



Ring Central API Documentation

Contents

Introduction.....	2
Install Ring Central Desktop Application.....	3
Deactivate Conflicting App	3
Functional Use	4
Receive a Call	4
Make a Call.....	4

Introduction

Ring Central is a softphone service provider that allows calling from a computer. Once the RC Phone Desktop application is installed on a computer, it can be connected to Campus Café. When a call comes in, if the Campus Café user is logged in to Campus Café, logged in to Ring Central and the incoming phone number is in Campus Café, the caller's Campus Café record will automatically appear in the browser. If the user is not logged in to Campus Café, the log in screen for Campus Café will appear. After logging in, the user can click the phone number in the yellow bar at the top of the screen to navigate to the caller's record.

Campus Café clients are responsible for initiating and maintaining a contract with Ring Central.

Install Ring Central Desktop Application

The RC Phone Desktop application must be installed and configured on the user's computer. The process only needs to be completed once.

1. Download RC Phone Desktop 20.1.0 at <https://support.ringcentral.com/download.html>
2. Install the application
3. If prompted, allow the application access through the firewall
4. Launch the application
5. Click Sign In
6. Sign in choosing the authentication method your institution employs
7. Choose your region
8. Enter the area code associated with the phone number
9. Click Accept

NOTE: Ring Central limits the number of application installs associated with one phone number. If you log in to Ring Central and the limit is exceeded, you will be prompted.

You may choose to deactivate the other login through settings. (see below directions)

10. Click the gear icon (settings) at the bottom of the RC Phone Desktop application
11. Click Calls
12. Click Incoming
13. Use the slider to turn on Launch an External app or a URL on incoming call
14. In the Execute command box paste the below link
`https://<your-school-code>-web.scansoftware.com/cafeweb/incomingphonecall.html?pnun=%E`
15. Click Test
16. Your default browser will open, and you will be asked to sign in to Campus Café if not already signed in
17. Once signed in, a yellow bar across the top of the browser will indicate you are connected to the RC Phone Desktop application
18. Test the connection by calling your Ring Central phone number from another number. Once the call is detected in Ring Central, a new browser tab should appear with the incoming phone number.

Deactivate Conflicting App

Ring Central limits the number of application installs associated with one phone number. If you log in to Ring Central and the limit is exceeded, you will be prompted.

To deactivate

1. In the Limit Reached warning, click the account link
2. Click Settings
3. Click Phones & Numbers
4. Click Phones
5. Next to SoftPhone to deactivate, click Edit
6. Click Deauthorize this Computer
7. Click Yes to confirm

Functional Use

Receive a Call

If the RC Phone Desktop application is open and the user signed in to Campus Café, the Campus Café system will monitor for an incoming phone call. When an incoming call is detected, Campus Café launches a new browser tab displaying the incoming number. If the number belongs to an existing Campus Café record with the incoming number listed as the mobile number, the individual's name is shown alongside a link to launch the individual's Campus Café record. Campus Café only searches phone numbers assigned the mobile type phone.

The page opens in a new tab to provide the user an opportunity to save current work prior to proceeding to the caller's record. If the user is often using Ring Central, the user might consider using a browser dedicated to receiving Ring Central calls in Campus Café and a different browser dedicated to ongoing Campus Café work.

1. Log in to the RC Phone Desktop application
2. Log in to Campus Café
(If an incoming call is received when the user is not logged in to Campus Café, when a call is detected, the log in screen for Campus Café will appear in the browser. After logging in, the user can click the phone number in the yellow bar at the top of the screen to navigate to the caller's record.)
3. Campus Café will monitor for an incoming call
4. When an incoming call is received, Campus Café will open a new browser tab with the person's name and Campus Café ID number, assuming the phone number is in the system as a mobile phone number. If the mobile phone number is associated with multiple records, the first three names will show. Otherwise, a new tab appears saying the number is not found. Save any current work in the original tab before proceeding.
5. Click the individual's name to view the caller's profile. Click Activities to view previous activities (e.g. notes) or create a new activity.

Add a Quick Comment

Once on the activities page, activities may be utilized to record notes related to the call.

1. From the Quick Comment drop down, choose the desired comment type (e.g. Phone Call)
2. Click Quick Comment
3. In the Notes box, enter notes
4. Click Save

Make a Call

1. Log in to the RC Phone Desktop application
2. Log in to Campus Café
3. Navigate to the Campus Café profile page of the individual to call
4. Click the phone number. If the browser is configured to use Ring Central by default for calling, the Ring Central Desktop Application will appear. If not, choose Ring Central.