

RingCentral for Microsoft Dynamics™ 365



Does your team spend much of its workday using Microsoft Dynamics 365 CRM? Now you can better serve your customers—and improve your sales pipeline—by seamlessly integrating your RingCentral cloud communications and collaboration solution right into Microsoft Dynamics 365.

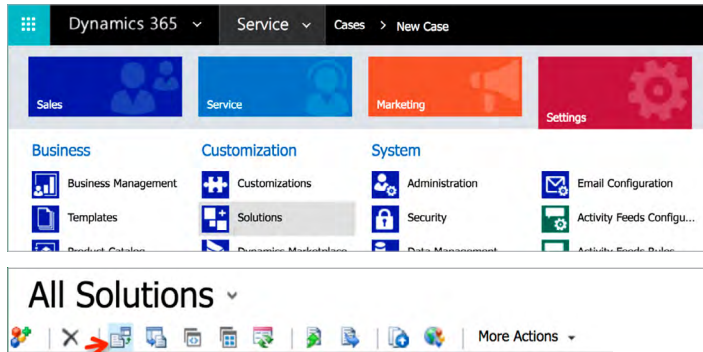
RingCentral for Microsoft Dynamics 365 lets you place calls directly from your CRM software by simply clicking on a contact or account record. Incoming calls automatically trigger a pop-up window with full customer account information. Plus, you can track call duration and attach notes to contact records during the call.

Features and benefits

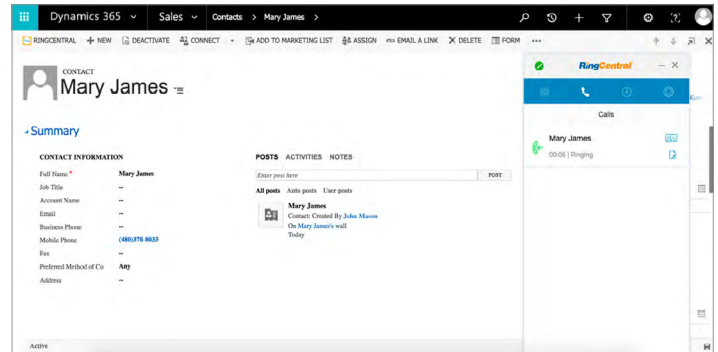
- **Enjoy enhanced Microsoft Dynamics 365 capabilities** across all of your RingCentral devices.
- **Click to dial and click to SMS any phone number** within Microsoft Dynamics.
- **Get screen pop-ups** that instantly display all account information for incoming callers.
- **Build real-time call logs** to enhance your reporting capabilities.
- **Create records easily** for new accounts, contacts, or leads while still on a call.

How it works

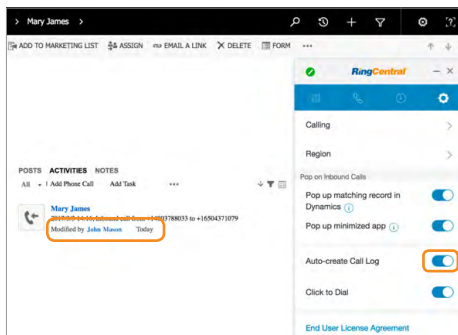
To get started, download the RingCentral for Microsoft Dynamics 365 app [here](#).



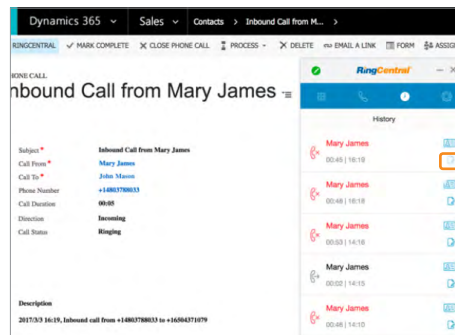
Log in to Microsoft Dynamics 365 as an administrator, then import the RingCentral for Microsoft Dynamics 365 app as a new solution. Refresh the page after the import has completed.



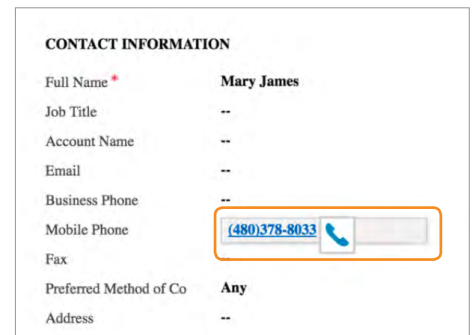
When a call comes in, RingCentral for Microsoft Dynamics 365 automatically displays the matching customer account record.



RingCentral for Microsoft Dynamics 365 CRM can automatically log your calls if desired. Simply turn on the Auto-create Call Log toggle in the Settings panel.



Easily log notes either during or after your call.



Click to dial or click to SMS any phone number in Microsoft Dynamics 365.

System Requirements

- RingCentral for Microsoft Dynamics 365 is available for RingCentral Office® Premium™ and Ultimate™ customers
- Microsoft Dynamics: V8.0 (2016 or later)
- Windows® 7 (or later) or Mac OS X® 10.8 Mountain Lion (or later) operating systems are required.
- Supported browsers: Chrome™ 56+, Safari® 10+, Firefox® 51.0.1+, Internet Explorer® 11+, and Microsoft Edge