

# RingCentral Contact Center Team Sync Quick Guide



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## What is Team Sync?

**RingCentral Contact Center Team Sync** is a RingCentral Contact Center feature that provides agent teams with dedicated Glip chats preconfigured in accordance with Contact Center org structure.

Team Sync takes care of every Contact Center team to have a Glip chat of its own, and ensures every team chat always has correct members, regardless of ongoing org changes. Whenever a new team is created in the Contact Center, a team chat will be automatically created for it in Glip. Whenever a user is assigned to a Contact Center team, it will also be automatically added to the corresponding team chats.

## How Do I Enable Team Sync?

Team Sync is available to any RingCentral Contact Center free of charge. To enable Team Sync on your account, contact [RingCentral Customer Support](#).

## Can I Restrict Team Sync to Selected Teams Only?

Yes. If you don't want all Contact Center teams to appear in Glip as team chats, you can always have Team Sync restricted to the teams of your choice.

## How Do I Add People to Contact Center Team Chats?

There are two ways of adding users to Contact Center team chats:

- Assign a Contact Center user to the corresponding team. In this case, the user will be added to the team chat in Glip automatically.
- Team members can also add Glip users directly to their team chat. In this case, the user will stay with the team until leaving it or being manually excluded.

## Can Team Sync be Used with RingCentral Pulse?

Yes. RingCentral Pulse can use Glip chats created by Team Sync to deliver Contact Center alerts to right people right when they need them. You will find Team Sync a valuable addition to RingCentral Pulse that saves you time maintaining your performance alerts.

