

RingCentral for Oracle Sales Cloud

Administrator Guide

Table of Contents

3 Introduction

3 About RingCentral for Oracle Sales Cloud

3 About This Guide

4 Setting up Oracle Sales Cloud

4 Step 1: Install RingCentral for Oracle Sales Cloud

5 Step 2: Manage Communication Connector

6 Step 3: Add a New Connector Type

7 Step 4: Enter Parameters for your Connector Type

8 Step 5: Add a RingCentral Connector to RingCentral Connector Type

9 Step 6: Specify Connector Address

10 Troubleshooting

Introduction

About RingCentral for Oracle Sales Cloud

RingCentral for Oracle Sales Cloud provides seamless integration between Oracle Sales Cloud and your RingCentral services to enable improved customer retention, greater agent productivity, and advanced business processes.

It offers these features:

- **No software to install** - works entirely in the cloud with any RingCentral device
- **Works on any computer, any browser** – Access anytime on any PC or Mac
- **Easy click-to-dial** by clicking on any phone number in Oracle Sales Cloud
- **Instant screen pop** displaying the caller's information as soon as a call arrives
- **Call dispositions** for quick call logging
- **Accurate call logs** saved to the corresponding record
- **New records** – Accounts, Contacts, Leads can be easily created while on a call

About this Guide

This guide is specifically designed for System Administrators of the Oracle Sales Cloud application. This guide is not intended for end users and does not provide any information on how to use the application or any related information. This Administrator guide will show you how to set up your Oracle Sales Cloud instance to enable your users to use RingCentral for Oracle Sales Cloud within their Oracle Sales Cloud interface.

Setting up Oracle Sales Cloud

Step 1: Install RingCentral for Oracle Sales Cloud

Installation of this application requires an administrator login to Oracle Sales Cloud.

After installation, login and click the Navigator symbol  to reveal the **Navigator** menu.

Then click **Setup and Maintenance** under **Tools**. (Figure 1)

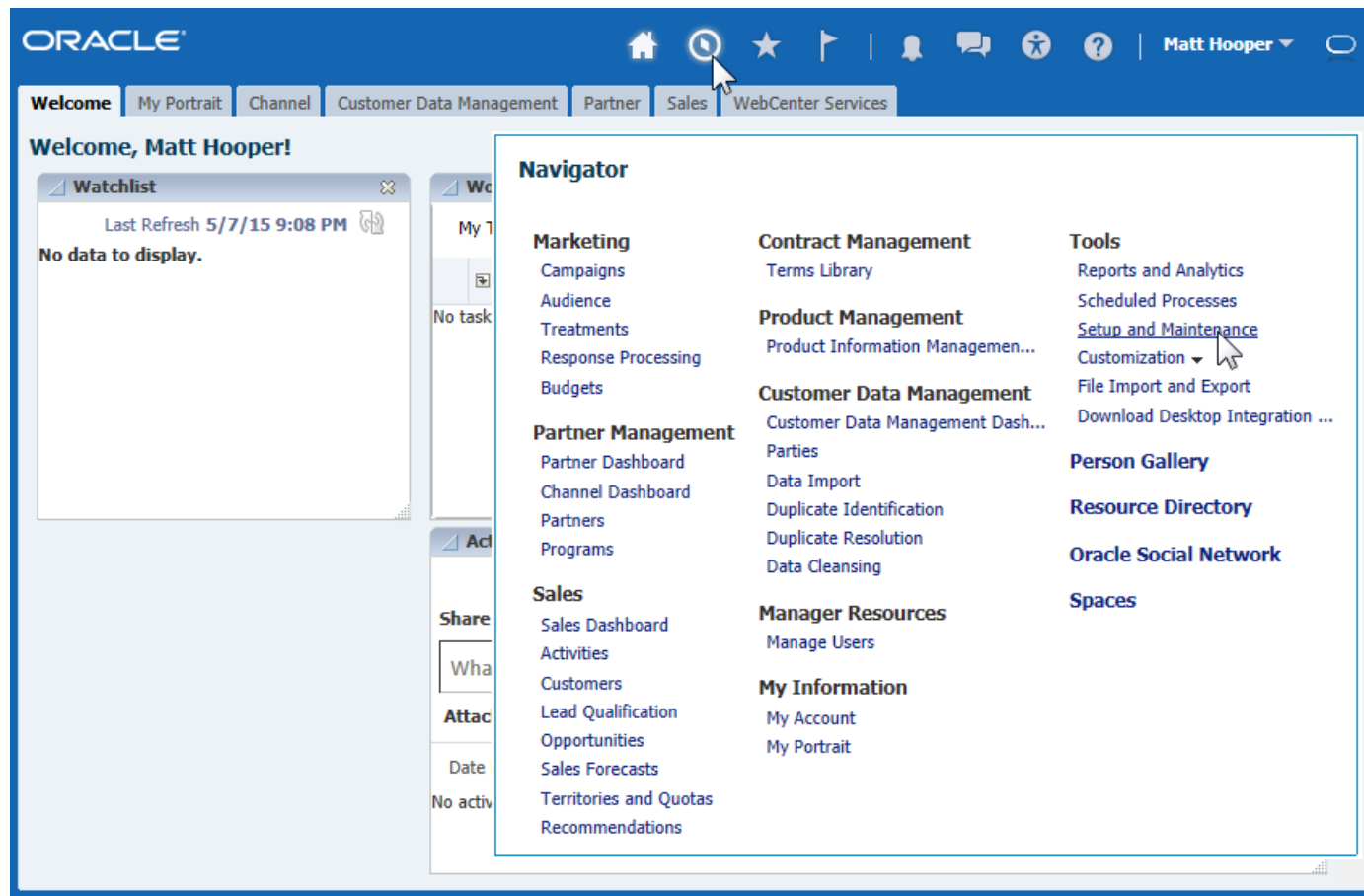


Figure 1

Step 2: Manage Communication Connector

In the search field under **Search: Tasks**, type: “Manage Communication Connector” and click the search arrow ; then click **Go to Task**. (Figure 2)

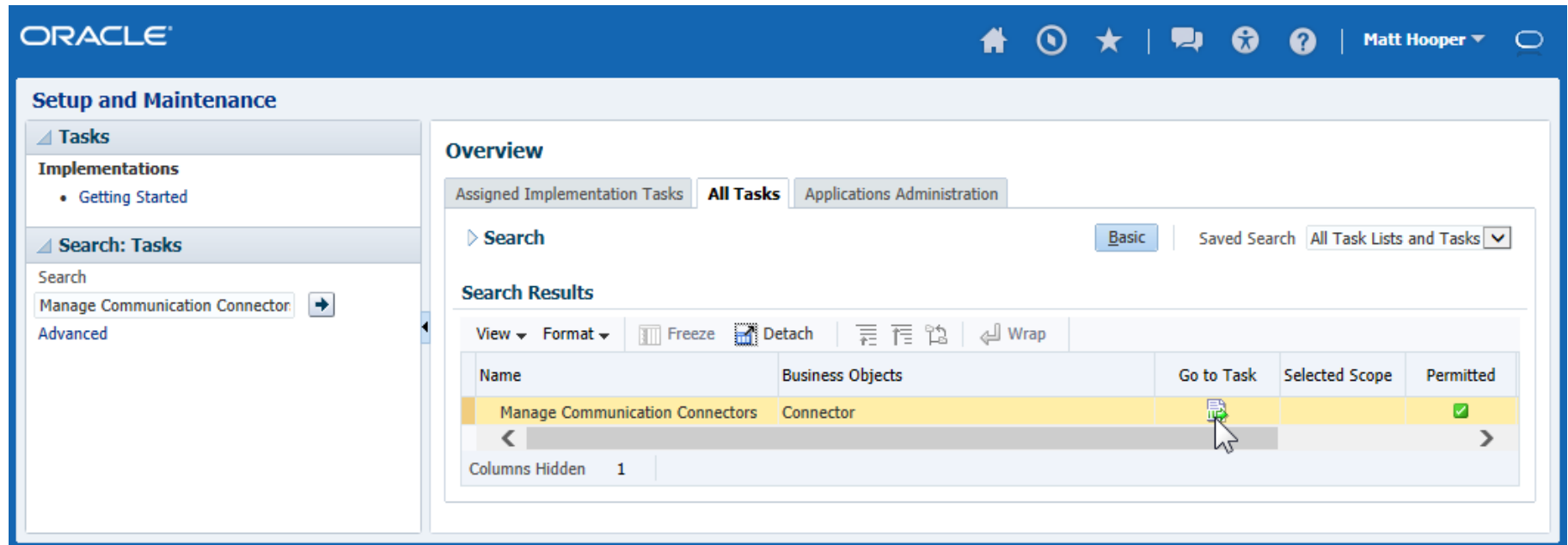


Figure 2

Step 3: Add a New Connector Type

Click the green plus icon to add a new connector type. Enter “RingCentral” in the **Connector Name** and **Type** fields. Enter “RingCentral for Oracle Sales” in the **Description** field. Click **Save**. (Figure 3)

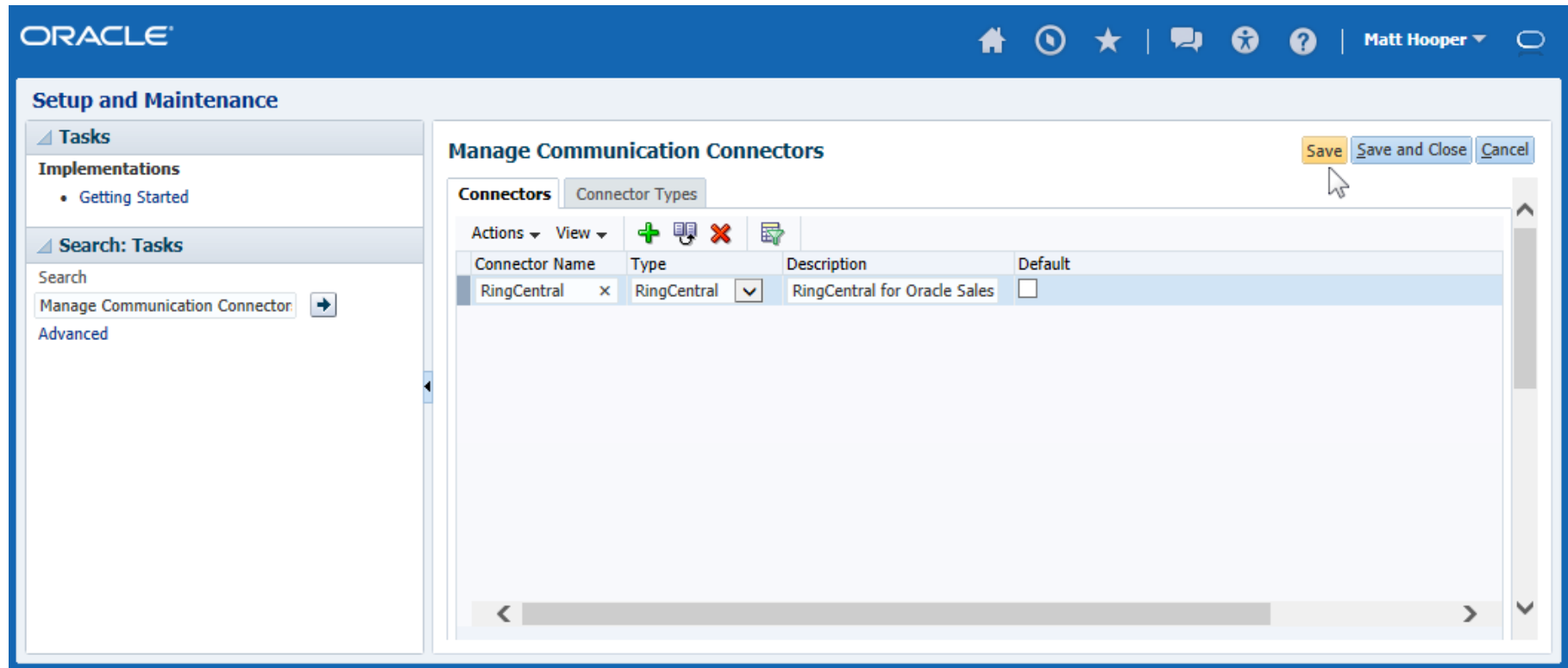


Figure 3

Step 4: Enter Parameters for your Connector Type

Enter parameters for your connector type (“RingCentral”).

You can enter default values for **Country Code**. Country code can be us or US; uk or UK; ca or CA.

Press1ToCall and **RememberMe** so that your users do not have to enter these values when they log in.

Do not enter any default value for **DirectNumber**; users will enter their own RingCentral direct number for outbound calls when they log in to RingCentral connector for Oracle Sales. Finally, click **Save**. (Figure 4)

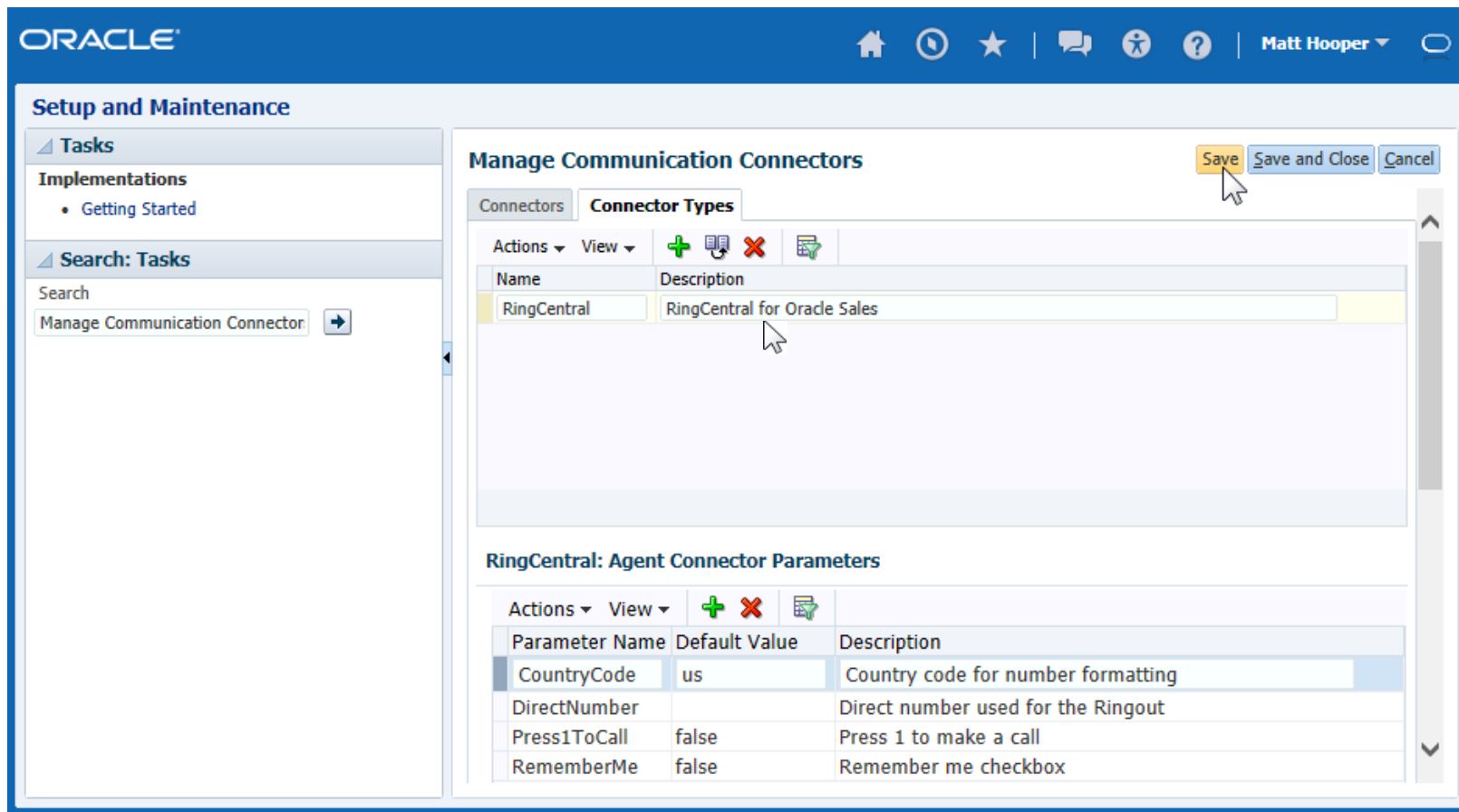


Figure 4

Step 5: Add a RingCentral Connector to RingCentral Connector Type

Go back to the **Connectors** tab and click the **+** icon to add another connector. Type "2ndRingCentral" as the name and select "RingCentral" from the **Type** drop down. Select the **Default** checkbox to make certain your RingCentral connector is selected by default for your users when they try to login to the CTI connector in their Oracle Sales account. Click **Save**. (Figure 5)

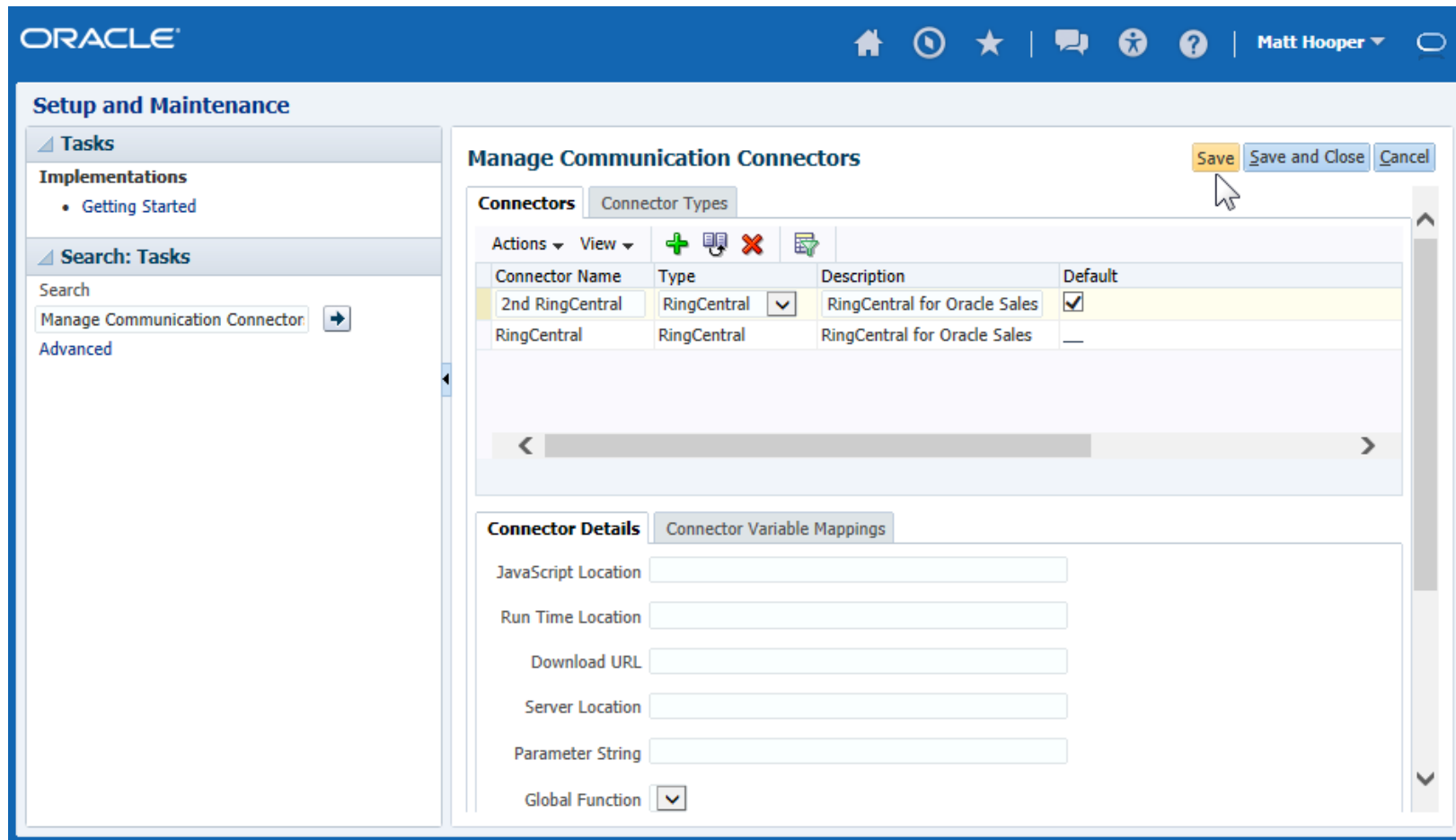


Figure 5

Step 6: Specify Connector Address

Specify the connector address as: <https://s3.amazonaws.com/ringcentraloracleconnector/connector.js>
 Click Save. You have finished the admin configuration for RingCentral for Oracle Sales. (Figure 6)

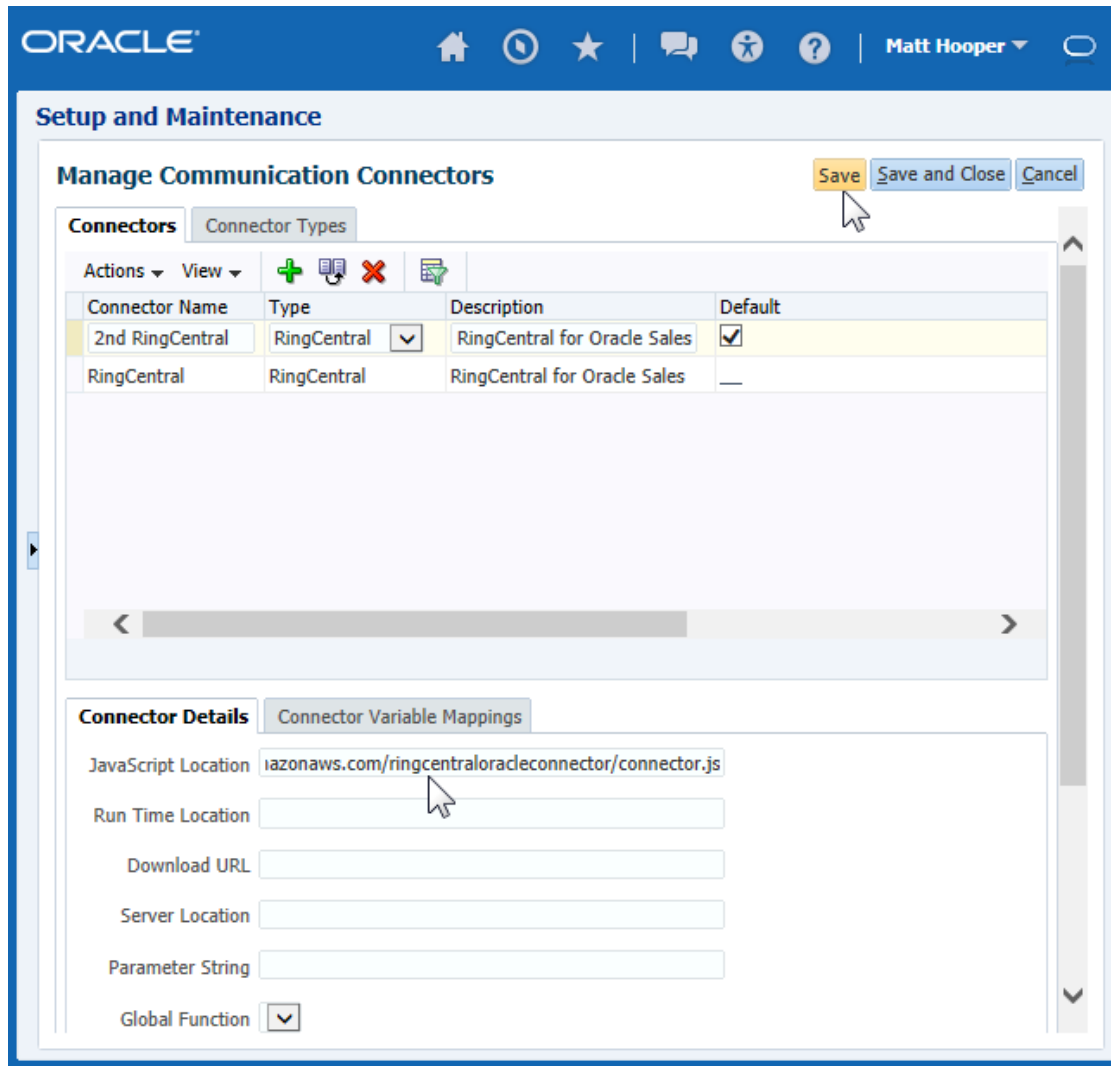


Figure 6

Troubleshooting

Q: Which browsers are supported?

A: The following browsers are supported by the RingCentral for Oracle Sales:

- Internet Explorer 11 + (Windows XP, 7, 8 or higher)
- Firefox 25 + (Windows, Mac)
- Chrome 30 + (Windows, Mac)
- Safari 6.0.5+ (Mac)