

RingCentral for Desk



Empower your agents to provide memorable customer experiences by seamlessly integrating your RingCentral phone system with your Desk.com account.

With RingCentral for Desk, you can make and take customer calls directly from your Desk.com account with just a single click and get immediate access to the right customer records as soon as the call connects.

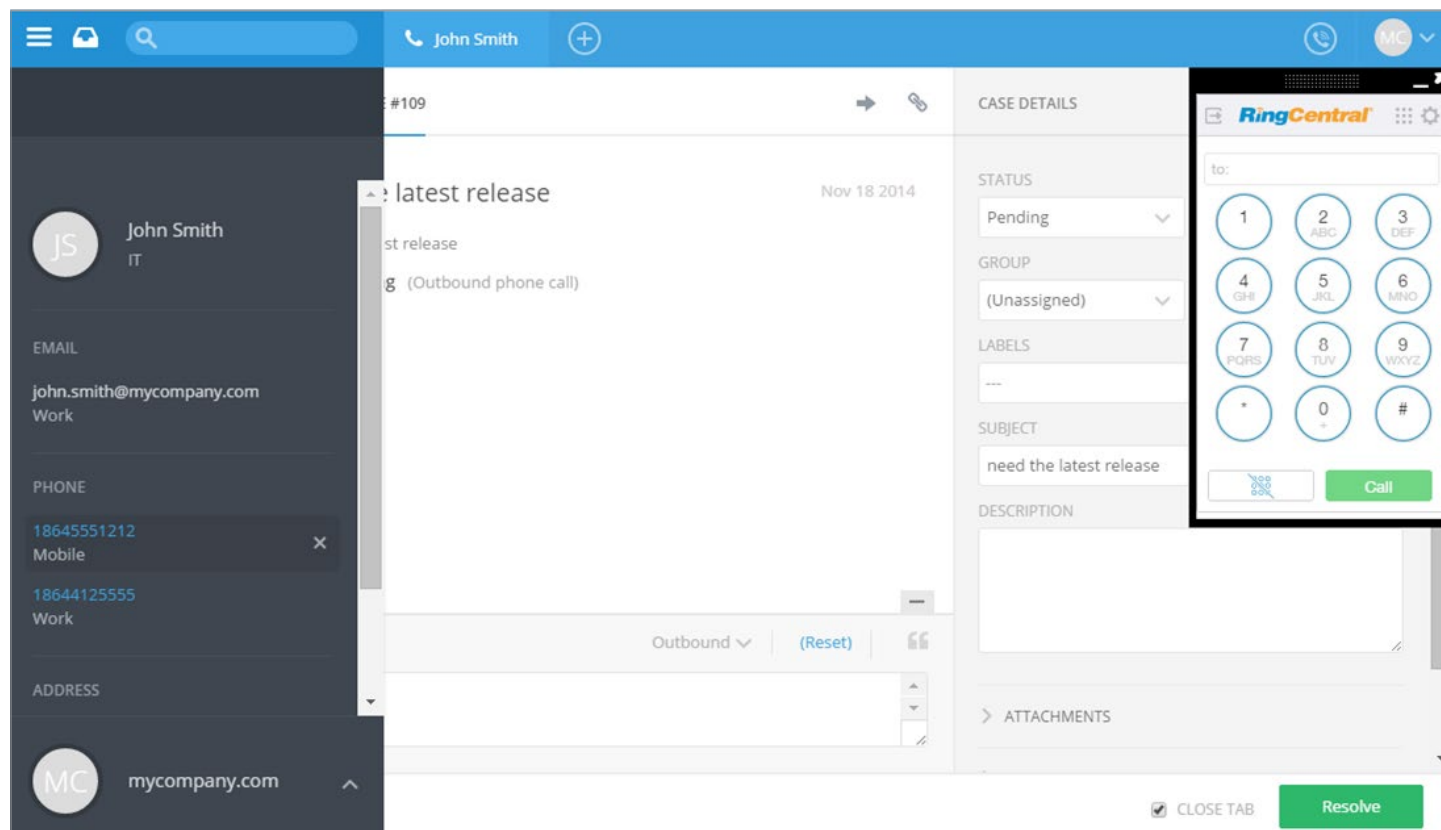
Features and benefits

- Call through your RingCentral phone system while in your Desk.com cases.
- No software to install for agents. You can work from your favorite browser on Windows® or Mac®, anytime and anywhere.
- Click to dial customer phone numbers shown on the screen to speed up agent response times and eliminate misdials.
- Existing Desk.com customer records are instantly matched to incoming calls and displayed on the screen so agents are prepared to provide insightful customer service right away.
- New cases are automatically created as soon as the incoming call is answered, optimizing service efficiency and freeing agents to give the customer their full attention.
- Agents can take notes directly in the customer record while on the phone to effortlessly gather important customer details.

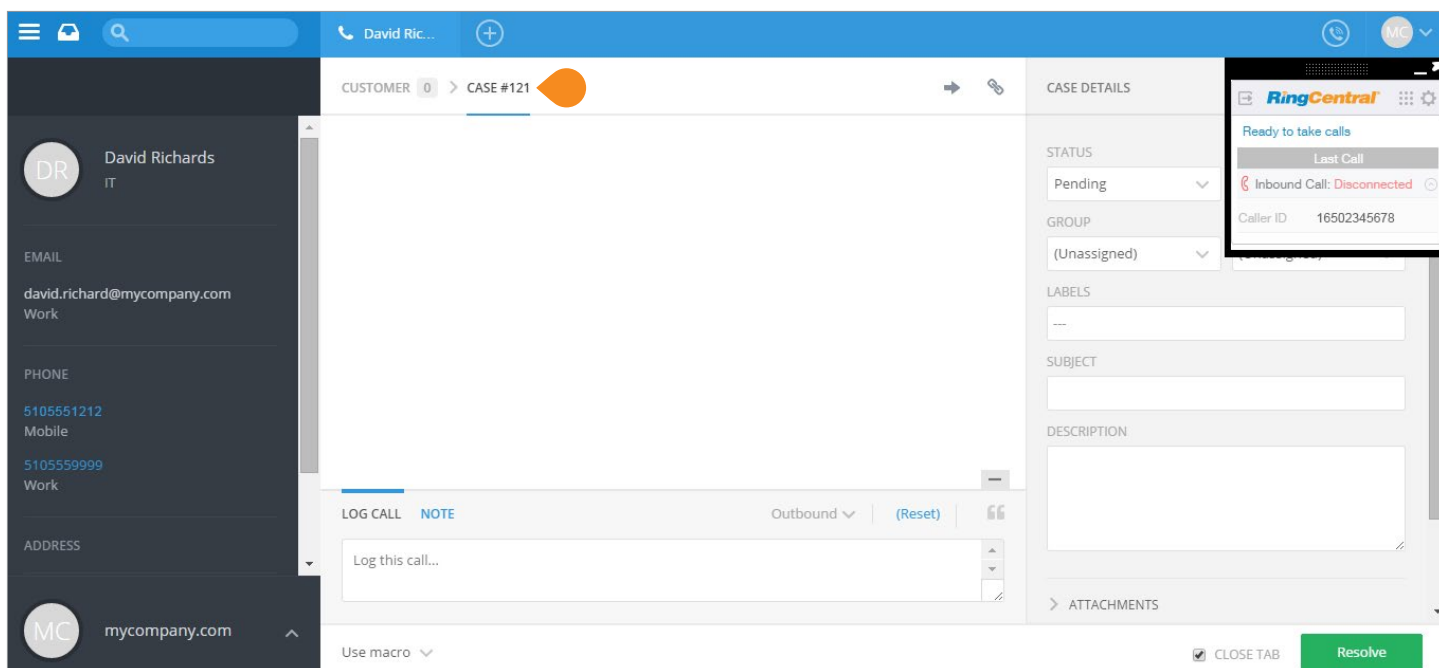
How it works

When RingCentral for Desk is activated by your company administrator, the app appears in your Desk.com account. Whenever you select a Desk.com customer record, RingCentral for Desk automatically displays the appropriate phone number on the screen. All you need to do is click the phone number and the app will use RingCentral RingOut® to connect your call, saving you time and eliminating misdials.

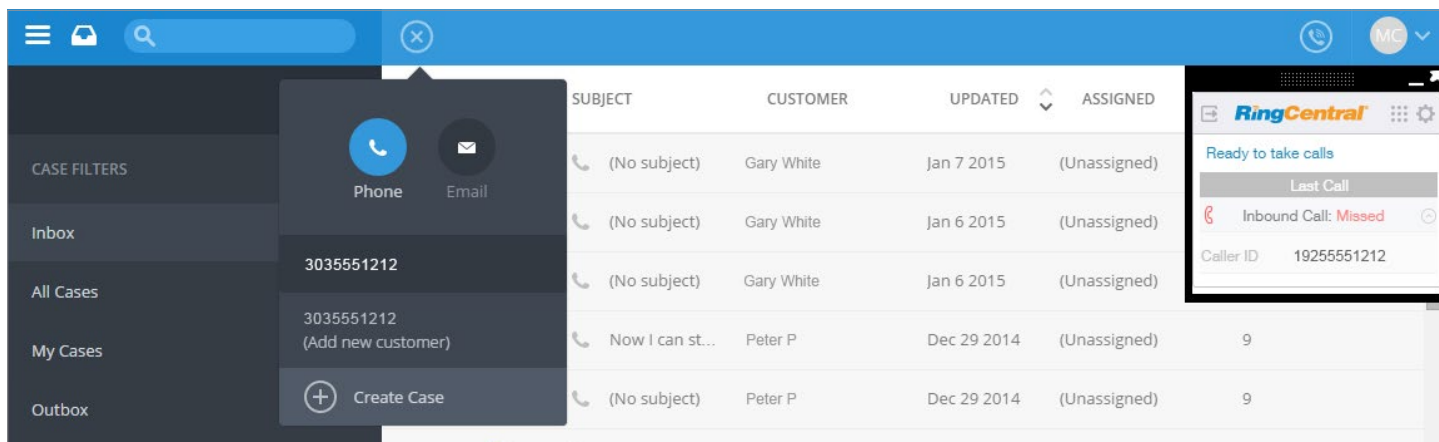
When you receive a call, RingCentral for Desk will alert you to the call and instantly create a case. The app will also match any existing customer records to the caller and display the information on the screen, so you can start taking notes about your conversation right away and effortlessly record crucial customer details.



Click to dial any phone number within Desk.com.



A case is automatically created when a call arrives with a matching customer record.



A case is created automatically after a new contact is created.

System requirements

- RingCentral for Desk is available for Office Premium and Enterprise customers.
- You must have a Desk.com account, running operating systems for Windows® XP or above, or Mac OS X® Mountain Lion or above.
- Supported browsers: Chrome™ 30 and above, Firefox® 25 and above, Safari® 6.0.5 and above, and Internet Explorer® 11 and above.