

RingCentral for SugarCRM

Transform your SugarCRM environment with powerful RingCentral communications capabilities.

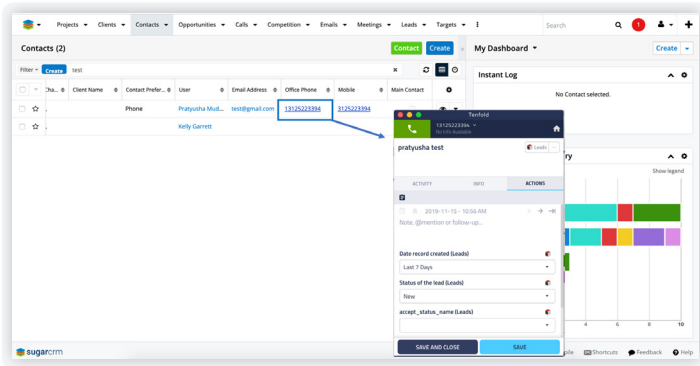


RingCentral for SugarCRM provides a seamless integration with your RingCentral solution and your SugarCRM organization. Improve the process of managing customer account information before, during, and after a finished call without having to switch between multiple applications. With all of your business communications in one place, you and your team can be more productive and work more efficiently.

Features and benefits

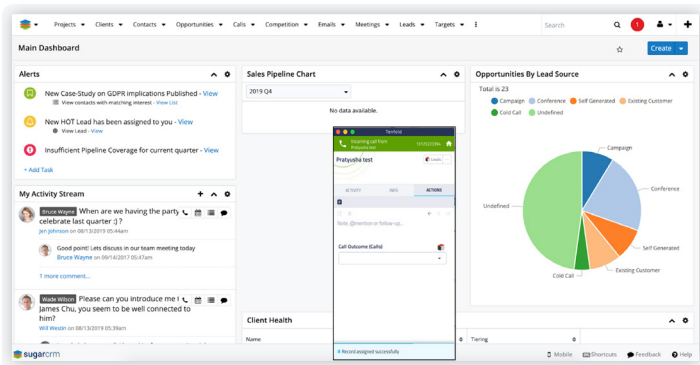
- **Click-to-call:** Place calls from within SugarCRM or any Chrome browser tab by clicking on any phone number, saving time and improving call efficiency.
- **Instant screen pop:** Inbound and outbound calls trigger screen pops with a 360-degree view of the opposite party so you're better equipped to have insightful conversations.
- **Real-time analytics:** Gain insights on every call. With comprehensive reports and dashboards, get a deeper view into your team's performance.
- **Advanced call logging:**
 - Capture every interaction within SugarCRM with automatic call logging so you never miss an interaction.
 - View the **Activity tab** to view every interaction associated with your contact.
 - Leverage the **Actions tab** to take notes, tag coworkers, and schedule follow-ups within RingCentral.
 - Assign your call as a new contact, lead, or account.
 - Quickly search for an existing SugarCRM 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 the widget.

How it works



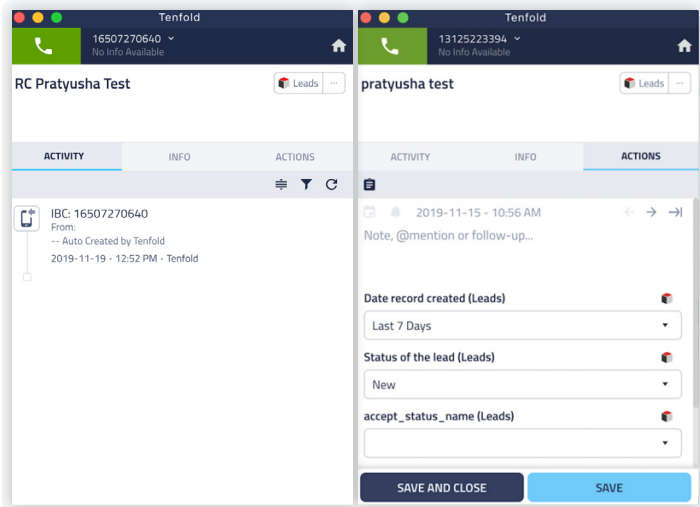
Click-to-call

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



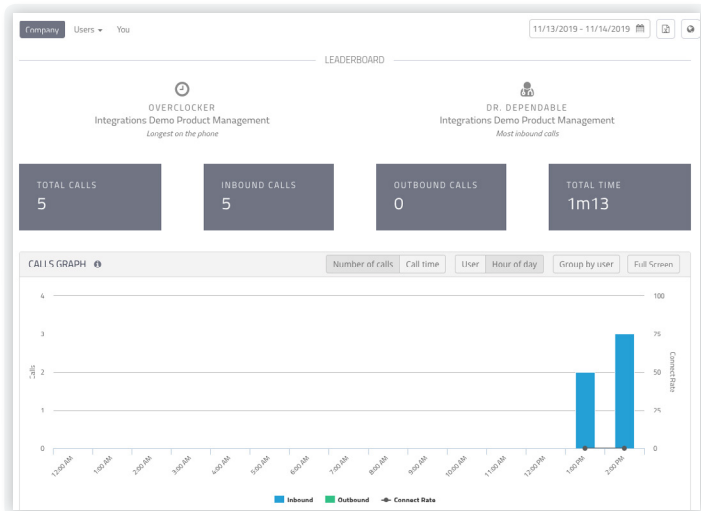
Screen pops

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 so your sales teams are armed with the right information at their fingertips.



Activity and Actions 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 the record in SugarCRM by clicking on the SugarCRM icon.



Analytics

Pinpoint areas of improvement in the Tenfold analytics portal. The Calls Graph shows a dashboard view of total inbound/outbound calls, total calls, and total call time. Group your data by user and select your time frame to drill deeper into your team's performance.

System requirements

- Available for RingCentral Office® Premium and Ultimate users
- Must be a Windows, Linux, or Mac-based computer
- Needs the Google Chrome browser, [Tenfold Chrome extension](#), and desktop app for [Windows](#) or [Mac](#)
- Needs access granted to SugarCRM for Tenfold servers from the [whitelist](#)
- Needs administrative access to the organization's SugarCRM instance
- 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 better together from any location, on any device, and via any mode to 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.