

RingCentral for Oracle Sales Cloud

Increase the efficiency of your sales teams with the combined power of Oracle® Sales Cloud and fast, reliable RingCentral service.



RingCentral for Oracle Sales Cloud is a vital productivity tool your IT department can support with little maintenance effort. The app makes it easy to provide sales agents using Oracle Sales Cloud with integrated enterprise-grade communications with no software or hardware to install, maintain, or upgrade. IT can deploy the tool on day one, and provision multiple sales agents with a single cloud connector.

Key features

- Click-to-dial phone numbers speed up outbound calls and eliminate misdials.
- Instant caller ID enables agents to provide more personalised greetings.
- Contact profiles pulled from the Oracle database put vital information on the screen where sales agents need it most.
- Pop-up new contact form makes it convenient to record new customer details.
- Pop-up Wrap Up Task window encourages agents to add notes in a timely manner.

Benefits

- Agents can answer and make calls in the same window as their Oracle Sales Cloud account, saving them valuable time and effort juggling multiple open apps with a customer waiting on the line.
- Instant caller identification and profile matching give agents easy access to useful contextual customer information even before they pick up the call.
- Agents can quickly refer to customer call history details at any time during the call to provide high-quality, insightful conversations, enhancing the customer experience.
- New customer details can be easily recorded and saved during the call, allowing agents to confirm information and reduce errors.
- Agents can add notes and reminders for follow-up activities while the details are still fresh in their minds.

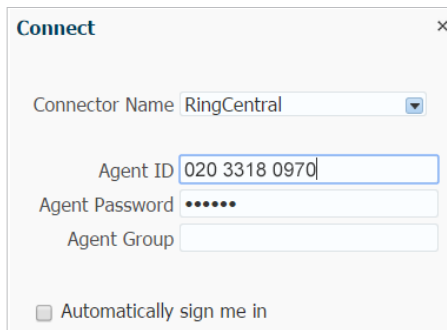
How does RingCentral for Oracle Sales Cloud work?

The app runs in each Oracle Sales Cloud account and uses RingCentral phone service for call handling. Using the integrated app is easy.

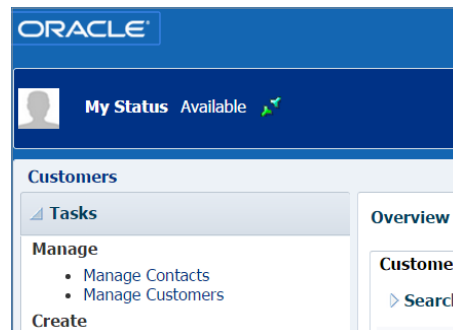
Getting started



1. Log in to an Oracle Sales Cloud account.

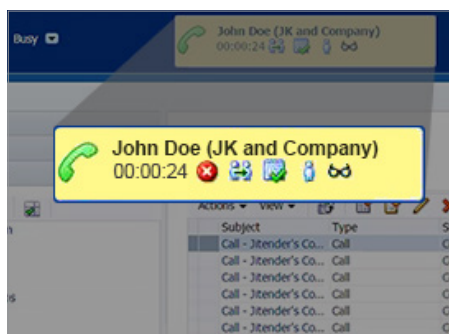


2. Select RingCentral as the Connector.

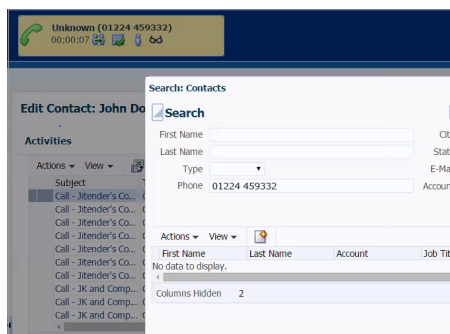


3. Wait for the Connector status to change to Available.

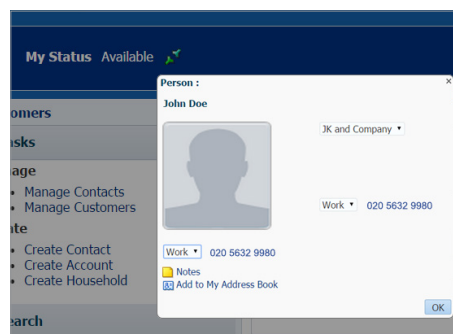
Call handling



Calls from contacts
Caller ID and profile displays on the screen.



Calls from new contacts
Open the new contacts form and fill out the details.



Making outbound calls
Pull up the contact and click on any phone number shown on the screen to start the call.

Requirements

The app is available to all RingCentral Office Premium and Enterprise customers.

- You must have an Oracle Sales Cloud account and a RingCentral account.
- Supported operating systems: Windows® XP or later, or Mac OS X® Mountain Lion or later.
- Supported browsers: Chrome™ 30 and above, Firefox® 25 and above, Safari® 6.0.5 and above, and Internet Explorer® 10 and above.