

RING CENTRAL INTEGRATION



RingCentral

PRICING

\$1250
One-time
setup fee

Recurring
Monthly fee

Starting*** at
\$100

Achieve more predictable and meaningful customer connections when you integrate RingCentral with improveit 360.

- **Smart Screen Pops** - Automatically displays the correct Contact record on inbound calls, giving your team valuable context, more personalized engagement, and decreased average handle time
- **Two-Way Integration** - Use an automated dialer, streamline agents work, take advantage of additional opportunities for automation*
- **Automatic Call Recording**** - Record every inbound and outbound call is recorded for better accountability and training.
- **Call Reporting** - Report on the number of dials being made each day compared to Appointments scheduled. Track performance, analyze trends, and optimize workflows.

Technical details...

- A paid RingCentral account with softphone capabilities is required.
- Your Admin User will use an Open CTI Adapter to assign Call Center Users.
- *Expand to multi-channel communications: SMS, Chat and AI with additional RingCentral features.
- **Your Admin decides which Users can access Call Recordings in RingCentral. Clicking the link opens your RingCentral account and prompts the user to login to RingCentral.
- ***Monthly Connector Fee based on usage: \$100, \$200, \$250

Open a [Support Ticket](#) today to request this integration be added to your system