Ringover Integration

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Ringover combines calls, video calls, SMS, and emails into a single, seamless solution.

Want to learn more about Ringover? Check out their website: Ringover: Top Rated AI Communications Solution for Staffing & Sales

Ringover Benefits Include:

- Send 1-1 messages from the Employee profile page in Beyond.
- Generate summarized messages with various context from the conversation that is then logged in Beyond.
- Create automated campaigns and the ability to use various other applications including WhatsApp messaging, Jira, Slack, Sense, Microsoft Teams, and many more.

Note Alongside the native integration, Ringover provides additional products including:

- Empower
 - AI Transcription and call summary
 - Call analysis & advanced analytics
 - Call library
- Cadence
 - Multichannel campaigns
 - Al-generated emails
 - Task automation

Empower and Cadence can be added to your Ringover contract. For more information on pricinginquiries, please contact your TempWorks Account Manager.

Setting Up the Integration

Note This integration does require additional setup and an existing relationship with Ringover. For more information about getting this setup, and pricing inquiries, please contact your TempWorks Account Manager.

Once the initial setup of the integration is complete, you will need to install the Ringover web browser extension.

Note For a list of compatible web browsers that support the Ringover extension, please see the following Ringover help article.

Navigate to the Ringover extension within the Chrome Web Store and select "Get" to install:

Co	lick To Cal	II for Internet Phone - Ringover	Get
Ø ringover.	.com 5.0 ★ (7 rating	js)	
Extension	Workflow & Planning	10,000 users	

To add the extension to the web browser toolbar, select the 🕃 icon and select "View/Pin".

Once installed, select the Ringover icon to the right of the browser, and login with your credentials:

O ringover	
Email	
	-
Password	Forgot your password?
	—
Sign In	Use SSO
	or
G	Continue with Google
c	ontinue with Microsoft

Once the extension has been installed and you are logged into your account, you can begin utilizing the Ringover integration.

Note Ringover also provides applications via PC, Mac, iOS, and Android.

For more information, please see the following Ringover help articles:

- For Windows PC and Mac
- For iOS and Android

The instructions within this article have been completed with the utilization of the Ringover web browser extension.

Utilizing the Ringover Integration

With the Ringover integration, you can call and/or send SMS messages to employee and contact records.

Call Conversations

With the integration activated, navigate to Beyond and select a phone number of an employee or contact you would like to call:

K Toky Herizo	D (47804)	D : Bookmark More
Bookmarks A		ra ‡≘
Recent History	Id 47804 Hire Status Eligible and Active >	
YISHILE / #76U4	∧ Note	2
	No note available	+
	Phone The Prove The Phone	6:

The Ringover browser extension will automatically open and populate with the phone number selected. Within Ringover, select to call the employee or contact:



During the call, you have the option to take notes during the conversation by selecting the "Notes" tab:

(819)	719-2223	\$00:02
Actions	ŀ	History
00 Hold	Ø Notes	Tags
<i>K</i>	#	۲
Mute	Keypad	
¢+	Ê	
		Mobile
Q	0	۲»
(61	2) 238-7884	4

Additionally, you have the option to add a tag to the conversation that can be linked directly to the Message Action Code within TempWorks:



Note Ringover uses tags that users can select and deselect during and after calls. The current behavior is as follows:

- If a tag is selected, that tag will be the Message Action Code used for that message logged in TempWorks only if the tag is the exact wording as the Message Action Code that exists in TempWorks.
 - Example: If you select 'Message' during the call, it will use that as the Message Action Code in Beyond since it can see there is a 'Message' Message Action Code that exists in TempWorks. If I use 'Test' as the tag, then the Message Action Code in TempWorks will default to the Message Action Code selected within the Ringover configuration settings.
 - If more than one tag is used or selected during the call, the Message Action used will be the first tag selected if there is a Message Action Code that exists.

0	Call tags 6 Add tag
	Number of tags authorized per call:
<u> </u>	
:=	Email Accessible to all
	Message Accessible to all
4	Test Accessible to all
×	Test 2 Accessible to all
٢	1st Recruiting Call Accessible to all
ω.	Applicant Center Accessible to all

• Call Tags can be added within the Ringover Dashboard > Settings > Call Tags > Add Tag:

• The message action code used will be the default message action code that is configured within the Ringover Dashboard > Integrations > TempWorks > Configure > Default Message Action:

Derault message action .	Message	
Sync contacts on a call-by-call basis ③	Applicant Center	
	Arrival Call	
Display contact's info during call and only store their info if call-by-call basis is activated	Arrived Late	
	Attendance	

- Ringover's OAuth client has access to secure and nonsecure message action codes to allow Ringover users to select both options when adding tags to calls or text conversations. The messages displayed in TempWorks are determined by that users' access to secure or nonsecure message action codes.
 - If a user has access to secure message actions codes and a Ringover call uses the secure tag, then the user can see the message in TempWorks.
 - If the user does **not** have access to secure message action codes, the user will **not** be able to see the message in TempWorks.
 - Users in the Ringover platform will be able to view **all** messages in Ringover since tags do not control access in Ringover.
- When items are updated in Ringover, such as tags and notes, those will be updated in TempWorks on the related message. So if you don't choose a tag during the call, you can choose a tag after the call and it will update the Message Action Code **only** if the wording matches an existing Message Action Code.

Note When you call an unknown number in Ringover that is not associated with a phone number in TempWorks, it will create an Employee record. Please note that the record creation is **immediate**, even if that contact does not pick up the phone:

B	≺ 🍰 New⊺	RingO\ <u>1A</u>	er Contact RO (48	3087)				
	Bookmarks	^	VISIFILE DETAIL	DOCUMENTS	MESSAGES	JOB MATCHING	ASSIGNMENTS	STORY R
	No bookmarks addeo	J.	∧ Snapshot					
CUSTOMERS	Recent History	^	Id					48087
	New RingOv Visifile / 48087	:	Job Title					
*	Employee Search	:	∧ Note					
JOB ORDERS	TWToRingov Visifile / 48088	:						
ASSIGNMENTS	Eren Yeager Visifile / 48084	:	∧ Contact Info	ormation				
TASKS								
+ QUICK			∧ Messages					

The Branch in which employee records are created can be configured within the Ringover Dashboard > Integrations > TempWorks > Configure > Create employees in this branch:

Integrations Q tempworks	Logs display language: ①	en 🗸
Activated integrations	Log calls as	Message
	Log WhatsApp messages	
TempWorks	Create contact for calls:	All calls 🗸
	Create contact for WhatsApp messages	
	Create employees in this branch :	
		None

In the event you do **not** want employee records created from unknown numbers, please set the "Create contact for calls" Ringover configuration to "No contact page created":

All calls
Outgoing calls
Missed calls
Completed calls
All calls
No contact page created

For more information on all the Ringover configurations that work with the integration, please see the Ringover article titled "Configuration of your integrations".

Once the new employee records have been created in Beyond from unknown numbers within Ringover, you have multiple ways to review these records including:

- Advanced Searching
- Creating the new employee records within a separate branch (via the "Create employees in this branch" Ringover configuration mentioned above)
- Merging the new employee records with existing employees (if needed)

It is recommended to create the record in Beyond/Enterprise and add the phone number you are going to call. Then once the conversation is closed, the message will be logged on that record and the name will be accurate.

When a call conversation has ended, a message will be logged on the record for that employee or contact record with that phone number:

	Eren Ye የ MA	ager	(48084)											
marks	,		VISIFILE	DETAILS 🗸	DOCUMENTS	MESSAGES	JOB MATCHING	ASSIGNMENTS	STORY	REFERENCES	PAY SETUP 🗸	ONBOARDING	PAY HISTORY 🗸	CUSTOM DATA
bookmarks	added.		∧ Snar	shot										
nt History	,	`	Id						480	84				
Eren Yeag Visifile / 480	j er 084		Job Title											
Employee Search		:	^ Note	•										
TWToRing Visifile / 480	0V 088	:												No note
			∧ Cont	act Informat	ion									
			2	(763) 360-289 Phone	7									
			^ Mes	sages										
			TODAY											_
			^ (Messa Outboo From T Call du Call rec this is a Test - T Transc	ige · Oct 29th, 10 ind call (00:00:18 aylor Werness ration: 00:00:18 ord: <u>https://cdn-</u> a test fest 2 ription: <u>https://ag</u>	:54 AM) from • +16 us.ringover.co	122387884 (Taylo m/records/11633/ m/call-logs/179073	or Werness) to C	17633602 8 14b-ffd8-4f	397 (Eren Yeage 39-b2fa-c2c0c9b	r) 15302-29-10-24-1!	5h54-16122387884	4-17633602897.mp3	z
			💄 Yeag	er, Eren										

Messages logged from call conversation will include the following information:

- Phone number for caller and receiver
- Who the call is from
- Call duration
- Call record link to Ringover
- Notes
- Tags
- Basic transcription link to Ringover

SMS Messaging

Within the Ringover web browser extension, select the "Messages" tab on the left, and then you can either select "+ New" to begin a new conversation, or you can select an existing message to then add to it:

0	SMS Messages		99
	Q Search contacts	+ New	√ Filters
	Max Anders Philo	Dec 12	
0- 0-			
83			
Enter a name or number			

Once the appropriate option has been selected, simply enter and send the text message to that employee or contact record:

SMS Messages			Max Anders (763) 360-2897	□ & : ×
Q Search contacts	+ New	√ Filters	Great. I will sent to register to ou	d over an email with a link r HRCenter account to get
Max Anders (763) 360-2897 hello			conversation.	in now close this
			Friday, Novem	ber 15
				Taylor Werness Hello again
			Monday, Nover	nber 18
				Taylor Werness Hi
				Taylor Werness Hey
			I would like a job	
			Thursday, Dece	mber 12
				Taylor Werness hello
			Type a message	
			© 0	Q ~
			Press Enter to send	0 Message (160 characters left)

SMS conversations will also be logged as a message:

NOVEMBER 20	024	
Anderson,	Message - Nov 11th, 7:18 AM SMS Conversation Message on 2024-11-11 13:18:20 (Taylor Werness): Good morning Max. Are you interested in a new job? Message on 2024-11-11 13:19:24 (Max Anderson): Yes I am Message on 2024-11-11 13:19:52 (Taylor Werness): Great. I will send over an email with a link to register to our HRCer Message on 2024-11-15 14:41:40 (Taylor Werness): Hello again Max	nter account to get you started. I will now close this conversation.
* <mark>Note</mark> * Ringove	For SMS conversations, you can choose to log the full conversati er Dashboard > Store > Integrations > TempWorks 'Configure' >	on or one message per text within the Group SMS Conversations By:
Grou	p SMS conversations by	Full conversation
Link u	users with an account	Day (24 hr)
		Full conversation

Note The message action code used will be the default message action code that is configured within the Ringover Dashboard > Integrations > TempWorks > Configure > Default Message Action:

				Group WhatsApp conversations by	Full conversation	
Activated integrations				Create contact for calls:	All calls	
				Create contact for WhatsApp messages		
0		•		Create employees in this branch :		
WhatsApp	Configure	Password login	Configure		RingoverDemoBranch	
				Default message action :	Message	
		8	0	Sync contacts on a call-by-call basis		
Apple SSO	Configure	TempWorks	Configure	Display contact's info during call and only store their info if call-by-call basis is activated		O

Note Ringover has a comprehensive Help Center that contains help articles on all the features that the Ringover integration offers.

Additional Information

Please keep in mind the following information regarding the Ringover integration:

- When items are updated in Ringover, such as tags and notes, those will be updated in TempWorks on the related message.
- When you change the first or last name of a record in TempWorks, the name will **not** update in Ringover's network or call logs until a new call is made to that employee/contact.

Related Articles