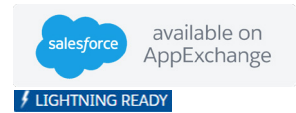


RingCentral for Salesforce® Sales Cloud



Enhance your CRM experience, streamline workflows, and increase productivity with seamless integration between RingCentral and Salesforce.

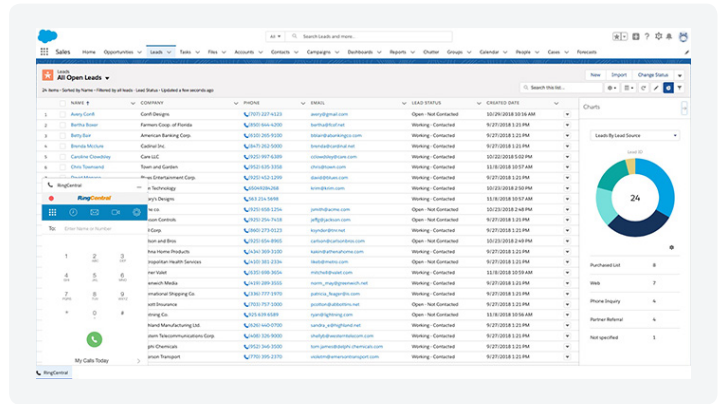
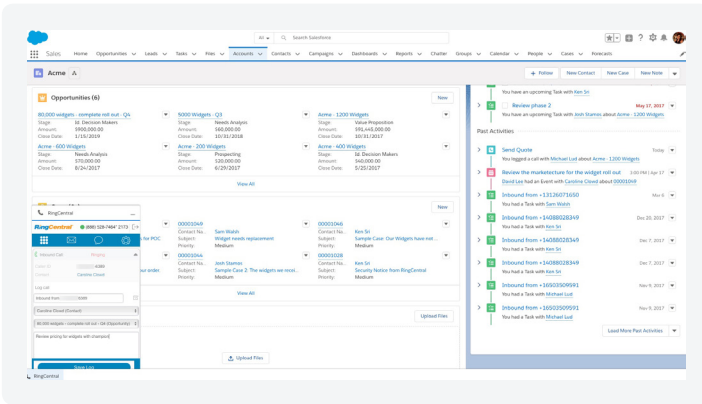


With RingCentral for Salesforce, you can place calls from within Salesforce by simply clicking on contact or account records. Incoming calls trigger screen pops with relevant caller account information and past records. And you can attach call notes and accurately track call duration for reporting and analysis.

Features and benefits

- **Click-to-call:** Make calls directly from within Salesforce by clicking on any contact, saving time and completely eliminating misdials. Integrated presence lets your team know when you're busy.
- **Instant screen pop:** Be better equipped to have an insightful conversation with a 360° view of an incoming caller's details and records.
- **Analytics:** Gain insights on every call. Get a deeper understanding of your team's performance by creating customized reports and dashboards.
- **Real-time call logs:** Auto-log notes during or after your call. Offline call logging makes it easy to log notes on missed calls.
- **Schedule meetings:** Seamlessly schedule a RingCentral meeting from within your Salesforce account.
- **Work the way you want:** Work in Salesforce Classic or Salesforce Lightning UI.
- **Access from anywhere:** Connect on both Windows® and Mac® using any popular browser.
- **Integrates with Salesforce1™:** Click to call any number in the Salesforce1 mobile app to initiate calls using your RingCentral Phone™ mobile app.

How it works

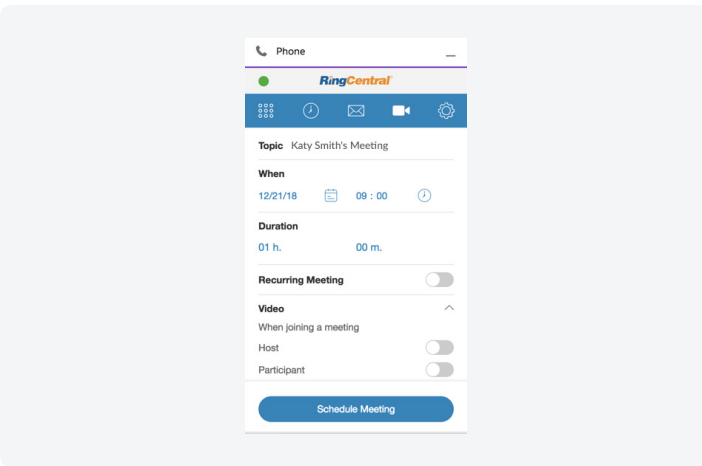


Screen pop

Always have the right information at your fingertips for inbound calls. With the RingCentral for Salesforce screen pop, you can view all relevant account information and take notes.

Click-to-call

RingCentral for Salesforce users can click to call from any record, list view, or use the dialer within a single UI.



Schedule a RingCentral meeting

Take quick actions in-app and be at your productive best. Quickly schedule RingCentral meetings from within Salesforce.

Analytics

Gain insights on every call. With comprehensive reports and dashboards, you get a deeper view into your team's performance.

System requirements

- RingCentral for Salesforce is available for RingCentral Office® Premium™ and Ultimate™ customers.
- You must have a Salesforce Professional, Enterprise, or Unlimited edition.
- Requires Windows XP or above or Mac OS® X 10.8 Mountain Lion or above.
- Supported browsers include: Internet Explorer® 11+ (Windows 7, 8, 10, or higher), IE Edge 38+ (Windows 7, 8, 10, or higher), Firefox® 52+ (Windows, Mac), Chrome™ 56+ (Windows, Mac), and Safari 11+ (Mac).