

RingCentral for Zendesk



Enhance customer service, improve workflows, and increase help desk productivity at your organization with RingCentral for Zendesk.

RingCentral for Zendesk brings communications and collaboration directly into Zendesk by enabling your agents to deliver high-quality customer interactions without ever leaving the application. Seamlessly make and receive calls, automatically view and match incoming callers to contact records, and use quick call logging in one interface.

Key features

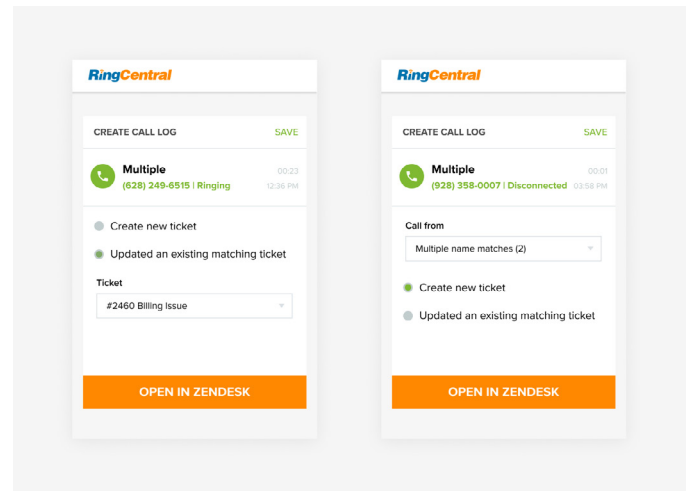
- **Integrated calling:** Use RingCentral to make and receive calls from within Zendesk.
- **Click-to-dial:** Place calls by simply clicking on any client record.
- **Instant screen pop:** View matching client records for incoming calls.
- **Alert bot:** Automatically post Zendesk ticket notifications to RingCentral app conversations.
- **Message hub:** Access all RingCentral text messages, voicemails, and faxes from one place.
- **Full call history:** Review received, missed, and outbound calls plus see fax history.
- **Enhanced ticketing:** Choose to create tickets automatically for every new or missed call. Tickets created with a new voicemail will contain a link to the recording. Or users can simply select a ticket to log a call and filter logs by status using enhanced search.
- **Availability:** View and set status of your presence within Zendesk.

Benefits

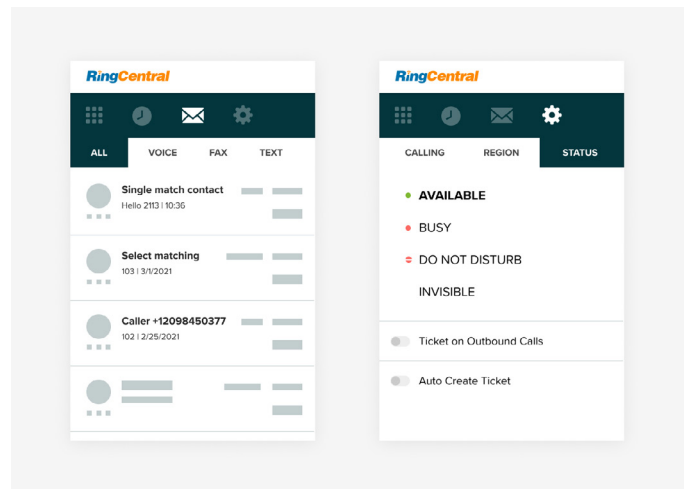
- **Seamless integration with Zendesk.** Automates repetitive tasks and boosts overall efficiency by integrating RingCentral into the business applications you use every day.
- **Streamlined business communications.** Reduces the need for agents to switch between multiple devices and applications to access key business functions.
- **Exceptional customer experiences.** Offers intuitive displays of key customer information so agents can deliver a highly personalized customer experience. Eliminates misdials and speeds up response times with click-to-dial phone numbers from any Zendesk customer or account.

How it works

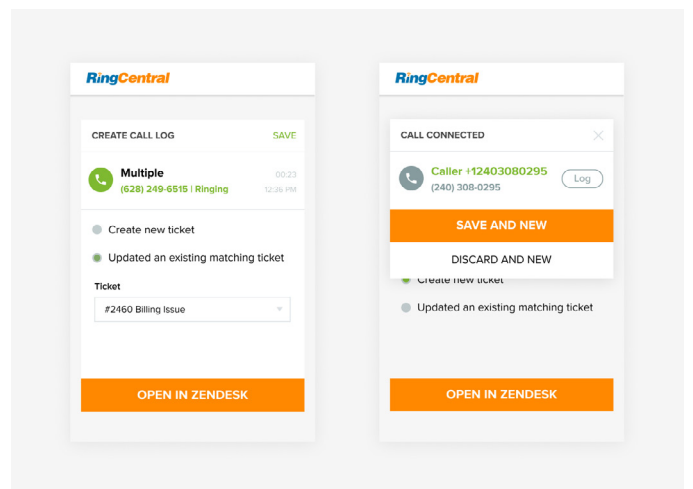
When an incoming call is received, users get notified with a screen pop. Once a call has been answered, users have the option of creating a new ticket or updating an existing one.



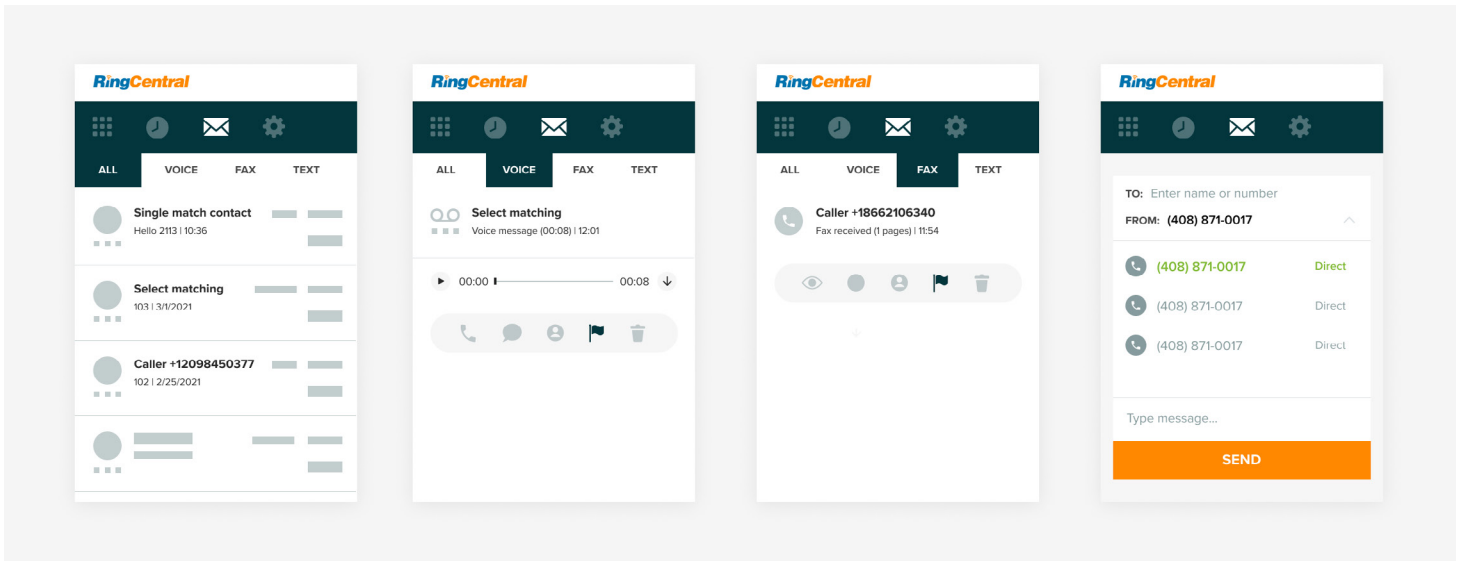
A full call history and work log is displayed for review. Filter by log status and view ongoing calls on other devices. Users can set presence under the settings section.



When a new call comes in during a call, the user receives a reminder alert to save the current call log before exiting. The user can choose to either save the existing log and work on the new call or ignore the new call and continue with the existing call.



Receive and download voicemails and faxes and respond to missed voicemails and text messages from easily accessible tabs. Users can send bulk text message to up to 50 people and manage 1:1 SMS conversations.



System requirements

- Zendesk Talk Partner Edition must be enabled within Zendesk at an additional cost.
- Windows 7 or above, or Mac OS X Mountain Lion or above.
- Access from anywhere: Work in your preferred browser on both Windows and Mac—no software installation required.
- RingCentral Office® Premium and Ultimate customers.
- Active Zendesk account.
- Supported browsers: Chrome 30 or above, Firefox 25 or above, Safari 6.0.5 or above, or Internet Explorer 10 or above.

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™) platform. RingCentral offers three key products in its portfolio including RingCentral Office®, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; Glip®, the company's free video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral Contact Center™ solutions. RingCentral's open platform integrates with leading third-party business applications and enables you to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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