

Enabling the New Connected Workspace

White Paper



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How integrating multi-channel cloud business communications and applications drives innovation and productivity across the enterprise.

January 2015 marked the centennial of the first transcontinental telephone call. This landmark event spawned an era in which analog voice calls became the primary communication tool for business. But times have changed; and although the telephone is still critical for building relationships, business communications now relies on a mix of voice, mail, group chat, and more. Additionally, knowledge workers have moved beyond simple desk phones and have embraced mobile devices and softphones.

But today's businesses haven't just changed the way they communicate; they have also changed the way they work. This includes organizing workflows around business apps, such as customer relationship management (CRM), human resource management (HRM), and enterprise resource planning (ERP). In recent years, many enterprises have moved these critical systems out of the data center and into the cloud. This includes not only software as a service (SaaS) models such as Salesforce, but also homegrown business applications developed by enterprise IT departments and deployed on public, private, or hybrid clouds.

However, many businesses find themselves struggling with on-premises phone systems that carry forward the limitations of decades-old technology. The result is a huge gap between communications platforms and essential business apps, as well as the apps employees increasingly use for different modes of communications.

Seamlessly integrating communications into the new workspace

Today's knowledge workers often use multiple devices—desktops, smartphones, and tablets—to communicate in a variety of ways, including voice calls, SMS, group SMS, instant messaging, email, and chat. In addition, business apps offer additional channels of communication with customers, coworkers, and partners.

The constant chatter from all these devices and channels inundates employees. And to make matters worse, the highest-volume communication are not necessarily the most urgent.

Matching IT technology with the multi-modal way people work today requires a comprehensive enterprise business

communications platform. For example, while cloud-based apps, such as Gmail™, Microsoft Office 365™, and Salesforce® provide tremendous cost-savings, greater efficiency, and enhanced productivity, these systems have so far not been fully integrated with business communications. Communication data remains siloed from business app data, preventing management from having a unified view of the business. And with the exception of email, most modes of communication—such as voice calls, text, voicemail, fax, and online meetings—still require employees to perform tedious, error-prone manual data entry to log a conversation. The data stored in call logs is also typically isolated from other systems. So, if a sales rep uses a call, text, or web meeting to communicate with a customer, critical information gained by the rep during the conversation can easily be lost or forgotten.

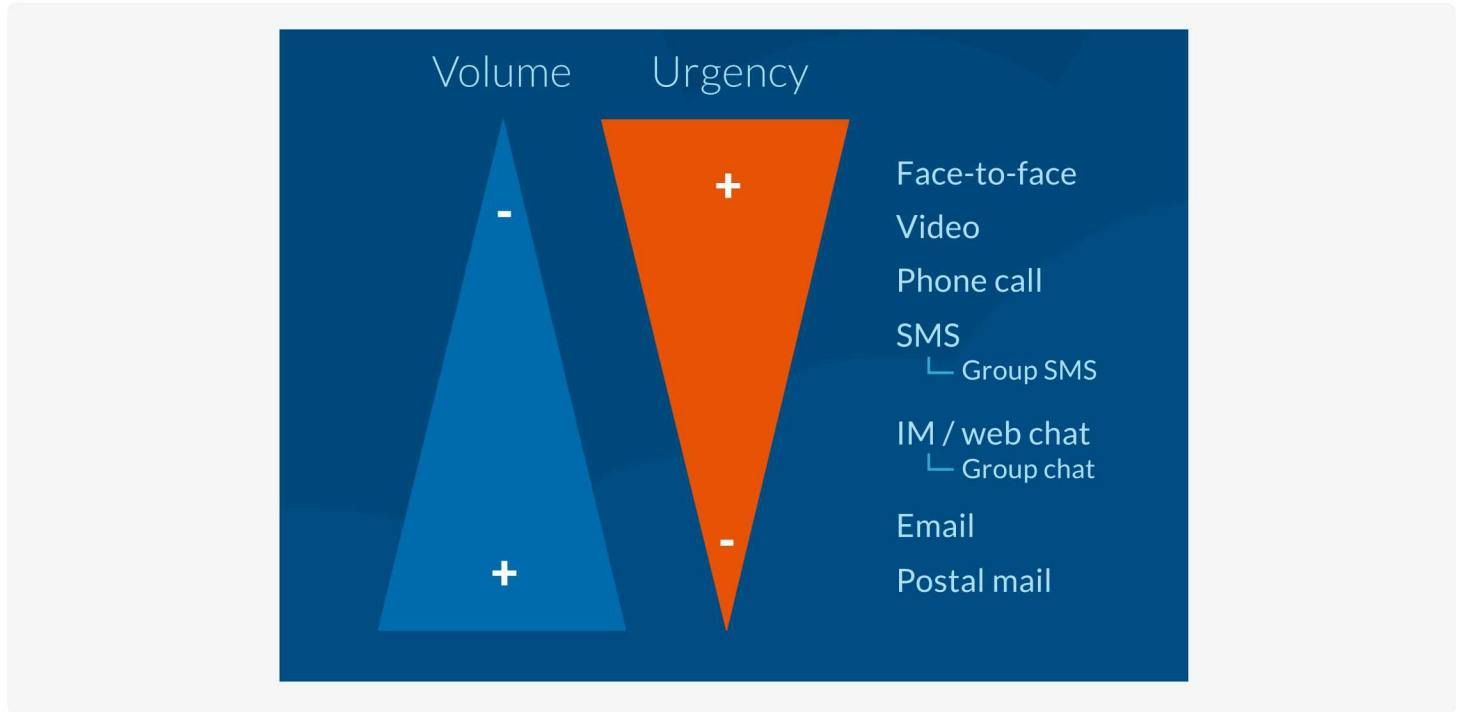
Cloud phone systems, on the other hand, grew up with mobile networks, new internet-based communications tools, and cloud business apps, making them ideally suited to today's enterprises. This paper discusses how a robust, extensible cloud communications platform—which includes cloud APIs and SDKs for developers—can enable a new era of integrations between business communications and key business processes and workflows.

communications platform. Prebuilt and custom integrations in these platforms not only give employees a workspace with everything in one view, but can also highlight the most important and urgent communications appropriately.

Previously, any company that wanted to create this type of seamless workflow between phone calls or other communication methods and their business applications discovered it was costly, complicated, and often impossible to achieve. This is primarily because of the inability of business apps to connect with closed, single-purpose phone systems. Gaps can also exist between

the various apps commonly used by companies and among the various communications tools used by their employees. The advent of truly enterprise-class cloud communications systems now

makes it possible to integrate business applications with business communications.



A cacophony of communications vies for the attention of today’s knowledge worker.

Leveraging cloud PBX for business communications

A cloud communications system overcomes many of the limitations inherent in legacy on-premises PBX systems to deliver greatly improved communications. For example, workers in one location can easily connect with colleagues in other offices using direct transfers and direct extension dialing. Once employees leave a location, calls automatically follow them wherever they go.

Plus they can access voicemail, fax, conferencing, and all other company communications functions as seamlessly as if they were at the office.

A comprehensive cloud communications platform also delivers a range of new features and capabilities—such as a rich collaboration space that includes everything from online meetings to group chat.

Beyond email: group productivity with rich collaborations

As enterprise communications has evolved, the need for rich collaboration among teams, groups, and departments has become an essential capability. Collaboration tools such as audio and video conferencing, web meetings, chat, and SMS on desktop devices or smartphones allow employees to share their ideas, improve office productivity and efficiency, and allow groups to work together more cohesively.

worker’s daily routine as voice calls. Until recently, text-based communications were not supported by enterprise IT departments and were not widely adopted in industries with major concerns regarding data security and compliance. The cloud changes how text-based communications can be supported. Enterprise-grade chat clients and support for SMS are now widely available on desktop and mobile devices. History logs as well as IT administration capabilities give control back to the CIO and help ensure security and compliance.

Empowered chat

As employees bring new forms of communication into the workplace, chat and SMS have become as much a part of a

A variety of chat integrations can empower teams with richer collaboration. For example, advanced features and integrations

between the phone system and instant messaging make it easy to escalate a group IM to a conference call.

The integration of empowered group chat into the phone system can help users increase productivity with direct access to features such as file sharing, tasks, notes, image annotations, video conferencing, and screen-share technology. Team members also have the ability to assign tasks and integrate group meetings with the calendar.

Users can also leverage team messaging to import files into the RingCentral app from Box, Dropbox, etc. This includes the ability to manage file sharing and storage that is relevant to the group collaboration.

Audio conferencing and online meetings

Audio conferencing integrated into a cloud phone system allows employees to connect with colleagues from a single conference bridge. Conference calling also enables mobile and remote workers to easily and cost-effectively work from any location and collaborate as if they were in the office. Online meetings give staff members the flexibility they need to share and work together at any time and from any location. Employees can deliver presentations from a computer, tablet, or smartphone. They can share their screens, web pages, and files from their devices or cloud storage accounts to add context and collaborate more effectively.



The RingCentral Connect Platform™ goes beyond delivering core business communications. It offers the complete unified communications (UC) capabilities and management required by enterprise customers—from integration with cloud apps, a secure mobile app, plus the ability to set call-handling rules across groups and departments. As enterprises rapidly adopt cloud communications and move away from closed, outmoded on-premises PBX systems, the future of business communications is being realized.

The trusted enterprise cloud platform

The RingCentral platform provides best-in-class cloud communications designed to serve today's modern businesses. It delivers a completely integrated cloud communications solution that includes voice, SMS, fax, collaboration, and other powerful capabilities—with enterprise-grade security and carrier-grade

reliability. This platform, based on a decade of R&D and used by more than 350,000 businesses worldwide, also provides significant advantages. These include the ability to scale the phone system and manage it remotely without the need for staff with PBX experience at each business location.

Prebuilt integrations for the most popular business apps

The platform includes prebuilt solutions that integrate RingCentral with popular cloud services such as: Microsoft, Google G Suite, Salesforce, Zendesk, Box, and more.

Figure 1 demonstrates how RingCentral seamlessly integrates with Office 365. RingCentral for Office 365 users can access a dialer, audio conferencing, Business SMS, and virtually the entire RingCentral Office feature set from within the email interface. Employees can make and receive calls and have text conversations

on their mobile devices creating a natural, intuitive workflow.

Sales teams using Salesforce Sales Cloud can make and receive calls, use Business SMS and initiate a conference call without leaving their familiar work environment. Incoming callers are instantly matched to existing contact records, which are automatically displayed. The sales rep can also take notes while on a call and can choose to save those to a customer's CRM record.

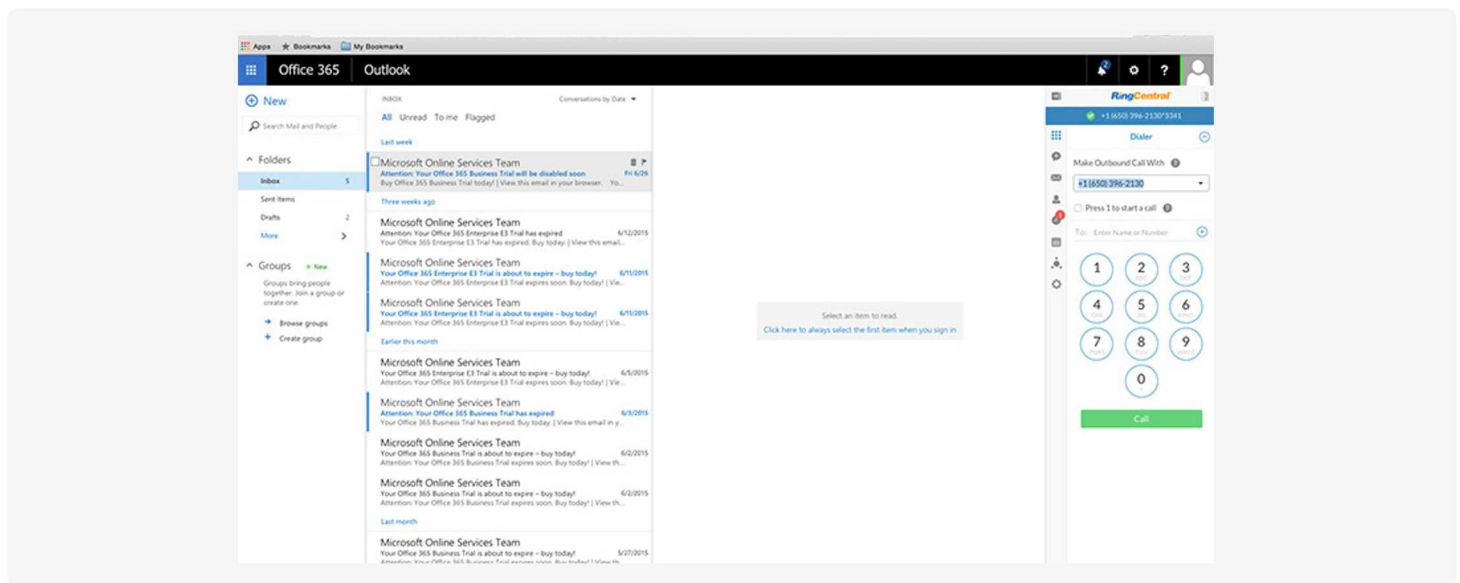


Figure 1: Office 365 integration with RingCentral

The first open, self-service cloud communications platform

The allows businesses to easily integrate robust communications capabilities into key enterprise applications. It offers a family of cloud APIs with a comprehensive SDK that integrates voice, SMS, and fax communications within important business processes. More information is available at developer.ringcentral.com.

With the RingCentral Connect Platform, developers, customers, and ISVs can now access the power of multi-modal, real-time communications supported by extensive business logic and customer data management and reporting. This makes it easy

for developers to not only enable their applications to send and receive calls and texts, but also to deeply embed communications functionality into the workflow of critical business applications.

For example, the RingCentral Connect Platform provides an SDK, tutorials, and developer support to create robust CTI integrations that seamlessly connect the RingCentral platform with Zoho, Salesforce, and other leading CRMs.

The RingCentral Connect Platform also enables IT teams to create customized services that automate workflows, drive efficiency,

and improve customer satisfaction. For example, an organization could connect its CRM and dispatch software with the RingCentral

platform. This custom integration would then make it possible to dispatch service personnel via SMS while also notifying customers.

A future-proofed business communications system

Now, companies can bridge the gap between disparate business systems or between systems and users by integrating this self-service cloud communications offering with any application. In addition, customers and ISV partners can easily create differentiated product offerings by incorporating next-generation communications features.

For enterprise IT departments looking to drive competitiveness through technology, the RingCentral platform offers an open path to staying competitive today and in the future.

What developers do with the power and capabilities of the RingCentral platform is limited only by their imaginations. For example:

- A taxi or limousine service that uses RingCentral Office for voice dispatch could add automated SMS confirmations (for example, “Your car will arrive in two minutes”) to its custom dispatch software. Or, if a customer needed to meet a limo driver at the airport, the phone system could automatically send a photo of the driver by text or email.

- An online electronics retailer could improve both sales and customer satisfaction by integrating a custom CRM system with real-time access to information. For example, a pop-up note based on the incoming caller ID could provide information about the customer’s prior orders and help the associate provide the caller with relevant information.
- A medical office could integrate its back-end appointment system with patient contact information and automatically send appointment reminders via text message, and patients could reply to confirm or request a change.
- An independent developer could create an integration that enables shoppers to connect with product reviewers. Reviewers wouldn’t even need to be online. They could receive questions via SMS, and their responses could post to the retailer’s website in real time.

Insights from communications metadata in the era of big data

Day-to-day business communications generate an invaluable stream of metadata. However, most of that data remains siloed, unstructured, or unavailable. For example, account managers often use mobile phones to continue working when they leave the office. But because many businesses rely on legacy, on-premises PBX systems, the records of those customer calls can easily be lost. With big data and the ability to derive valuable insights from analyzing that data, this lack of integration with a robust platform results in lost opportunities.

Metrics such as conversion, engagement, and utilization rates are

not just important in web-enabled applications but also in real-time communications. IT managers, ISVs, and system integrators understand that these stats can drive intelligent decision making. The RingCentral platform captures and stores a wealth of valuable data about your company's or your customers' communication behaviors, as well as levels of engagement, utilization, and success. This data even includes the steps that were taken before and after the engagement and which endpoints (desktop, web, mobile, etc.) were used. With RingCentral, application integrations can be easily customized to measure these business analytics and create reports or real-time dashboards.

Summary

Many knowledge workers today live in business apps such as Microsoft Office 365, Google G Suite, and Salesforce. They also rely on multiple communication apps—on multiple devices—to stay in touch with customers and collaborate with teams. These workers also expect their own devices and apps to integrate smoothly into the company phone system and enterprise business systems. All the while, IT must ensure reliability and security.

It takes a comprehensive enterprise-grade communications platform to satisfy these business needs. RingCentral provides an industry-leading UCaaS platform that offers a full suite of

communications tools that are essential for today's workers. More importantly, RingCentral integrates these tools with many of the most popular cloud apps, giving management a better view into the business and workers a better, more collaborative work environment. A robust developer's platform also makes it easy for IT teams to create custom integrations and unique new service offerings.

The RingCentral platform is the leading choice to equip your workforce for the challenges of both today and tomorrow.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. 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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