

RingCentral Contact Center for Salesforce®



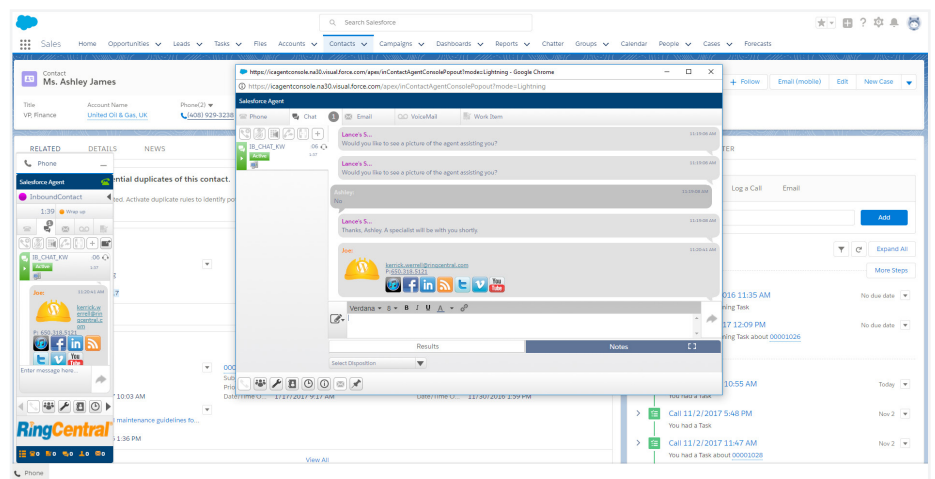
Resolve cases faster and sell more

Today's consumers demand highly personalized customer service on any communication channel. Offer anything less, and you put your business at risk. In fact, surveys show that 89% of customers will move to a competitor after a poor customer experience.*

RingCentral Contact Center integrated with Salesforce helps companies personalize the customer experience across any channel to resolve cases faster and sell more.

Intuitive interface for Salesforce Classic and Lightning

Maximize agent efficiency for Service Cloud and Sales Cloud with our intuitive desktop that fits directly into either Salesforce Lightning or Classic. With RingCentral and Salesforce together, agents have all the information they need right at their fingertips to speed up customer interactions—driving sales, saving money, and increasing customer satisfaction.



*2011 Harris Interactive Customer Experience Impact Report

Intelligent integration

Smart connection: RingCentral's smart routing can use data from Salesforce to ensure your customers get connected to the right person every time.

Data at hand: Smart screen pops take the agent straight to the best screen with the most relevant information.

Automatic logging: At the end of every interaction, automatically write needed information into Salesforce.



Happy agents, happy customers

- Customizable solution to simplify agent experiences and increase customer satisfaction.
- Provide Salesforce integrations to all customer-facing employees with integrations to all RingCentral products.
- Save agent time with automated logging to Salesforce.

Proven results

workato

500% PRODUCTIVITY
INCREASE

Workato, a workforce automation company, was able to increase the average number of calls each agent is able to take per day from 10 to 50.

 **Porch**

25% SAVINGS

Porch, a home service provider, has saved 25% in its systems costs and even more in productivity gains with its omnichannel contact center tightly integrated with Salesforce.