

Introduction

About RingCentral Webinar for Marketo

The RingCentral Webinar for Marketo provides seamless integration between Marketo and your RingCentral Webinar for easier lead management as registration, attendee, and other webinar data are synced to Marketo.

It is recommended to read the below Admin and User Guides before beginning to use the integration and to follow the prerequisites stated there.

[Admin Guide](#)

[User Guide](#)

1. Why am I not able to view my program in the Marketo Program dropdown?

The programs with the type “event” and channel “webinar” will be listed in the dropdown.

2. What kind of webinars are eligible to create a mapping?

The webinar should be registration enabled at the RingCentral Webinar Host Portal.

3. If I make any change or correction to my Marketo campaigns or custom objects why don't I see it on the Create Mapping Page?

To see the latest changes done in your Marketo account, you will need to refresh the Create Mapping Page.

4. What are the guidelines to capture registrations from RingCentral?

Make sure that you add registration page questions only at RingCentral & don't create any registration form at Marketo.

5. What are the guidelines to capture registrations from Marketo?

Make sure that you don't add registration page questions at RingCentral & create the registration form with questions only at Marketo.

6. Where can I find the attendee join time & leave time fields in Marketo?

The attendee join time and leave time fields will be saved in the program member custom fields “RC Webinar Join Time” & “RC Webinar Leave Time”

7. I see errors in the Custom object section and I am unable to proceed with mapping creation.

Please make sure that you follow the instructions given in the Custom Object & Custom Fields in the Help Document & then proceed to create mapping.

8. What does Partial Failure mean in sync status?

If you see a partial failure icon in your mapping details, it means that some of the data could not be synced & you may contact support for further assistance.

9. Will I be notified when the sync is successful or failed?

No, there will not be any notification in case of a successful or failure sync. You can check the sync status from the mapping details screen after a webinar is over.

10. If my account gets deactivated will I lose all my Integration data?

If your account gets deactivated, we will keep your data for 30 days but you won't be able to access it. Also, any inprogress data sync will stop. If your account activates within 30 days you will be able to view the data.

11. Is it necessary to test the configuration from the Manage Configuration page after I do the one-time configuration?

No, it's not a requirement to test the configuration from the Manage Configuration page. RingCentral will test the configuration and will show a success or failure status. The admin can use the test configuration feature anytime they have a requirement to see if the connection between the integration & Marketo works correctly.

12. Where can I find the registration questions and answers in Marketo which I added to the RingCentral registration page?

RingCentral will send the standard registration questions' answers to the Marketo standard lead fields. And the custom registration questions' answers to the mapped custom field of the custom object in a JSON format. For any standard

RingCentral field which doesn't exist as a standard lead field in Marketo, that will be sent to the custom field.

13. How can I do any changes to an existing mapping?

You can't edit an existing mapping. But you can delete a mapping and create a new mapping.

14. Is there a limit on the number of mappings?

Yes, a user can have 20 active mappings at a time. If the user wants to create more than that then either one of the mappings has to be deleted or wait till one of the mapped webinars gets over. The number of past webinars mapping doesn't make a difference in this count.