

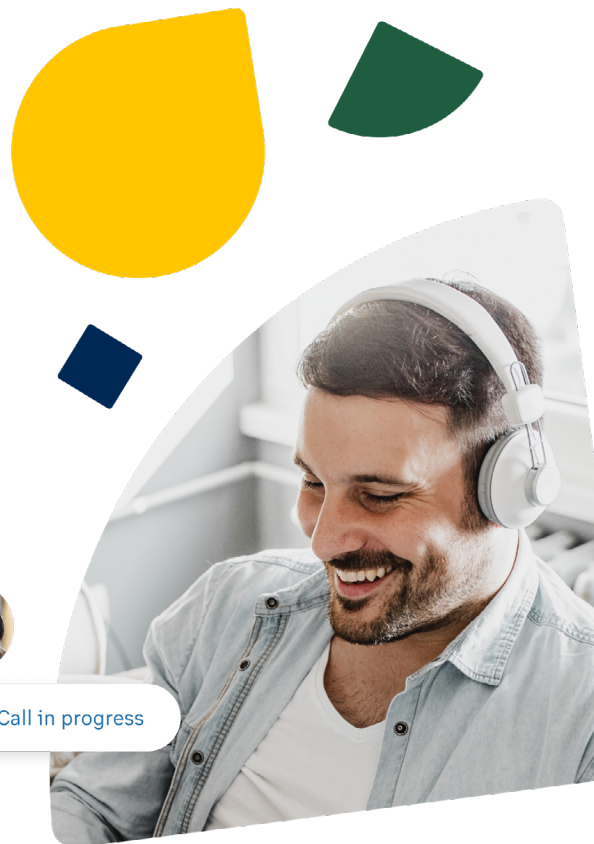
RingCentral for Salesforce Service Cloud

Streamline workflows, boost agent productivity, and empower your teams to deliver memorable customer experiences by integrating RingCentral and Salesforce Service Cloud

With RingCentral for Salesforce, click-to-call to reach your customers faster and instantly match incoming calls with cases, contacts, or account records to deliver personalized, high-quality customer interactions. You can also log calls, take notes, schedule RingCentral Video meetings, and more, without ever leaving the Service Cloud Console.



 Call in progress



Features

- In-app calling
- Click-to-call
- Instant screen pop-up
- Real-time call logs
- Schedule meetings
- Salesforce app integration
- Performance reporting
- Compatible with Windows and Mac

Benefits



Improve the quality of customer interactions

Access to key customer information and call history allows agents to deliver a timely and personalized customer experience every time.



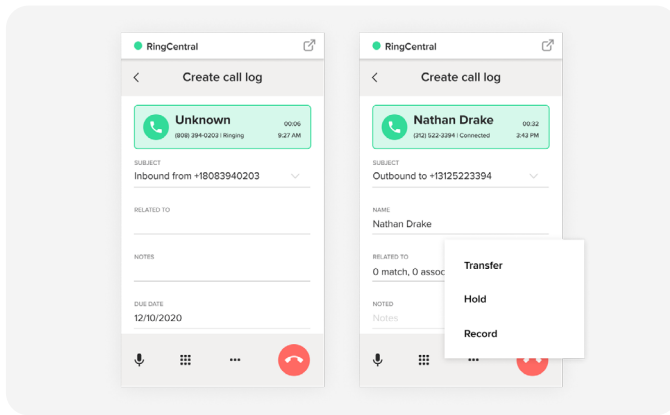
Streamlined business communications

RingCentral for Salesforce reduces the need for agents to switch between multiple devices and applications to access key business functionalities to accomplish their daily tasks.



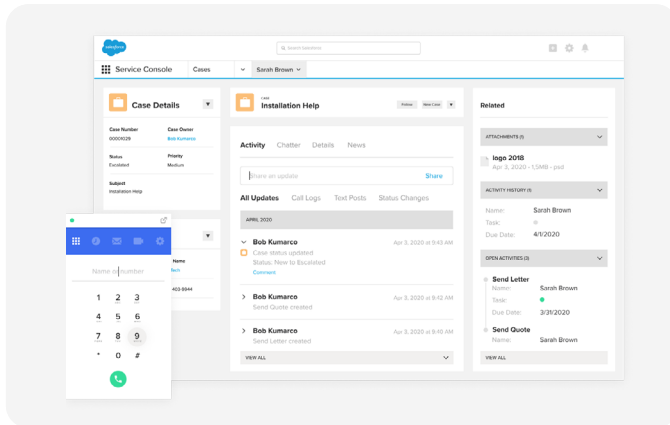
Work the way you want

Extend the capabilities of your phone system within the Salesforce mobile app, available in both Salesforce Classic and Lightning.



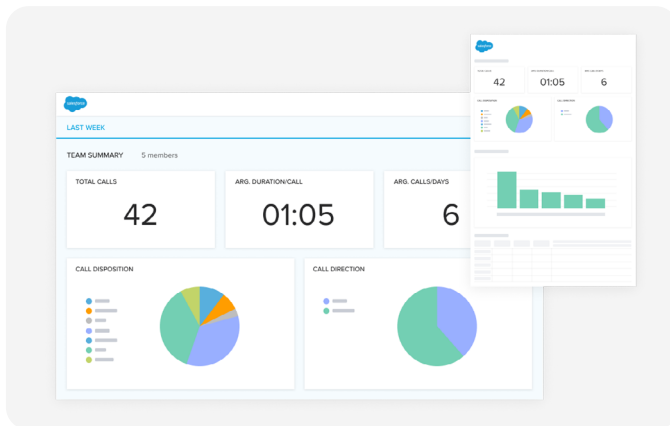
In-app calling

Now using WebRTC technology, leverage RingCentral calling capabilities like call controls and inbound and outbound calls without ever navigating away from Salesforce. Be able to switch active calls between different RingCentral endpoints.



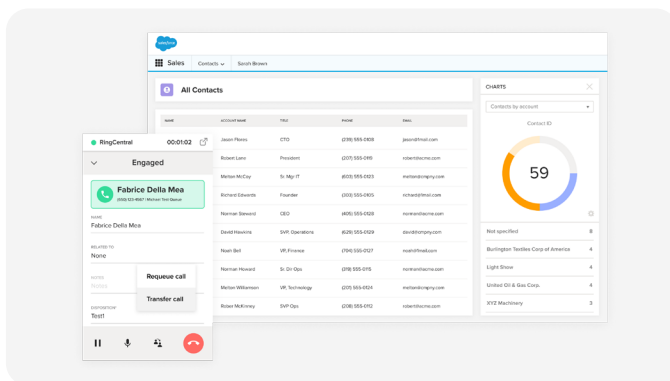
Console view

Customize console settings and views for quick and effective case resolution. Toggle between cases, efficiently multitask, and address critical issues first.



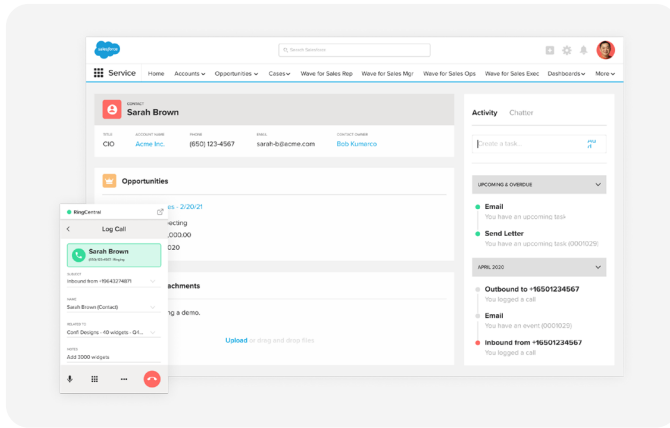
Performance reporting

View your RingCentral data within Salesforce and get actionable insights with invaluable metrics into individual and team performances. Edit and customize the RingCentral analytics data as a native Salesforce report through our Cloud Phone Report.



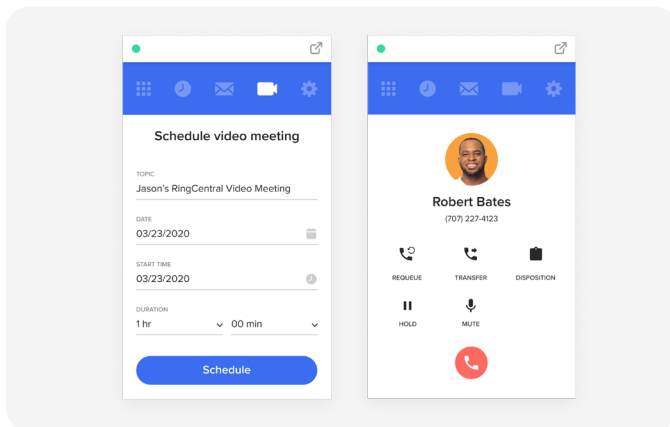
Click-to-call

Agents can remain in the Salesforce application and place outbound calls directly to customers by simply clicking the phone number from Contact, Account, Case, etc.



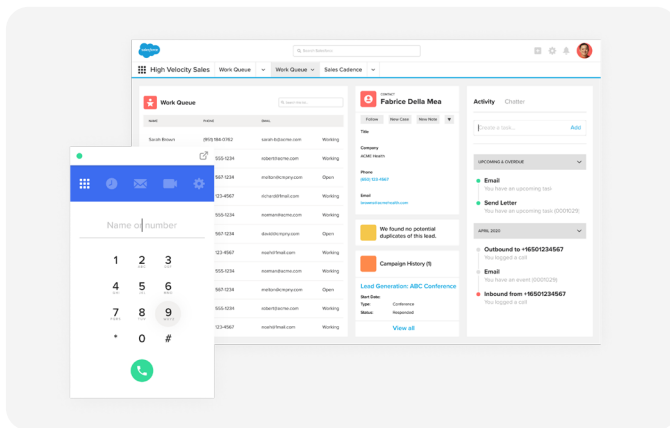
Call logging

Auto-log notes during or after your calls. Offline call logging makes it easy to log notes on missed calls.



Schedule meetings

Seamlessly schedule RingCentral Video meetings from Salesforce.



Instant screen pop-up

Incoming calls are matched with case and customer records, and a 360° view of the caller is displayed.

System requirements

- RingCentral for Salesforce is available for RingCentral MVP® 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).

How to download

RingCentral for Salesforce is available for RingCentral Office Premium and Ultimate customers and can be downloaded and installed from the [App Gallery](#).

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 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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