# Context

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Introduction

About RingCentral for Microsoft Dynamics 365 v2

RingCentral for Microsoft Dynamics 365 v2 provides seamless integration between Dynamics 365 and your RingCentral services to enable improved customer retention, greater agent productivity, and advanced business processes.

RingCentral for Microsoft Dynamics 365 v2 was built on the Channel Integration Framework (CIF v1.0) on Microsoft Dynamics 365, so it provides seamless interaction between Dynamics and RingCentral.

Requirements

Software

- RingCentral for Dynamics
- RingCentral Desktop phone
- Browser
  - Google Chrome (Recommended, version 69 or later)
  - Or Microsoft Edge

Permission

- To install RingCentral for Dynamics, the Dynamics admin’s permission is required.
- To use RingCentral for Dynamics, RingCentral Office editions Premium and above is required.

Key Features

- Make calls
- Send SMS
- View call history
- Active Call controls
- Enhanced call handling
- Create call logs (new)
- Get multiple call matches
- Access business texts, fax, and voicemails in one view.
- SMS content logging (new)
- Customizable settings

About this Guide

This guide is specifically designed for end-users of RingCentral for Dynamics v2.0 and later versions. This guide is not intended for system/network administrators and does not provide any information on how to set up the application on user desktops or how to configure the Dynamics instance to be able to use this application. This user guide will show you how to use this application and provide known issues/limitations of the application as well as some basic troubleshooting questions and answers.
Before Getting Started

Preparation

For an optimal user experience, ensure that:

1. The browser you are using is updated to the latest version.
2. RingCentral for Dynamics 365 is successfully installed and configured.¹
3. Login to Dynamics 365 through the browser; the App will work only when the user is logged in to Dynamics 365.
4. Login to RingCentral for Dynamics through Dynamics 365.
5. Your browser must have its pop-up blocker disabled for the Dynamics 365 site.
6. RingCentral Desktop is installed.
7. Login to RingCentral Desktop app with the same account as your RingCentral for Dynamics 365 account.

Reference Resource

- Admin Guide for installation and configuration
- RingCentral for Dynamics Community
- RingCentral for Dynamics in RingCentral App Gallery
- RingCentral Phone Desktop in RingCentral App Gallery
- Helpdesk

¹ Install and configure as described in the admin guide.
Important Notice

Microsoft recently introduced a native sidebar with latest update to CIF v1.0. With a native sidebar introduced, the RC app will be impacted, including:
- An extra sidebar shows in the app
- When RC app folded, the native sidebar covers the navigation bar. Please click on the arrow on the top to expand the RC application.

RC is communicating with MS on this issue. If any new updates from MS, RC will continually strive to provide the best experience.
Login

When your RingCentral for Dynamics 365 is successfully installed and configured, it will appear as a sidebar on the right-hand side of any enabled Unified Interface apps.

Clicking any part of the sidebar shows the Sign In button. Use your RingCentral account to log in.
Note that the Sign In page appears in a popup window, so confirm that your permission settings allow popups to display.

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2 Install and configure as described in the Admin Guide.
Overview

Main Pages

Logging in provides access to Dialer, History, Message, and Settings.
Core Flow - Log Active Calls

1. When receiving a call, the Call Log section pops up on all devices logged in to the same RingCentral for Dynamics account.
2. If the phone number of the active call matches any Contacts, Leads, or Accounts in Dynamics, you will be able to select the match and edit the notes.
3. Depending on your settings, the Call Log is saved to Dynamics either automatically or manually as Phone Call Activity.
4. You can update the content or visit the saved activity from RingCentral for Dynamics, or the directory in Dynamics.
**Settings Overview**

RingCentral for Dynamics provides rich setting options to help users customize the app.

- **Calling** allows users to select calling preferences, including calling from the RingCentral Phone desktop app, registered RingCentral phone, a Custom phone, or in some permission, Other phone.
- **Region** denotes the outbound call prefix.
- **Status** allows users to choose Available, Busy, Do not Disturb, and Invisible. The status syncs with your other RingCentral apps.
- **Auto log calls**, switch ON to auto log basic call information.
- **Auto log notes**, switch ON to auto save and update notes in call log.
- **Attach Recording Link**, switch ON to auto log recording link if any.
- **Auto log SMS**, switch ON to auto save or update any new SMS.
- **Log SMS content**, switch ON to log SMS content. If not switched on, only the SMS timestamp is recorded.
- **Expanding the folded app on ringing calls** allows users to decide whether to be informed within Dynamics when there is an incoming call.
- **Show matched entities in Dynamics**, switch ON to show matched entities in Dynamics on inbound calls.
- If current account has a call queue number, **Accept call queue** will also be shown in the Settings.
Dialer and Call

Before Calling

RingCentral for Dynamics allows you to place a call in CTI, and connect it with other devices, including the RingCentral Phone desktop app, your other RingCentral phones, or other custom phones. Select call options in Settings -> Calling.

There are 3 main areas in the Dialer.

1. The To: field allows you to input a phone number directly, or search a contact from Dynamics by name or number
2. Use the Dialpad to key in the call number.
3. Select the Dial button to connect your call.

You could also dial from the Dialpad. And once you click the Dial button, a call will be placed and connected following your Calling settings.
Ways to Place a Call within Dynamics

1. From **Dialer**
   The **To:** field supports searching on three types of entities in Dynamics: **Contacts, Leads** and **Accounts**.
   Enter a name of a contact for matching entries to display without needing to navigate elsewhere in Dynamics.

2. From **Call history**
   A call button can be found in the extended toolbar for each entry in the call history. Click this button to place a call to this contact.

3. From **Message**
   A call button can be found in the extended toolbar for each entry in the Message history. Click this button to place a call to this contact.

4. **Click to Dial** from Dynamics
   One efficient way to make a call is Click to Dial from Dynamics. However, fields must be configured by the Dynamics Admin to enable Click to Dial.\(^3\)
   Once configured, the supported phone field shows the customized phone call icon.
   Click this icon to place a call.

\(^3\) Configuration please refer to Admin Guide
Call Logs

One of the main benefits of using RingCentral for Dynamics is to log calls and call notes to Dynamics. RingCentral provides the most seamless way to help users succeed.

The Mapping of Call Logs to Phone Call activity

The call log section was designed to match the phone call activity in Dynamics. When a log is automatically or manually saved to Dynamics, the matched fields are filled in and saved. The “Call Recording” field is customized by RingCentral to log the Call Recording link.

<table>
<thead>
<tr>
<th>Items</th>
<th>Dynamics</th>
<th>Call log or other source</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Subject</td>
<td>Subject</td>
</tr>
<tr>
<td>2</td>
<td>Call From</td>
<td>Call from (Selectable from matched list. If it was an outbound call, will default fill in current Dynamics user)</td>
</tr>
<tr>
<td>3</td>
<td>Call To</td>
<td>Call to (Selectable from matched list. If it was an inbound call, will default fill in current Dynamics user)</td>
</tr>
<tr>
<td>4</td>
<td>Phone Number</td>
<td>The phone number of the other party on the call</td>
</tr>
<tr>
<td>5</td>
<td>Direction</td>
<td>Inbound or Outbound</td>
</tr>
<tr>
<td>6</td>
<td>Description</td>
<td>Description field for taking notes</td>
</tr>
<tr>
<td>7</td>
<td>Call Recording</td>
<td>Auto update the link after call ended</td>
</tr>
<tr>
<td>8</td>
<td>Duration</td>
<td>Auto update duration after call ended</td>
</tr>
</tbody>
</table>
Call Log

1. Close button allows you to close the current Call Log section without changing the current update.
2. The Save status button allows you to understand the current saving status of the Call Log. When the icon shows:
   a. Save, means that the log was not created or updated in Dynamics. Users are allowed to click the button and save the latest to Dynamics.
   b. ✔, means that the log was saved up to date to Dynamics. Any clicks in this status are invalid.
3. The Call Information Card helps you to understand the current status of the call. When the background color is green, the call is active. And grey means inactive.
   a. Caller Name will be the same as the one you selected in Call to field. If it was a single match number, App will just show the matched names.
   b. Caller ID, the phone number will be shown.
   c. Real time Call status will be shown after the Caller ID.
   d. Duration and Call time will also be shown in the card.
4. The main log section area was filled by fields maps to a Phone Call Activity in Dynamics.
   a. Subject was default as ‘Inbound from’ or ‘Outbound to’ a phone number or the name of a matched entity, to save user's typing effort. However users could update the subject as needed.
   b. The Call to (or Call from if inbound) field allow users to select matches if there are many. Once clicked, a matched list will be shown and users could pick from it. In this version, Accounts, Contacts and Leads are supported to be matched in this field.
   c. The Description field will automatically resize to the content. At most 10,000 characters are supported in this field.
5. While the call is active, you can find a call control panel in the Call Log section. In this version, a user can control the call without leaving Dynamics. You can Mute, Transfer, Hold, and Hang Up the call within the Call Log.

6. The Search field displays a matched list, allowing users to filter from matched results.

7. The Matched list shows all matched entities including Accounts, Contacts and Leads.

8. Dynamics allows users to change entities in Activities. Unmatched entries display in the Other field.

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**Call Notification When Taking Notes**

When a new call comes in while in note taking mode, an Active Call notification pops up. You can choose to:

- **Ignore** this call by clicking the close button.
- **Hang Up** this call, or send an inbound call to voicemail.

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- **Take log** action by selecting:
  - **Save and new**, save the current log and go to new.
  - **Discard and new**, discard the current log and go to the new one.
Swifting from Active Calls

In the case of multiple simultaneous calls which all require notes, go to the Dialer page and select the All Calls tab.

Note: The All Calls tab only appears when there are active calls, and only active calls are listed. A completed call is listed on the History page. You can choose to Hang Up the call, Transfer it, or go to the Call Log section from the call list.

Entries to Call Log

You can take notes for Active or Historical calls. The History page shows call history for the past 7 days. A Log icon with Log status (Icons 1 and 2) and a View in Dynamics icon (Icon 3) display next to the call history entry.

Green or red indicators show whether the call or note has been logged in Dynamics. Green indicates the call or note has been logged, red indicates it has not been logged (Icon 2).

The View in Dynamics icon (Icon 3) is only available when the call has been logged to Dynamics. Clicking this icon opens the Activity in Dynamics. If it has not been logged, the icon is greyed out (Icon 4).
Logging: Manual and Auto

RingCentral for Dynamics is all about Call logging. To help users increase the efficiency of call logging, Auto Log feature was introduced.
In the Settings page, Auto log calls and Auto log notes options was listed.

Manually Log

When both of these options are OFF, the app is in manually log status. The app will not log any calls to Dynamics unless user click the Save button.

Auto Log

When Auto log calls is ON, all calls are logged into Dynamics with basic call information.
Auto log notes is only available when Auto log calls is ON.
When Auto log notes is ON, all updates in call log sections are automatically saved and updated to Dynamics Phone Call Activities.
Show Matched Entities in Dynamics

Show matched entities (Contacts, Lead, Accounts) in Dynamics on inbound calls

If there is only 1 matched record, the detail will be opened automatically

Record Matching Setting

Agents can select from:
- 7 digit search (Default Setting)
- 10 digit search

"7 digit match" is a 7 digit wildcard match that gives better flexibility in addressing inconsistent area codes and international phone formatting.

"10 digit match" is a 10 digit wildcard match that gives more focused results.
Call History

The History page lists calls from the past 7 days. In this view, you can see the call Direction, Caller ID, Call date, and Duration. Additional information is available:

1. **Search bar**
   - Allow users to filter call history from current list (last 7 days) with keyword **Name** and **Phone Number**.

2. **Log button**
   - Open the call log for editing, to log, or update. A **red** marker indicates history for this call has not yet been logged to Dynamics. A **green** marker means it has been logged to Dynamics.

3. **View in Dynamic button**
   - This function is available after a call has been logged. Clicking this button opens the logged activity in Dynamics.

4. **Call button**
   - Click to call this contact using current Call setting.

5. **SMS button**
   - Click to edit and send SMS to this contact.

6. **Add Contact / View Contact button**
   - If the phone number is:
     - No match
       - Show **Add Contact** icon. Click to create a new entity.
     - Signal match or Selected in logs
       - Show **View Contact** icon. Click to view contact in Dynamics.
     - Multiple match without selection
       - Show **View Contact** icon. Click to open Search Result in Dynamics for this phone number.

**Example**

7 digit search "5*3*9*8*4*7"

+16505399847

10 digit search "6*5*0*5*3*9*9*8*4*7"
Message and SMS

RingCentral for Dynamics features additional messaging features:
- Sending SMS
- Receiving SMS
- Receiving Fax
- Receiving voice messages.

All messages are listed in the All tab. Users can filter using the Search bar with keywords for Name, Number, and SMS content.

Messages are also classified by type in Voice, Fax, and Text tab.
Sent and Receive SMS

Compose and Send SMS

1. Click the **Compose SMS** button in the **All** tab or in **Text** tab to enter the **Compose SMS** page.
2. Select the number you want to send SMS with, by clicking the "From" dropdown list.
3. Select single or multiple Dynamics contacts in "To:" field.
4. Compose SMS content and click the Send button to send the message.
5. Conversation will be created and recipient can reply to the conversation within it.
Access to SMS

- The SMS conversation remains accessible for continued discussion, or a new conversation can be started with the SMS recipient from the call history or voicemail history in the extension toolbar.

Log SMS

RingCentral for Dynamics allows users to log SMS as Activity in Dynamics by using Conversations. Logging a Conversation to Dynamics creates a Conversation Activity entry for SMS conversations during the previous 24 hours.

![Conversation between Dev Integrations and Bruce Roy]

<table>
<thead>
<tr>
<th>Conversation between Dev Integrations and Bruce Roy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Normal</strong></td>
</tr>
<tr>
<td><strong>Priority</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Start Date</strong></td>
</tr>
<tr>
<td><strong>Correspondent</strong></td>
</tr>
<tr>
<td><strong>Regarding</strong></td>
</tr>
</tbody>
</table>

Conversation details:
UTC+8 11/13/2019 14:55:07 from Bruce Roy(+16504540417) to Dev Integrations(+12097790183): Perfect Bruce. I will see you tomorrow. UTC+8 11/13/2019 14:53:06 from Dev Integrations(+12097790183) to Bruce Roy(+16504540417): thanks for inviting. I will skip the lunch tomorrow, but let's meet as the cofe next to the building around 14 PM tomorrow.
Manually log SMS

A Log button available in both conversation items and the conversation trail enables you to begin logging the conversation. If this is a new conversation, the app creates a new Activity. If this is a continuation of an existing Activity, the app updates to reflect the latest content.

Auto log SMS

If Auto log SMON in the Settings, all SMS will be saved to Activity with the matched Contact/Lead/Account, following the SMS log rules.

Log SMS content

When Log SMS Content is set to ON, the content of each message is captured, whether saved manually or automatically.

With this toggle set to OFF, only the timestamps of the SMS events will be saved to Dynamics.
Voicemail

RingCentral for Dynamics offers rich features for Voicemail. Newly received voicemails are listed in both the All tab and in the Voice tab on the Message page. Expanding the toolbar shows all available tools:

1. Play voicemail
2. Download voicemail
3. Call back
4. Sent an SMS
5. Add contact / view contact, depending on whether it is a new or existing contact in Dynamics.
6. Mark as read / unread
7. Delete voicemail

Fax

Users are able to receive faxes in RingCentral for Dynamics. When a fax is received, it is listed in the All tab and the Fax tab in the Message page. Expanding the toolbar shows all available tools:

1. View Fax
2. Download Fax
3. Add contact / View contact, depending on whether this is a new or existing contact in Dynamics.
4. Mark as read/unread
FAQ

Q: What operating systems are supported?

1. Windows 7+
2. Mac OS

Q: What browsers are supported?

1. Microsoft Edge
2. Google Chrome

For more details about the system requirements, see docs.microsoft.com.

Q: I don’t see any new tab or window opening on incoming calls.

A: When a call comes in, it rings on your softphone (or any other client with the same account), and the call log section in RC for Dynamics with matched entities will expand from the sidebar.

Q: Can I use RingCentral for Microsoft Dynamics across multiple browsers (Internet Explorer and Firefox, for example)?

You can use RingCentral for Dynamics on Microsoft Edge and Google Chrome.

Q: I can see some phone numbers in Dynamics, but the click-to-call icon is not displayed.

A: It must be a "Phone" field, and all fields you need to support C2D must be separately configured by your admin following the admin guide.

Q: What features will the new version of RC for Dynamics provide?

1. RC for Dynamics v2.0 supporting official CIF (Channel Integration Framework).
2. Active call control within CTI - Dialer and All Calls tab - (answer, hang up, mute, hold).
3. Screen pop/Create call logs: set subject, recipient, take notes, and access call controls.
4. Contact match when entering phone number in CTI dialer.
5. Call history: Create a new log on a historical call.
7. Message hub: view complete list of texts, Fax, and Voicemails from CTI.

Q: Why don’t I see RC applications when I minimize the application?

A: Microsoft recently introduced a native sidebar with the latest update to CIF v1.0. With a native sidebar introduced, the RC app will be impacted, including:

- An extra sidebar shows in the app
- When the RC app is folded, the native sidebar covers the navigation bar. Please click on the arrow on the top to expand the RC application.

RC is communicating with MS on this issue. If any new updates from MS, RC will continually strive to provide the best experience.