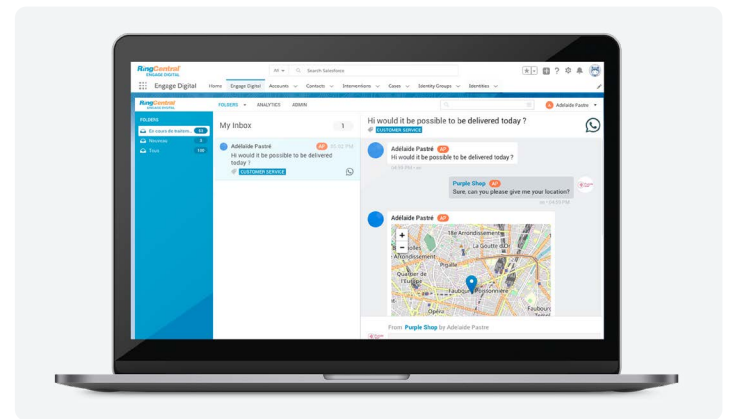


### Merge social identities

Reduce the amount of time agents spend responding to the same person on multiple channels. Map multiple inquiries on disparate channels, merge identities to a single user, and group requests in a single ticket so agents can resolve service issues faster.

### Respond within Salesforce

Access your digital customer care platform from within Salesforce without needing to toggle between screens or perform unnecessary actions that reduce productivity. Simplify your login with Single Sign-on to automatically and securely identify agents within RingCentral Engage Digital.



### Provide contextual information

View data from previous conversations with customers to understand the history of every interaction. See how interactions have been handled and routed through Engage Digital, including history of transactions, Net Promoter Score, survey results, pages visited, and more.

## Integrate your digital customer care platform with Salesforce



Compatible with both Salesforce Lightning and Classic editions



Easy user provisioning



Customizable dashboards with live data



Single Sign-on for both Engage Digital and Salesforce platforms

## Providing value across all industries



“We reduced the average response time and reached 100% problem resolution, which is essential for an insurance provider close to its customer.”

– **Amélie Oudea-Castera**, Head of Marketing and Digital, AXA Group



“[Engage Digital] was able to satisfy the complex and demanding standards of our business, reconciling the imperatives of community marketing and corporate communications with the obligations of customer service when it came to customer requests.”

– **Marie-Hélène Albertini**, Head of Forums and Social Networks, Customer Service, Orange France

To learn more, visit us at [ringcentral.com/engage](https://ringcentral.com/engage).

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 centre based on its Message Video Phone™ (MVP™) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP™ combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video™, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. [ringcentral.com](https://ringcentral.com)

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