RingCentral for Microsoft Teams

RingCentral for Microsoft Teams brings robust, enterprise-grade communications and collaboration capabilities to the Microsoft Teams app. With RingCentral features right at your fingertips, users can make phone calls and schedule, start, and join meetings without leaving Teams. Access the RingCentral embedded dialer to place calls and view call history in the Teams phone tab. And with the RingCentral Bot, type a single command to post meeting details in your Teams conversations.

Features

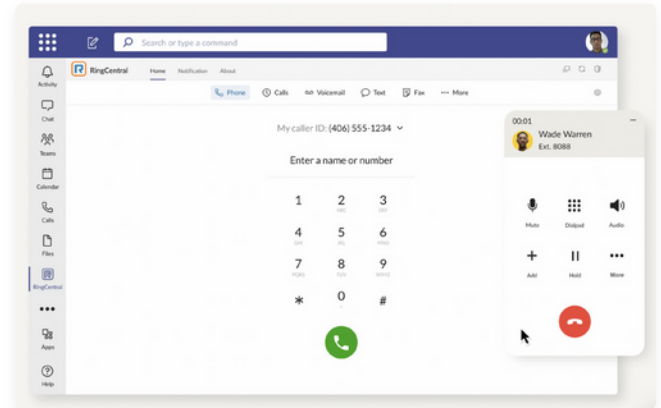RingCentral for Microsoft Teams allows users to:

- Make calls: Dial any phone number, extension, and RingCentral or Microsoft contact through the RingCentral dial pad.

- Call history: View call history including missed, received, and outbound calls and delete or call back contacts from this view.

- Contact cards: Access merged RingCentral and Microsoft Teams contacts and quickly connect via phone or email from a single view.

- Voicemails: Simplify your workflows with quick shortcuts to voicemail messages.
- Send faxes and SMS messages: Make Microsoft Teams a comprehensive communications platform with integrated fax and SMS message capabilities.

- Unified contact list: Integrated contact lists from Microsoft and RingCentral make it simple to find and reach a contact.

- Bi-directional Presence sync: Help users avoid needless interruptions with automatic presence sync between Microsoft Teams and RingCentral.

- Enhanced user experience: A modern and simplified user experience offers customization and personalized phone settings within Microsoft Teams.

- Heads-up display: View colleagues' real-time availability and manage multiple incoming calls within Microsoft Teams.

- Analytics: RingCentral's analytics empower you to build reports from templates, customize them for your needs, and share them with anyone.

How it works

Get started with the Microsoft Teams integration by navigating to the RingCentral App Gallery or directly within your Microsoft Teams app store. And follow the steps in the admin and user guides to get started.
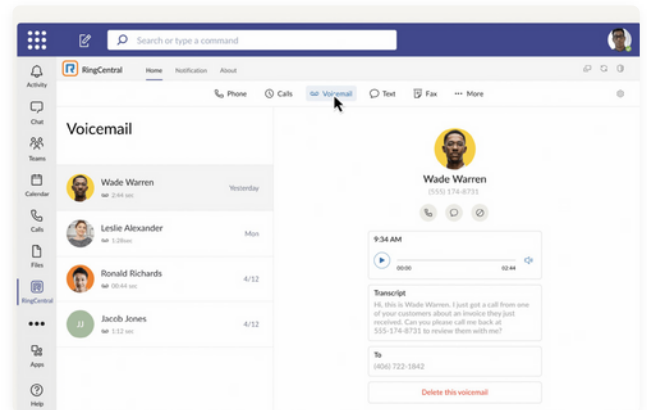
Place calls with the RingCentral embedded dialer

Simply click on the native RingCentral icon in your Teams left-hand navigation bar to open RingCentral. Select the phone tab to use the embedded dialer to make calls to specific phone numbers, contacts, or extensions and view your call history. RingCentral matches your RingCentral and Microsoft Teams contacts and extensions so you can quickly make calls without having to look up their number. You can also type in a specific phone number to make outbound calls without having to switch windows.
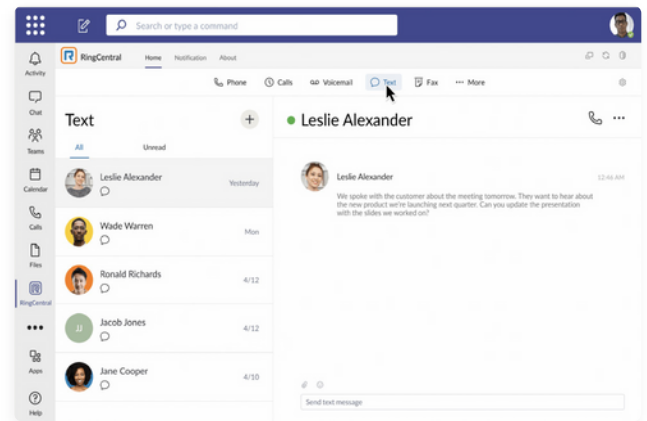

Check your voicemails within Microsoft Teams without having to switch into the RingCentral app

Playback voicemails, call back a number, and delete voicemails without disrupting your workflows in Microsoft Teams.
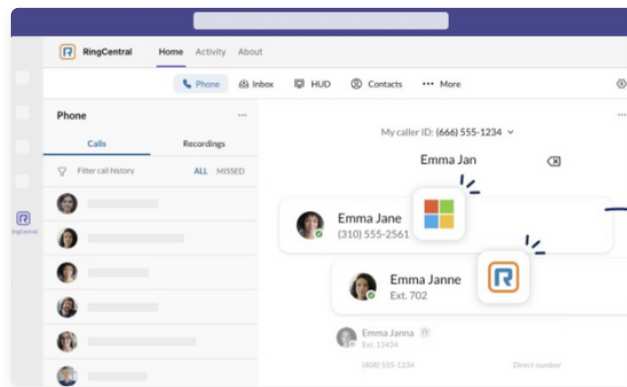

Elevate Teams into a complete communications platform with integrated SMS and Fax

Send and receive messages, fax important documents, and transform MS Teams into a communications hub.

Unify contacts across RingCentral and Microsoft Discovery

Quickly search and manage both RingCentral and Microsoft contacts from a single list within Teams desktop, web, and mobile.

System requirements

- Supports Teams desktop, web, and mobile apps.

- Available for all RingEX subscriptions.

- An active Microsoft 365 account is required.

- Windows 7 and above or Mac OS X 10.10 (or later) is required.

RingCentral

RingCentral is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. Visit ringcentral.com to learn more.

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1159494206 07/23