



# USING RINGCENTRAL WITH JOBWATCH

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# INTRODUCTION

RingCentral is a highly customisable phone system which uses the internet to route calls (VoIP), versus a traditional phone cable setup. BigChange has partnered with RingCentral, allowing you to seamlessly increase productivity by integrating common phone-based tasks into your daily workflow. Phone numbers can easily be dialled by simply clicking on them, whilst an intuitive dashboard is displayed showing recent customer interaction when you receive an incoming call.

## BENEFITS OF USING RINGCENTRAL WITH JOBWATCH:

- Click-to-call function from your CRM
- CRM details displayed on incoming calls
- View & create notes, jobs, appointments & emails for your caller within the RingCentral app
- View map information and nearest resources to the caller
- Single interface using existing menus better customer experience
- Better customer experience



# INCOMING CALLS

When there is an incoming call in RingCentral, your CRM is automatically examined, displaying all of the detailed caller information you may need and allowing a personalised response.

For the incoming caller, you can:

- View or create Notes, Jobs and emails
- Identify which resource is nearest the caller
- Access financial documents
- View their location on a map

**BigChange**

DASHBOARD SCHEDULE STOCK & EQUIPMENT **CRM** FLEET & RESOURCES MESSAGES ALERTS

**Incoming call**

**Contact**

Name Hola Mexico Restaurant  
 Group Customer  
 Address Ashton Old Road, Ashton, M15 6

**Person**

Name John White  
 Mobile phone +44 (0)161 766 5836  
 Email [john.white@holamexico.com](mailto:john.white@holamexico.com)

Detail & Map  
 Notes  
 New note  
 Nearest resources  
 Jobs  
 Create a new job  
 Financial Documents

**RingCentral®**

00:05

**John White**  
 +44 (0)161 766 5836

Mute keypad Hold  
 Add Transfer Call Actions

# OUTGOING CALLS

You no longer have to manually type in a phone number to call; instead you can save valuable time by using the one-touch, click-to-call feature to dial a Contact in your CRM.

From the List view, click on the phone number to initiate a call.

Columns 1 < >

Contact Name	Parent contact	Group	Address	Person
Royal Bathrooms		Manufacturer	197 Cardiff Road RG1 7HX	Charlotte Linton <a href="tel:+447443509555">+447443509555</a>

**Royal Bathrooms** Overview **General** Details Persons Booking site Jobs Stock & equipment Financial Notes Mail Attachment

Contact \*

Group\*  Reference

Parent contact  ✕ +

Address

City  Postcode

Radius

Expiry date  📅 Flagged  Flagged

On stop  On stop Apply to sub-contacts:  Yes  No

Access hours ⚠️ Access hours have been defined Edit

Extra info

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Primary person Edit

First name  Last name

Mobile phone

Email

**Call now** ←

Enter a business name or address



## THE BENEFITS OF RINGCENTRAL OVER A TRADITIONAL LANDLINE

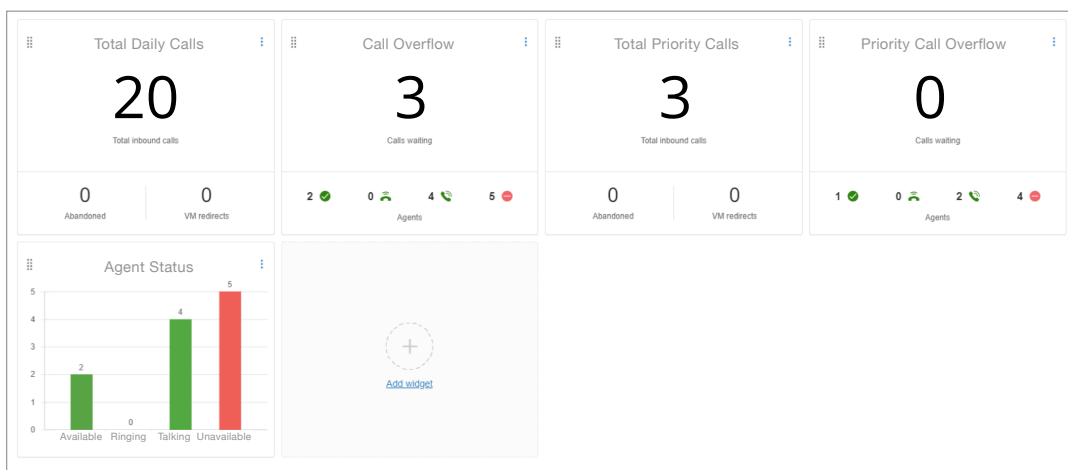
FEATURE	LANDLINE	RINGCENTRAL (VoIP)
<b>Setup &amp; Running Costs</b>	High – a visit by an engineer may be required to add cables, as well as procuring phone hardware.	Low – as long as you have a strong broadband connection, you are good to go. You don't even need to purchase additional hardware, as calls can be made through your computer.
<b>Call Costs</b>	All calls are charged or require a plan.	Calls included and internal calls are all free.
<b>Portability</b>	Phones must be plugged into a cable.	As long as your device has an internet connection, it can be used. Calls can easily be transferred between laptop, desk phone and mobile.
<b>Scalability</b>	Requires additional lines and handsets for each new user.	New users can be set up within a matter of minutes, with low costs to scale up.
<b>Add-on Features</b>	Few options and often added cost.	Numerous features, for example, automatic call recording, transfer and integration with other systems, such as BigChange, often at no extra cost.
<b>Multimedia</b>	Only supports voice.	Can be used for voice but most RingCentral packages also include meeting packages, which allow video conferencing and document-sharing to take place for a true virtual office.



# THE DASHBOARD

The RingCentral Dashboard provides you with an at a glance overview of all calls coming through. It helps you to understand when the peak volume of calls come in - for example, volume may be especially high on a Monday morning and low on a Friday afternoon - and enable you to rota staff accordingly.

It provides a snapshot view of how many staff are available, currently on calls and how many calls are queued, allowing you to gauge efficiency and customer experience.



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