

# RingCentral for ServiceNow

Enhance customer service, improve workflows, and increase help desk productivity at your organization with RingCentral for ServiceNow.

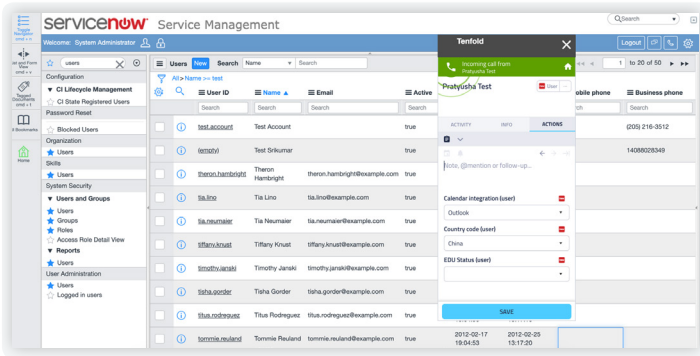


RingCentral for ServiceNow brings communication and collaboration directly into ServiceNow by enabling your agents to deliver high-quality interactions without ever leaving the application. With essential features like click-to-call, inbound screen pop, advanced call logging, and real-time analytics, agents can work more efficiently and serve more customers faster.

## Features and benefits

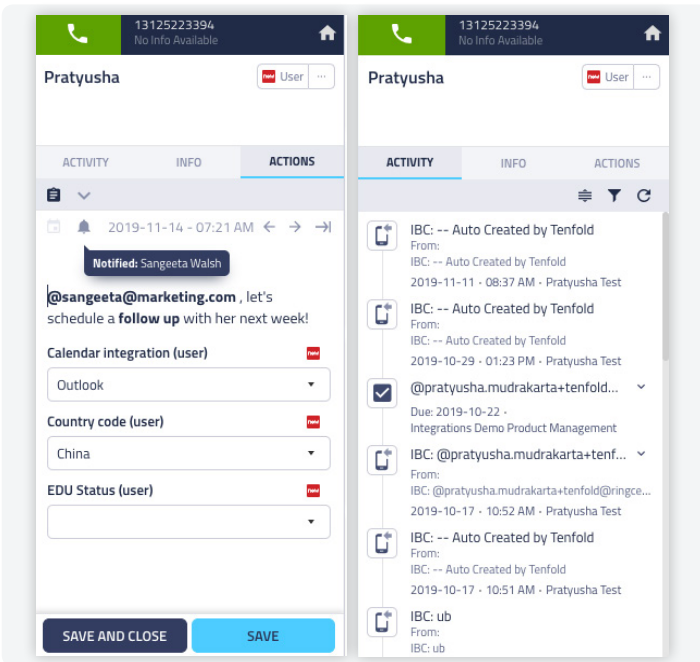
- **Click-to-call:** Place calls from within ServiceNow by clicking on any phone number, saving time and improving call efficiency.
- **Instant screen pop:** Inbound and outbound calls trigger screen pops with a 360-degree view of the opposite party so you're better equipped to have insightful conversations.
- **Real-time analytics:** Gain insights on every call. With comprehensive reports and dashboards, get a deeper view into your team's performance.
- **Advanced call logging:**
  - Capture every interaction within ServiceNow with automatic call logging so you never miss an interaction.
  - View the **Activity tab** to view every interaction associated with a contact.
  - Leverage the **Actions tab** to take notes, tag coworkers, and schedule follow-ups.
  - Assign your call as a new incident, user, contact, phone log call, task, or company.
  - Quickly search for an existing ServiceNow record or create a new record while on an active call. Once the record is found or created, click to call out or view the record's information, complete activity history, and available actions—all within the CTI.

## How it works



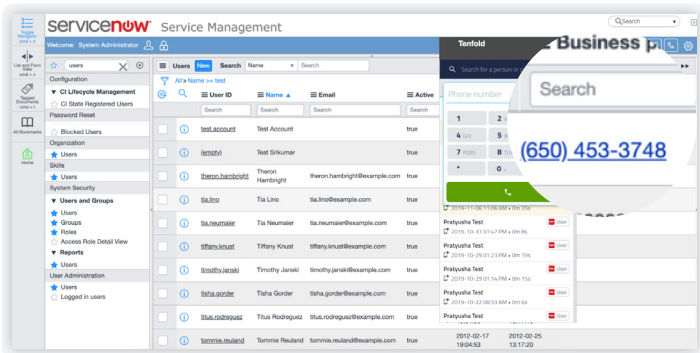
### Screen pop

Screen pops will appear with a 360-degree view of the opposite party's information and whether an inbound call is received or an outbound call is placed. With all the right information, your agents are better equipped to service customers.



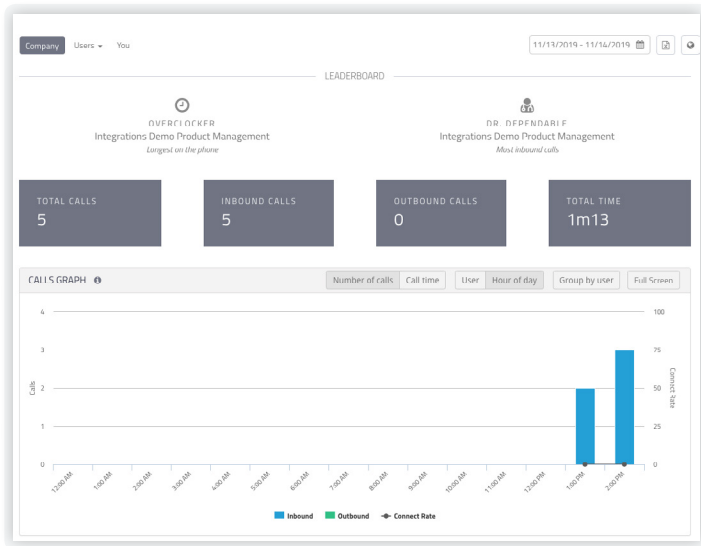
### Activity and Actions tabs

View the activity stream for quick reference into past interactions with a contact. Within the app, take notes, @mention a colleague, or create a task while on an active call or open a record in ServiceNow by clicking on the ServiceNow icon.



### Click-to-call

Quickly click on any phone number within ServiceNow or any Chrome browser tab to initiate a call using RingCentral.



## Call and performance analytics

Pinpoint areas of improvement in the Tenfold analytics portal. The Calls Graph shows a dashboard view of total inbound/outbound calls, total calls, and total call time. Group your data by user and select your time frame to drill deeper into your team's performance.

## System requirements

- Available for RingCentral Office® Premium and Ultimate users
- Must be a Windows, Linux, or Mac-based computer
- Needs the Google Chrome browser and installed OpenFrame Tenfold CTI for Windows or Mac
- Needs access granted to ServiceNow for Tenfold servers from the [whitelist](#)
- Needs administrative access to the organization's ServiceNow instance with installed [OpenFrame](#) and [CSM](#) plugins
- Must have the appropriate ServiceNow London or Madrid versions to support the amount of API calls needed
- Supported by RingCentral, powered by Tenfold

For more information, please contact a sales representative. Visit [ringcentral.com](http://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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