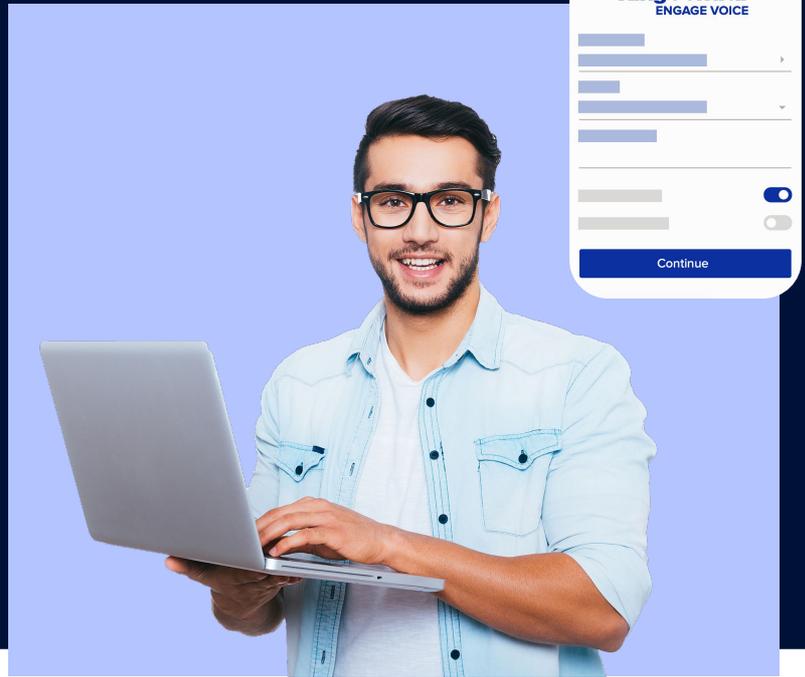


Engage Voice for Microsoft Dynamics 365

Powering the future of
customer engagement



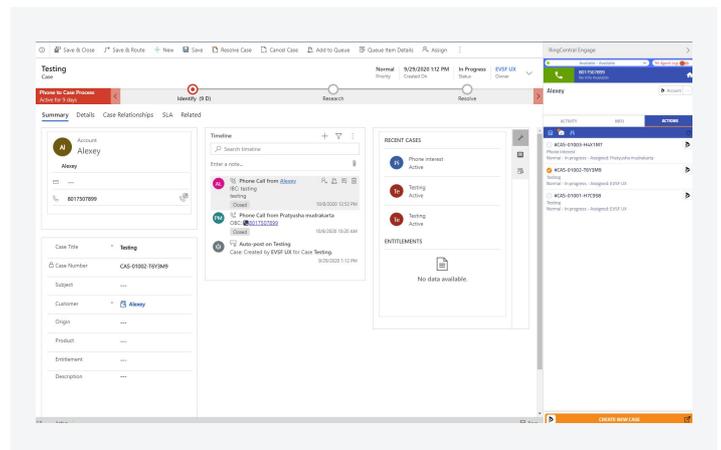
Overview

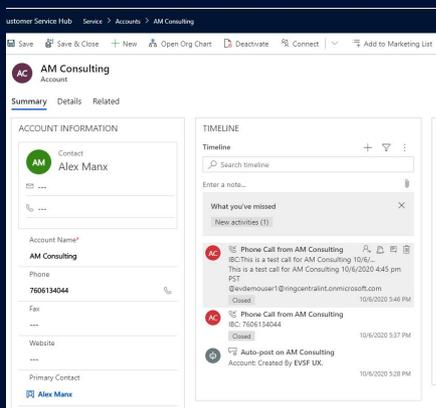
Engage Voice integration with Microsoft Dynamics 365 brings together the power of contact center routing with customer relationship management for increased productivity and more personalized customer interactions.

Engage with your customers like never before, bring customer information in front of your agents, and capture call information directly inside customer records.

Customer details on incoming calls

Automatically display any matching records on incoming calls, enabling the agent to click on the most relevant match when accepting the call from the customer and provide a more personalized interaction.



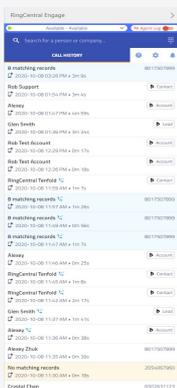
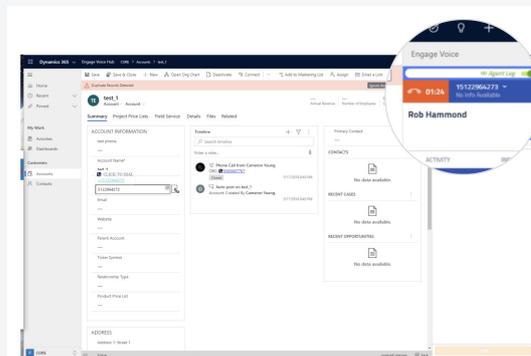


Note taking for better follow-up

Notes taken by the agent during interactions are automatically synchronized on Microsoft Dynamics 365 for follow-up actions. @mentions can be added and will send notifications to specific agents in the integration UI.

Click-to-dial

Easily follow up with click-to-dial. Agents can remain in the Microsoft application and place outbound calls directly to customers by simply clicking the phone icon from Contact, Account, Case, etc.

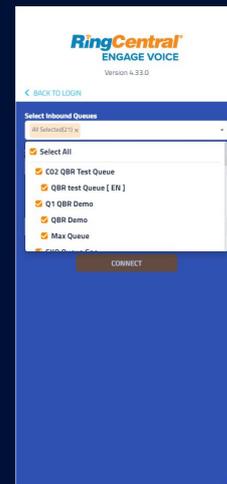
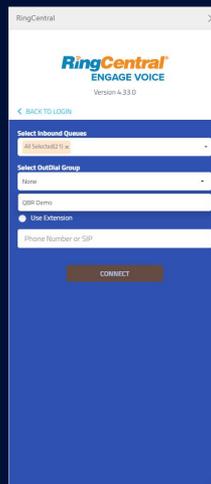


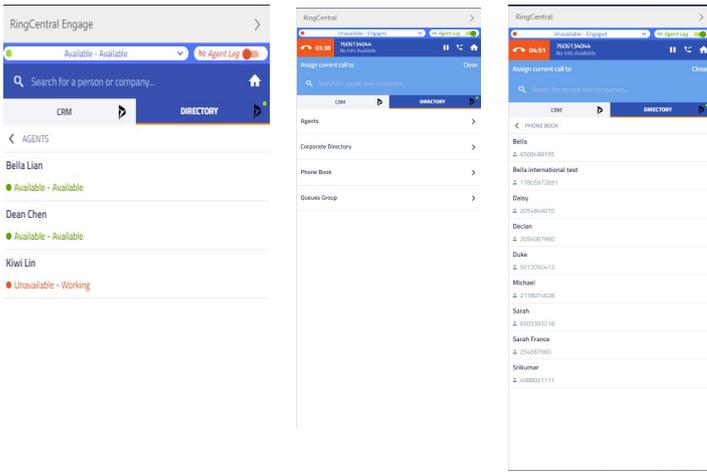
Logging call history

Log all calls inside the integrated Engage Voice agent desktop. Provide direct access to the latest customer information within a single application for increased agent productivity.

Log in with Single Sign-On

Allow agents to log in using a single set of credentials with integrated Single Sign-on from third-party identity providers like Okta, to increase usability. Agents can select their queues when they log in to increase flexibility during their shifts.



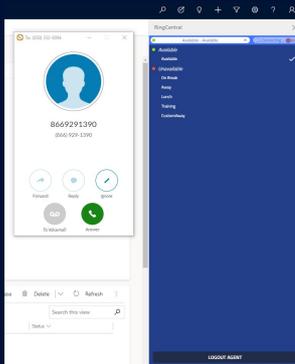
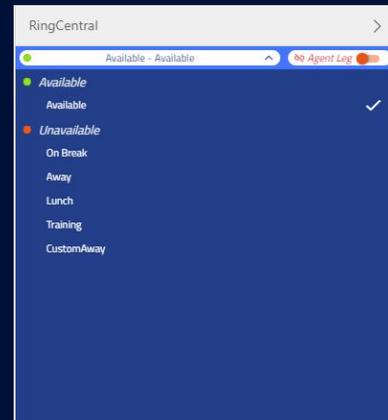


Call control

Get robust call control directly within the widget to facilitate better collaboration. Agents can transfer a call to another person, queue, or department through the internal directory menu. Presence indication and frequently used numbers are available to agents to maximize efficiency.

Agent status reason codes

Allow agents to change Reason Codes directly from the integration, so calls are routed when the agent is “available.” New Reason Codes can be added at any time by the Engage Voice administrator and will be automatically reflected in the UI for the agents to select at the next login.



Persistent voice connection

Enable agents to keep an active persistent voice connection to their RingCentral Office® extension or to the phone number of their choice to reduce the time to answer incoming calls.

To learn more, visit us at ringcentral.com/engage.

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 unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. 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'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.



RingCentral, Inc. 20 Davis Drive, Belmont CA 94002. ringcentral.com

© 2019 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.