RingCentral for Amazon Connect

Set-up Guide

RingCentral®

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Introduction

RingCentral for Amazon Connect acts as a bridge between Amazon Connect agents in the contact center and back office expert employees on RingCentral accounts in the back-office. RingCentral for Amazon Connect offers Amazon Connect agents an easy to use a UI extension that integrates with Amazon CCP.

User features and Benefits

RingCentral for Amazon Connect provides 5 main functionalities

- Ability for an Amazon Connect agent to browse the back office directory

- Ability for an Amazon Connect agent to see the unified presence of a back-office expert

- Ability for an Amazon Connect agent to click on the name of a back office expert to call

- Ability for an Amazon Connect agent to transfer a customer call to a back office expert via the same process

- Ability for an Amazon Connect agent to conference a customer call with a back office expert via the same process

This application offers the following benefits:

- Increase customer satisfaction (Expert reach via Conference)

- Increase First time call resolution (Expert reach drives recall down)

- Increase Agent productivity (Expert reach via Transfer and Conference)

Cost and licenses

It is a pre-requisite that you have an Amazon Connect account for your contact center agents. You are responsible for all the costs of the Amazon Connect account.

It is also a pre-requisite that you have a RingCentral account for your back-office employees. You are responsible for all the costs of the RingCentral back-office employees

There is no additional licensing cost for deploying the RingCentral for Amazon Connect integration.

System Requirements

RingCentral for Amazon Connect is supported on the same Browsers as the one Amazon Connect is supported.
See the full list of supported browsers in the [Amazon Connect Administrator Guide](#):

Pre-requisites

Specialized knowledge

Before deploying this Quick Strat, we recommend that you become familiar with the following services

- Amazon Connect

- Single Sign On (SSO)

Technical requirements

1. An Amazon Connect instance for your contact center agents is required for this integration to function.

2. A RingCentral Office account for your back-office expert is required for this integration to function.
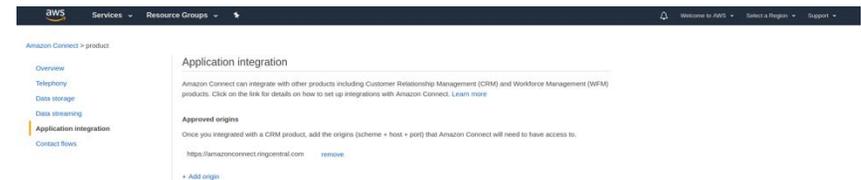
Deployment Steps

Step 1. Prepare your AWS account:

1. If you do not already have an AWS account, create one at https://aws.amazon.com

2. Create an Amazon Connect instance, if you do not already have one. You may also use an existing instance.

3. If you do not have a RingCentral account for your back-office employees, create one.

4. If you want to use Single Sign On (SSO), configure SSO between Amazon Connect and RingCentral

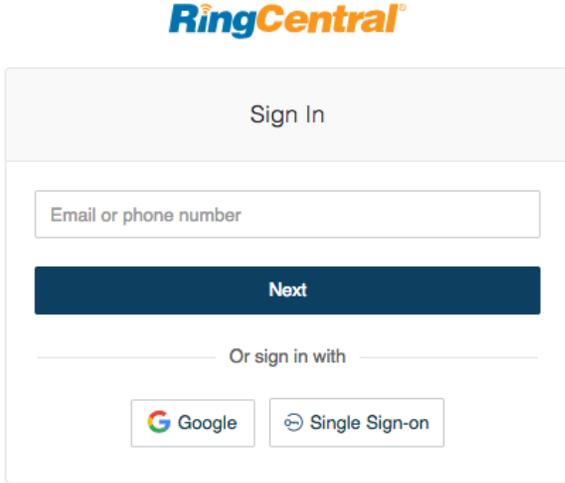   a. Please check Amazon Connect information for SSO here: https://docs.aws.amazon.com/connect/latest/adminguide/configure-saml.html

   b. Please check RingCentral information for SSO here: https://success.ringcentral.com/articles/RC_Knowledge_Article/1149

   c. Note that Amazon Connect needs to be configured as the Service Provider, and RingCentral as the Identity Provider.

   d. Note that you will need to use your SSO URL later in the configuration steps, so make note of it.

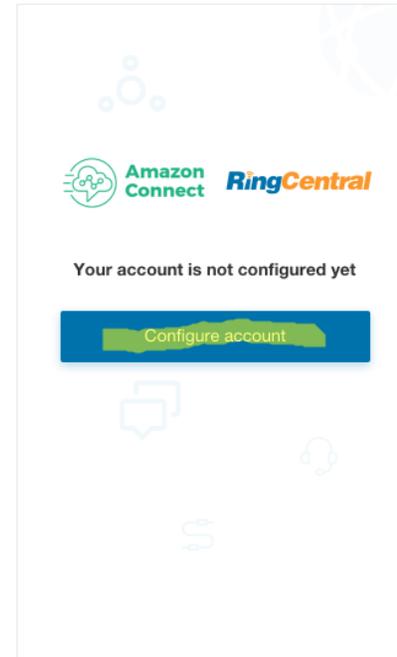### Step 2. Configure your RingCentral for Amazon Connect

1- Add https://amazonconnect.ringcentral.com as an Approved Origin on your Amazon Connect environment:

2- Click the link to start the configuration: https://amazonconnect.ringcentral.com

3- A login page for your RingCentral account will appear

RingCentral

Sign In

Email or phone number

Next

Or sign in with

G Google   ⊝ Single Sign-on

Amazon Connect **RingCentral**

Your account is not configured yet

Configure account

4- Log into your RingCentral account. You must have Admin privilege on your RingCentral account to be able to configure the RingCentral for Amazon Connect integration. (if you do not have Admin privileges, then an error message will be displayed).

5- In case you have not yet configure an account on RingCentral for Amazon Connect, then the configuration screen will appear. Click on "Configure Account".

6- Once you successfully logged into your RingCentral account and clicked on "Configure Account", you will see the RingCentral for Amazon Connect Integration Configuration screen

RingCentral   RingCentral for Amazon Connect

Configuration panel

CCP Instance URL ⓘ

https: .awsapps.com

☑ Use SSO login

Login URL

Save Changes

In order to configure successfully, you will need to provide two pieces of information:

   a. CCP Instance URL. Details on CCP (Contact Control Panel) can be found here: https://docs.aws.amazon.com/connect/latest/userguide/agentconsole-guide.html

   b. Logon URL for SSO, if you want to use SSO. This was provided when you set up SSO (See instruction in step 1 above)
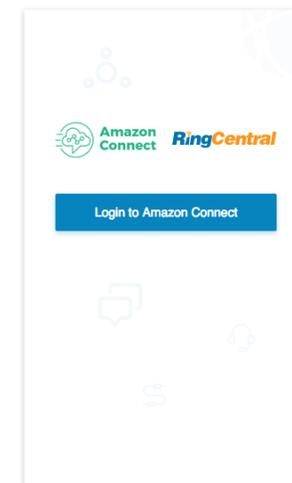
Note that if SSO is not being used, the Amazon Connect Agents still need to be configured in RingCentral to leverage the APIs, but they will need to log in separately into the RingCentral and the Amazon Connect accounts. It is recommended to use the SSO method.

7- Then you need to configure your Amazon Connect Agents into RingCentral (this is needed to leverage the API calls, and for SSO).

   c. If your Amazon Connect Agent did not have a RingCentral account, then you can use Virtual Extensions to avoid licensing costs for adding the agents

   d. If the agents already have a RingCentral account (meaning that they are using RingCentral Office), then no need to add Virtual Extensions.

   e. Note: If you use SSO, then it is necessary to use the same email address (or other mapping attribute that was used during setting up SSO) as the one that was used in Amazon Connect to configure the agents on RingCentral (this mapping attribute will be used by SSO to recognize the agents in both environments)

   f. Assign a Virtual Extension for each agent that you just added, as needed.

8- In order to log into the RingCentral for Amazon Connect integration, your agents will need to go to the following URL: https://amazonconnect.ringcentral.com
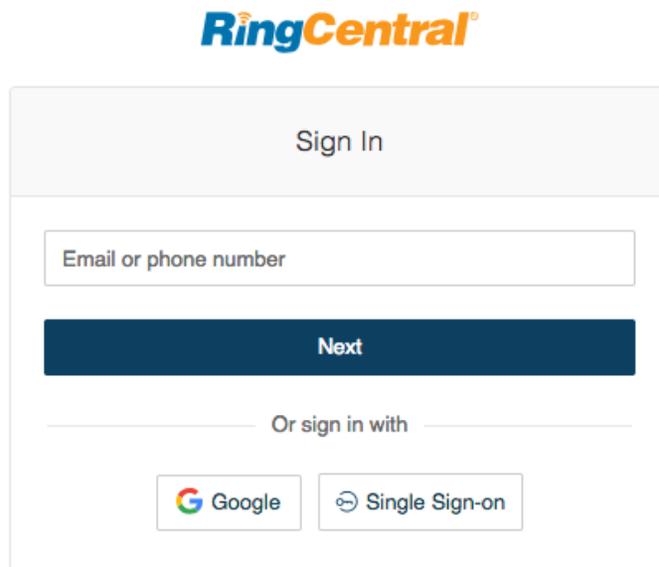
Step3. Test the deployment

The parameters that you have entered during the configuration
process have been tested on the fly.
If these parameters were incorrect, you already should have
received an error message guiding you to correct them.

To test that the configuration has been successful, log as an agent:
1- Go to https://amazonconnect.ringcentral.com

2- Log as an agent : user name and password

RingCentral®

Sign In

| Email or phone number |

Next

Or sign in with

G Google   ⊖ Single Sign-on

If you configured SSO, please make sure to log in using the "Single Sign-
on" button
If you did not configure SSO, then agents will need to log in separately in
Amazon Connect and in RingCentral.