

RingCentral for Salesforce Service Cloud®



As a RingCentral for Salesforce user, you are able to use Service cloud to provide the best customer support possible, integrate your telephony to reside where your agents work so they can access the right information at the right time. With RingCentral for Salesforce Service Cloud, your organization can enhance the customer service experience by giving agents the tools and data needed to more effectively answer questions and escalate inquiries. The result? Faster, easy to use, and a more personalized interaction with customers.



available on
AppExchange

⚡ LIGHTNING READY

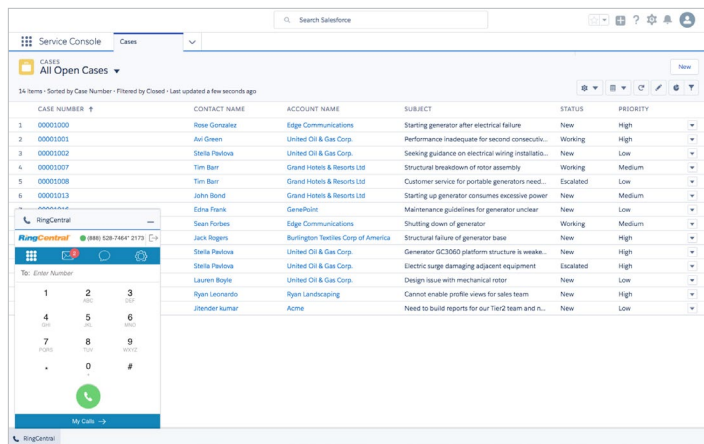
Features and benefits

- Make and receive customer calls directly from your Service Cloud account with a single click and get immediate access to the right customer records as soon as the call connects.
- Match customer records instantly with incoming calls and see the information displayed on-screen so agents can be better prepared to provide insightful customer service.
- Gather important caller details by allowing agents to take notes directly in the customer record while on the phone.
- Save real-time call logs to corresponding Service Cloud records to track and measure the metrics and KPIs with accurate call duration.
- Customize your dashboard with the most relevant information for your business, and easily detect performance inconsistencies.
- Place calls using the RingCentral mobile app by clicking any number in the Salesforce¹ mobile app.

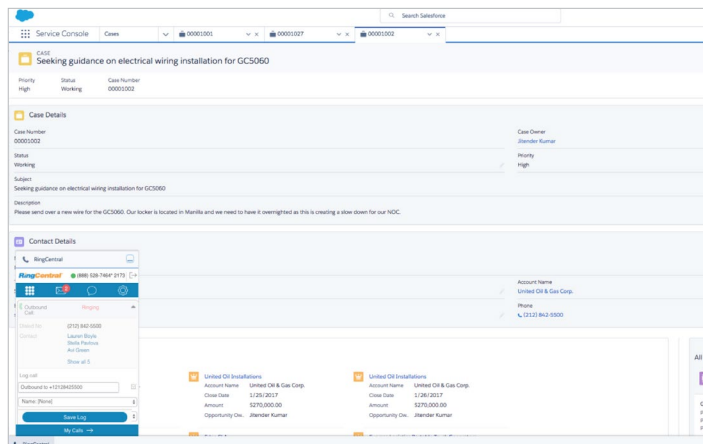
* Must be a Salesforce Service Cloud subscriber

How it works

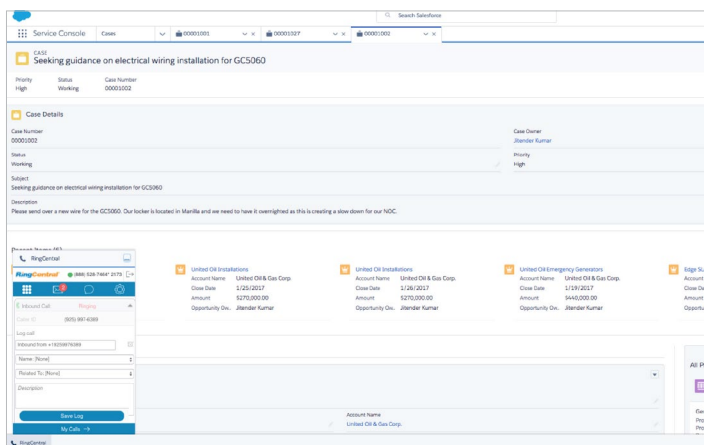
With its robust set of easy-to-deploy-and-use business tools, RingCentral for Salesforce Service Cloud helps you boost agent efficiency and increase customer satisfaction—all while maximizing your company's cloud investment.



Build out list view to easily manage open cases and call directly within the Service Cloud console.



With the Service Cloud you can click-to-dial any number in a record



Automatically log notes and calls

System Requirements

RingCentral for Salesforce Service Cloud is available for Office Premium and Enterprise customers. Salesforce supports the following browsers: IE 11+, Edge 38+, Firefox® 52+, Chrome™ 56+, and Safari® 8 and higher (classic view only). Supported on OS: Mac OS X® Mountain Lion and above and Windows® 7, 8 and above.