

RingCentral for NetSuite

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



RingCentral for NetSuite provides a seamless integration with your RingCentral solution and your NetSuite 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.

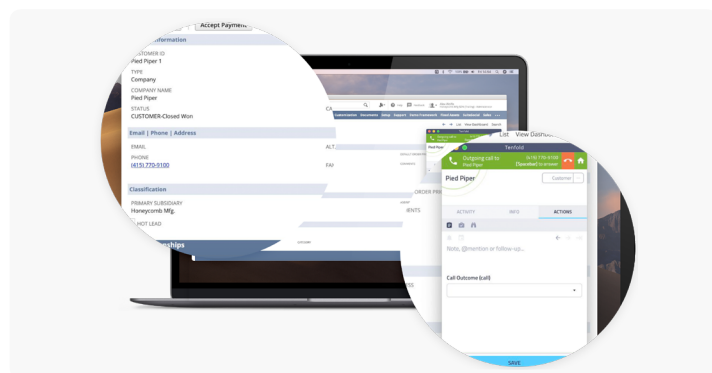
Features and benefits:

- **Click-to-call:** Place calls from within NetSuite 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 NetSuite 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, customer, or lead.
 - Assign your call as a new customer, prospect, lead, contact, opportunity, case, or quote.
 - Capture every interaction within NetSuite with automatic call logging so you never miss an interaction.

How it works

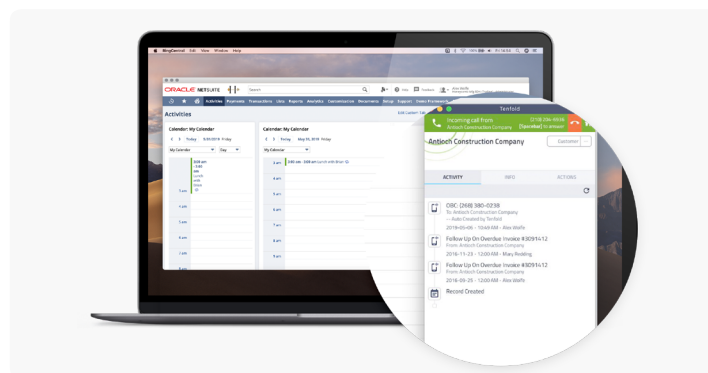
Click-to-call

Quickly click on any phone number within NetSuite or any Chrome browser tab to initiate a call using RingCentral.



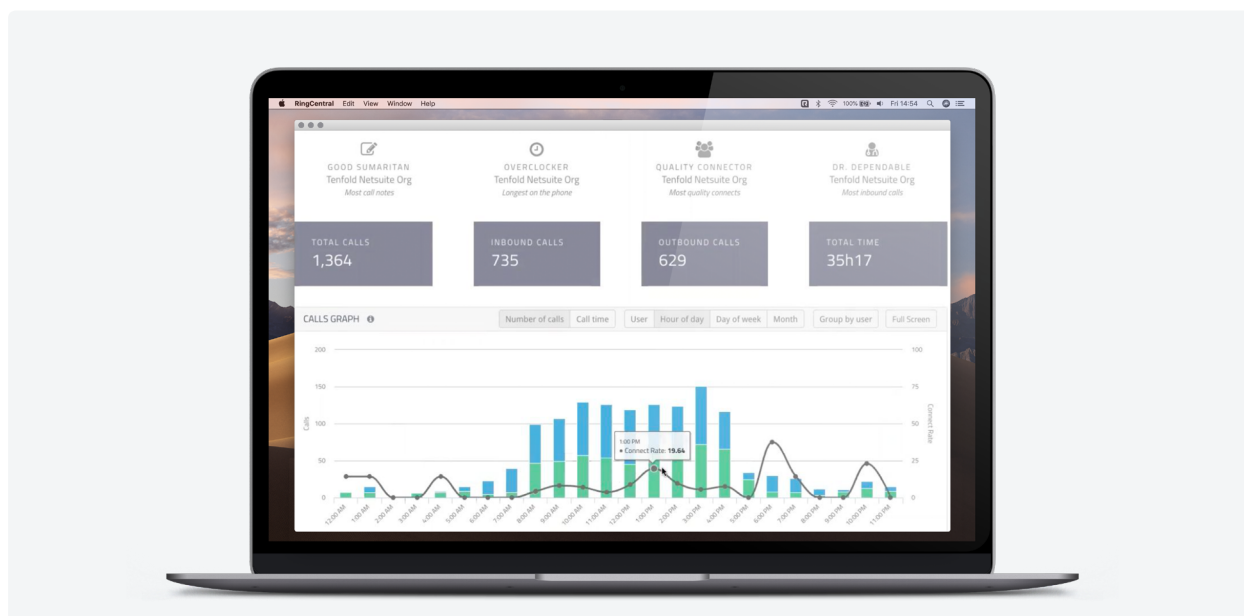
Screen pop

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



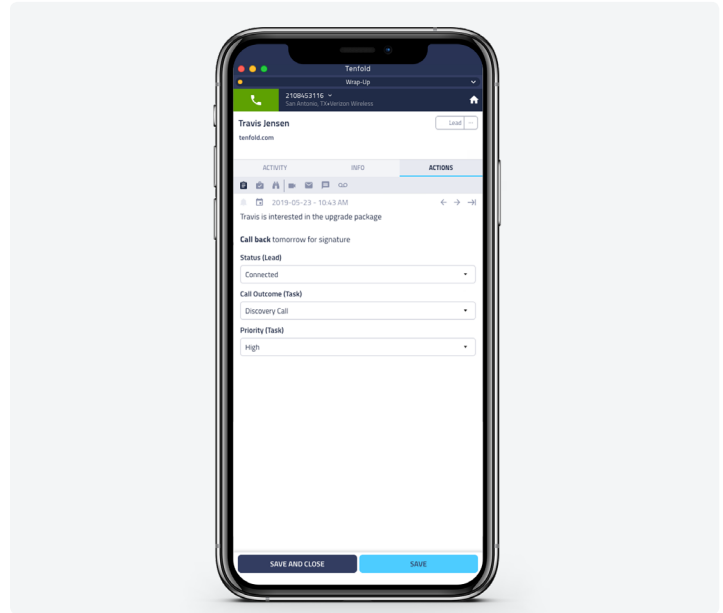
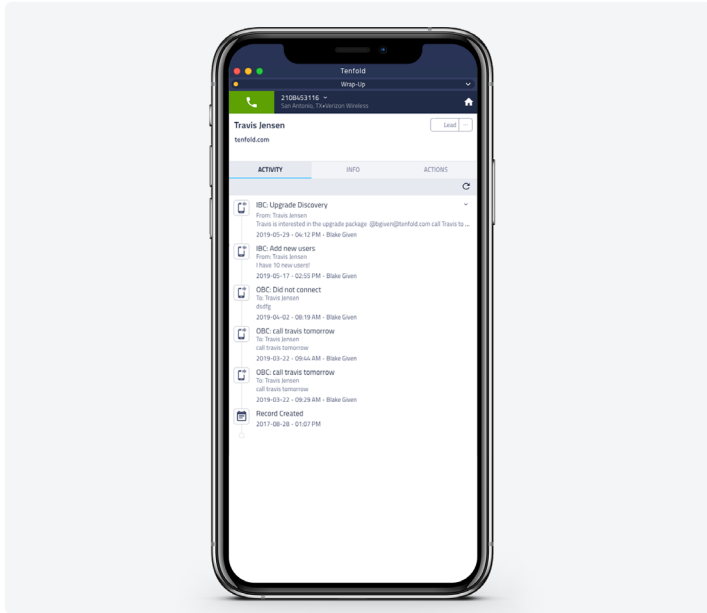
Analytics

The Calls Graph shows a dashboard view of inbound calls, outbound calls, total calls, and total call time. 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 contact. Within the RingCentral softphone, take notes, @mention a colleague, or create a task while on an active call or open a record in NetSuite by clicking on the Contact 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 NetSuite servers from whitelist
- Needs administrative access to the organization's NetSuite instance
- Must have the appropriate NetSuite [service tier](#) to support the amount of API calls needed
- Must be 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.