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
  - AI-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.

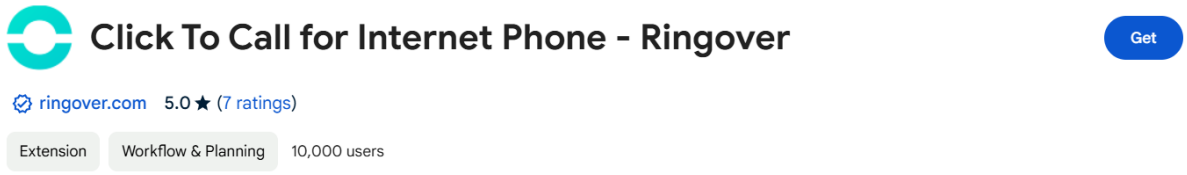
Setting Up the Integration

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.

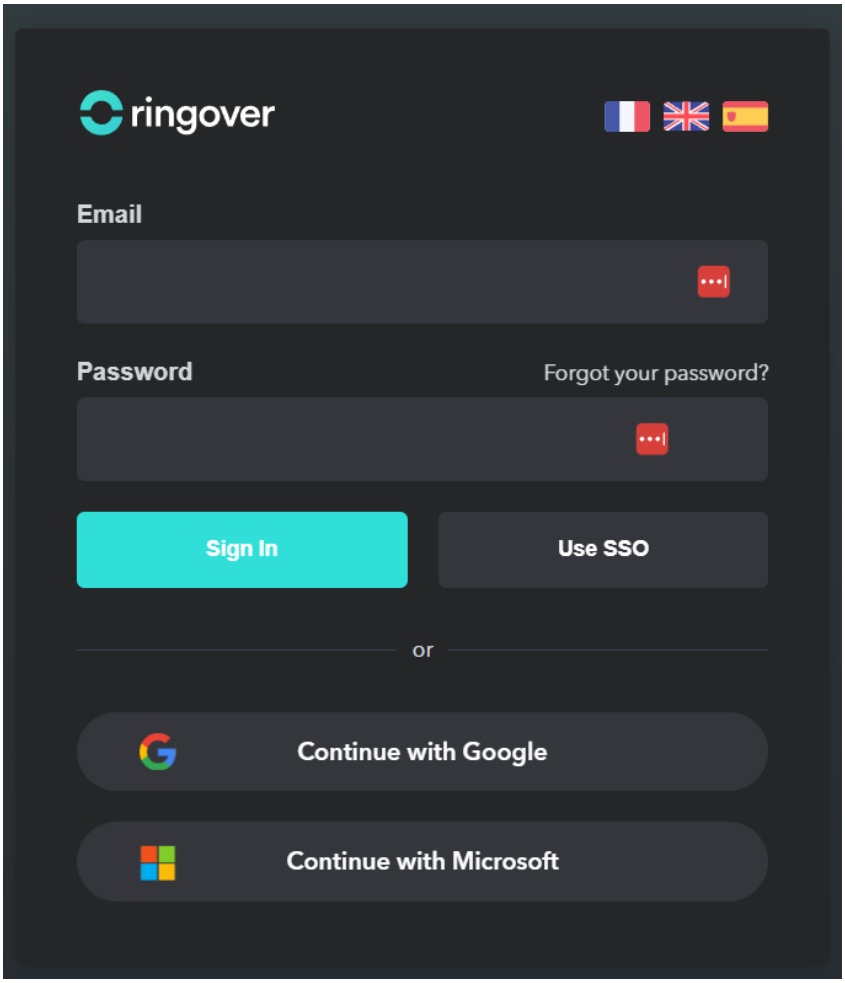
Note For a list of compatible web browsers that support the Ringover extension, please see the following Ringover help article.

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



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:



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

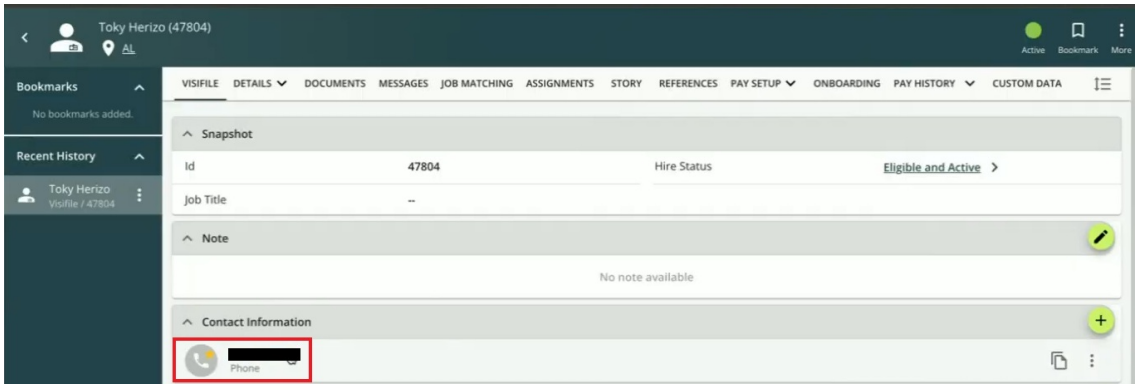
The instructions within this article have been completed with the utilization of the Ringover web browser extension.

Utilizing the Ringover Integration

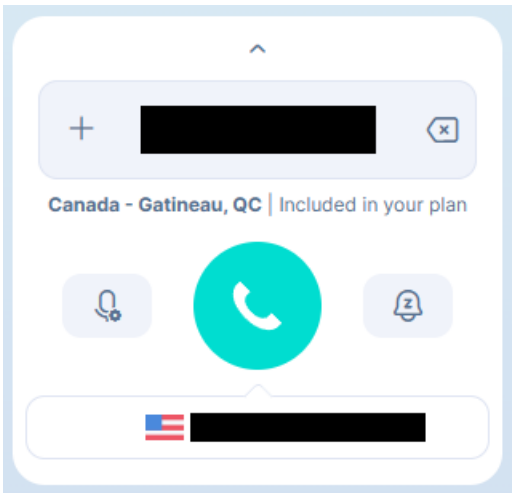
With the Ringover integration, you can call and/or send SMS messages to employee and contact records.

Call Conversations

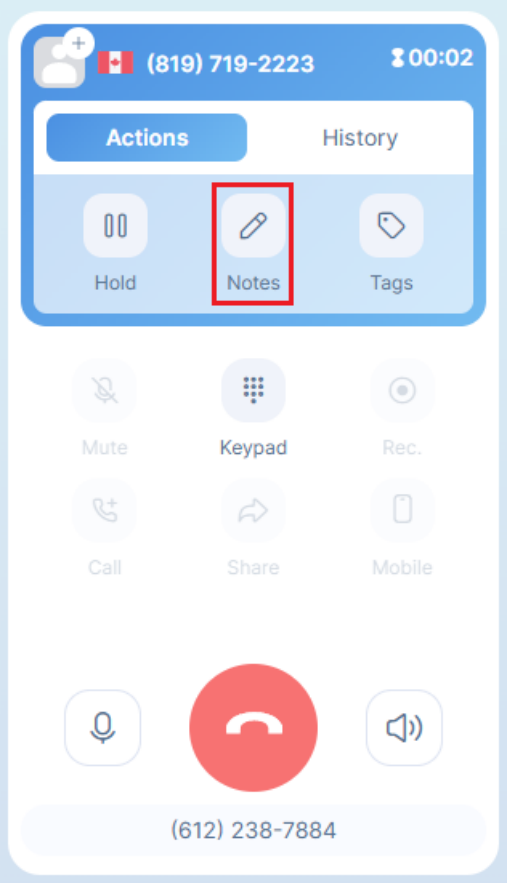
With the integration activated, navigate to Beyond and select a phone number of an employee or contact you would like to call:



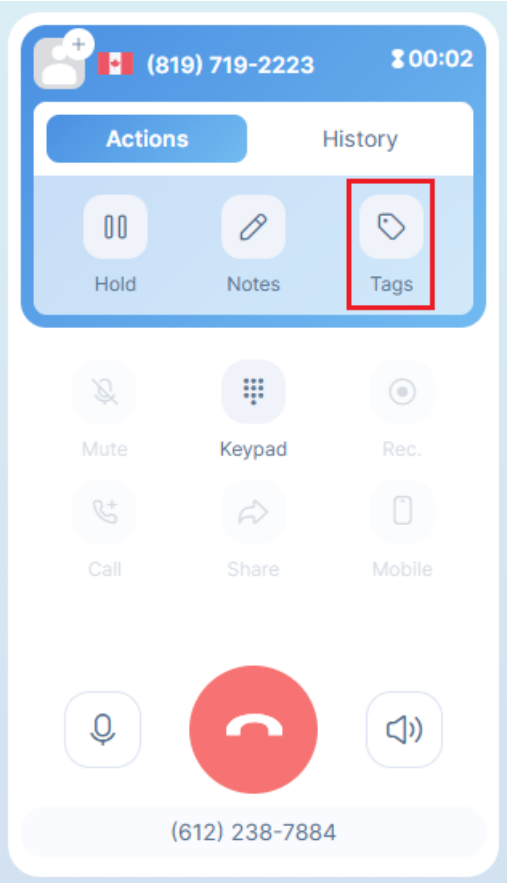
The Ringover browser extension will automatically open and populate with the phone number selected. Within Ringover, select to call the employee or contact:



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

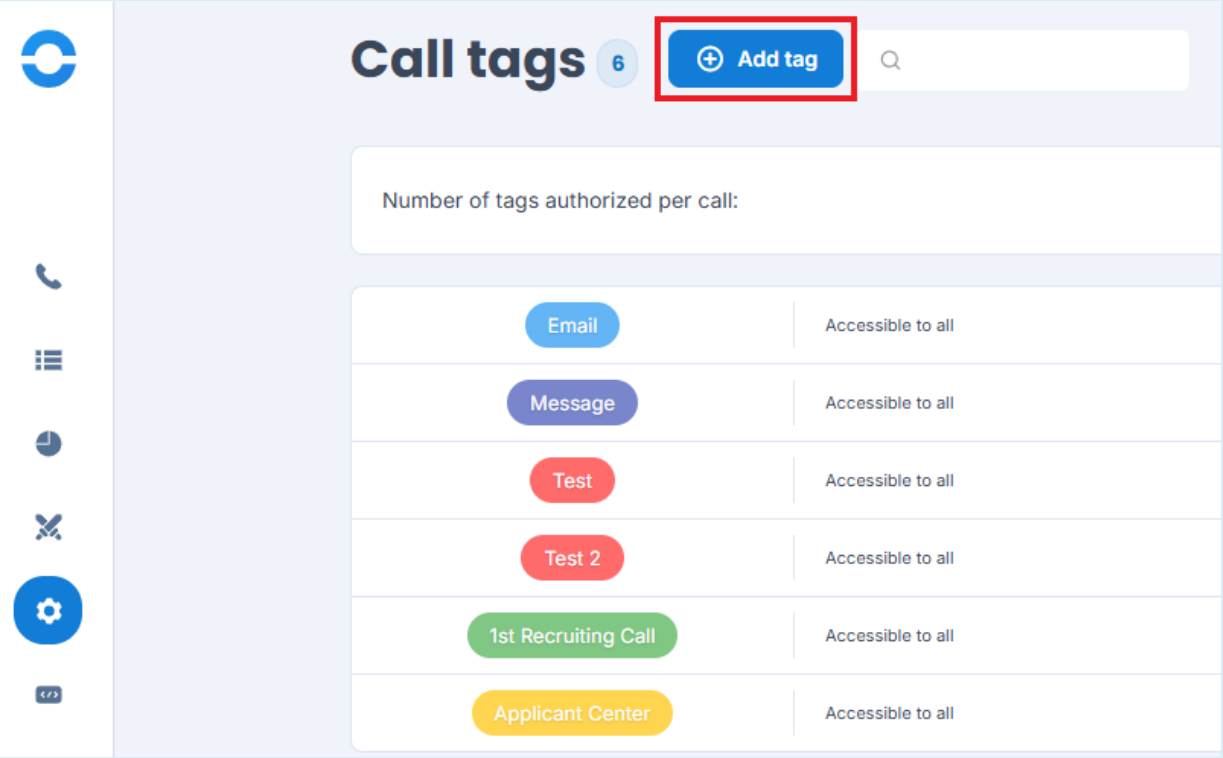


Additionally, you have the option to add a tag to the conversation that can be linked directly to the Message Action Code within TempWorks:

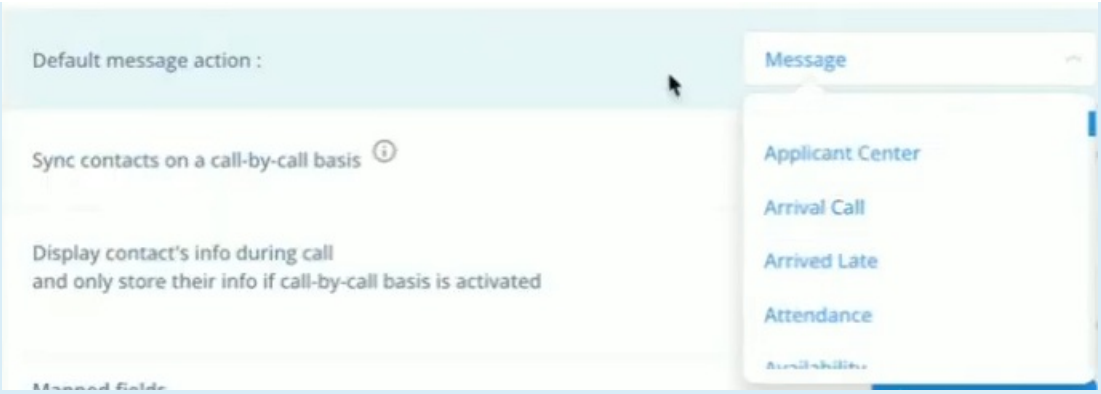


Note Ringover uses tags that users can select and deselect during and after calls. The current behavior is as follows:

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

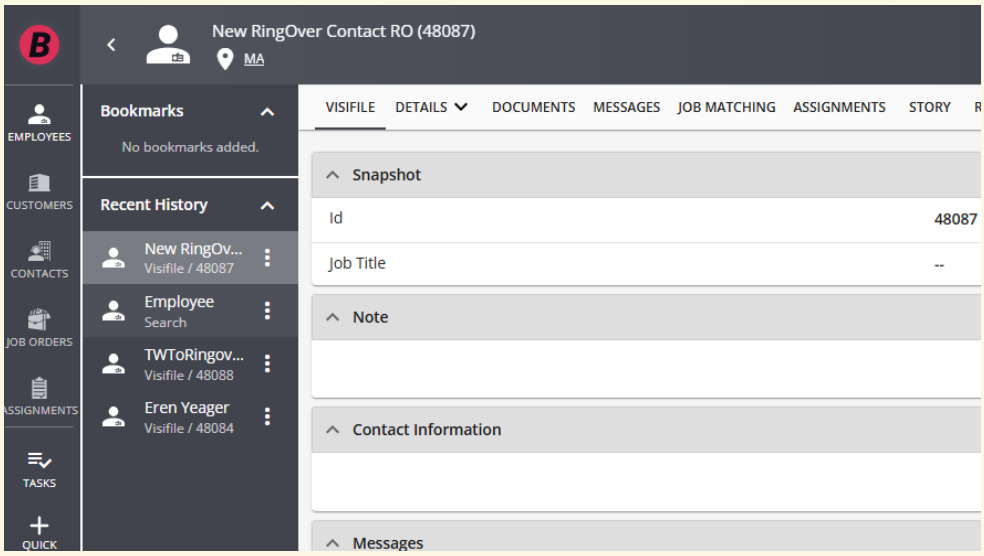


- The message action code used will be the default message action code that is configured within the Ringover Dashboard > Integrations > TempWorks > Configure > Default Message Action:

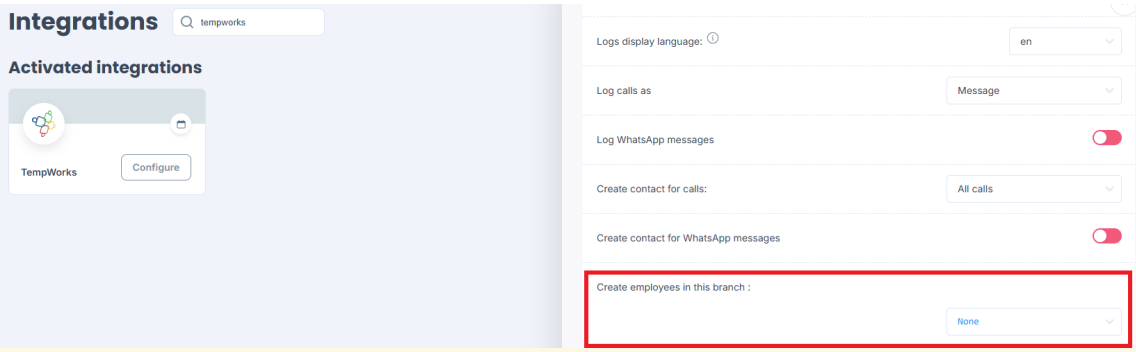


- Ringover's OAuth client has access to **secure** and **nonsecure** message action codes to allow Ringover users to select both options when adding tags to calls or text conversations. The messages displayed in TempWorks are determined by that users' access to **secure** or **nonsecure** message action 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:



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



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":



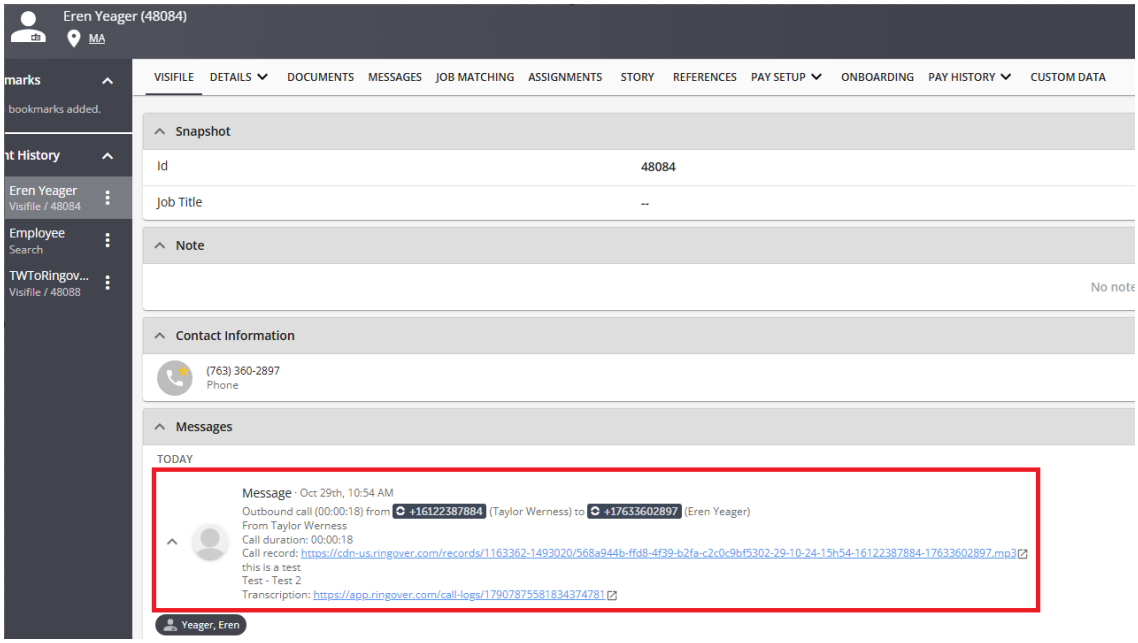
For more information on all the Ringover configurations that work with the integration, please see the Ringover article titled "Configuration of your integrations".

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:

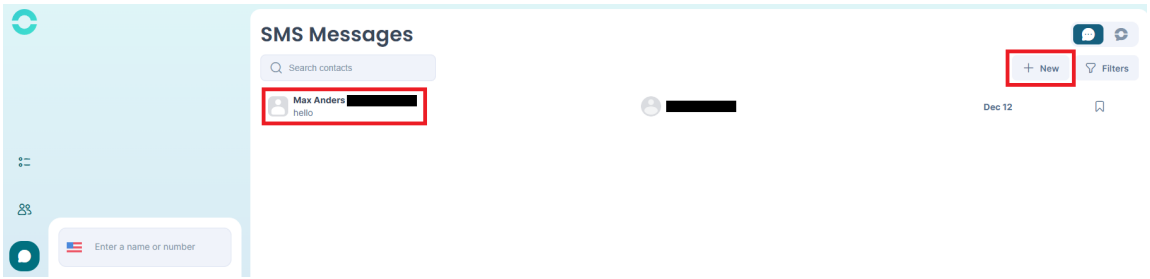


Messages logged from call conversation will include the following information:

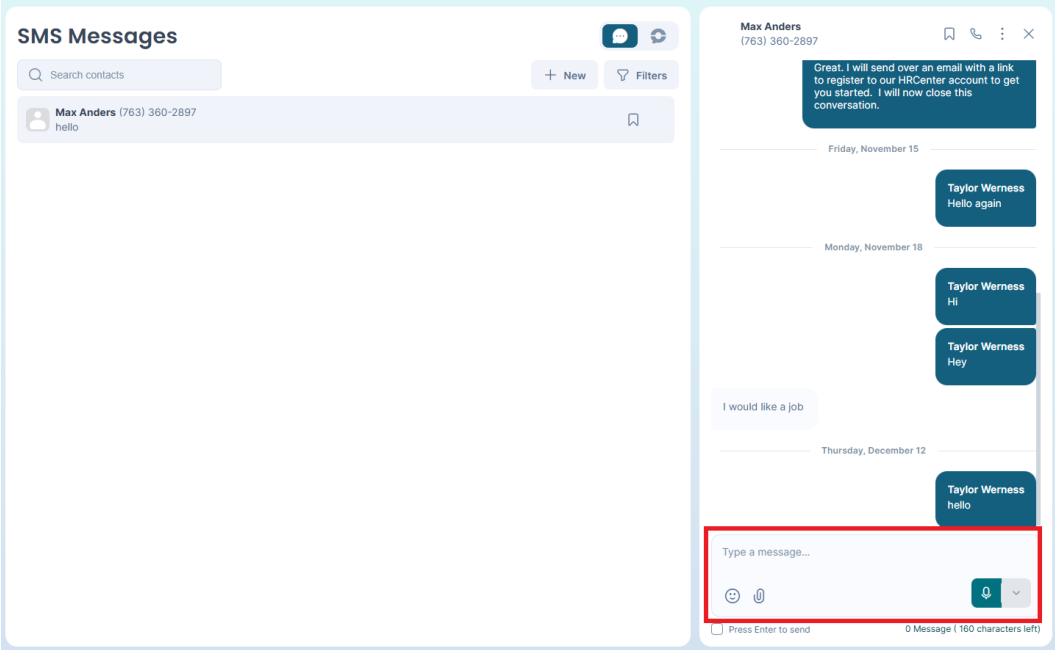
- Phone number for caller and receiver
- Who the call is from
- Call duration
- Call record link to Ringover
- Notes
- Tags
- Basic transcription link to Ringover

SMS Messaging

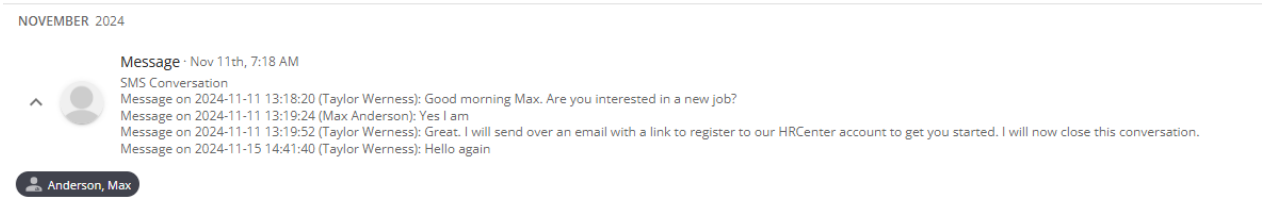
Within the Ringover web browser extension, select the "Messages" tab on the left, and then you can either select "+ New" to begin a new conversation, or you can select an existing message to then add to it:



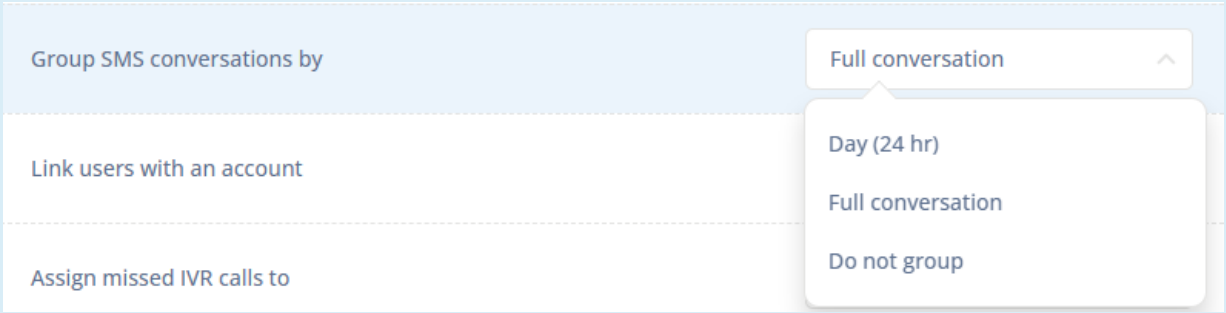
Once the appropriate option has been selected, simply enter and send the text message to that employee or contact record:



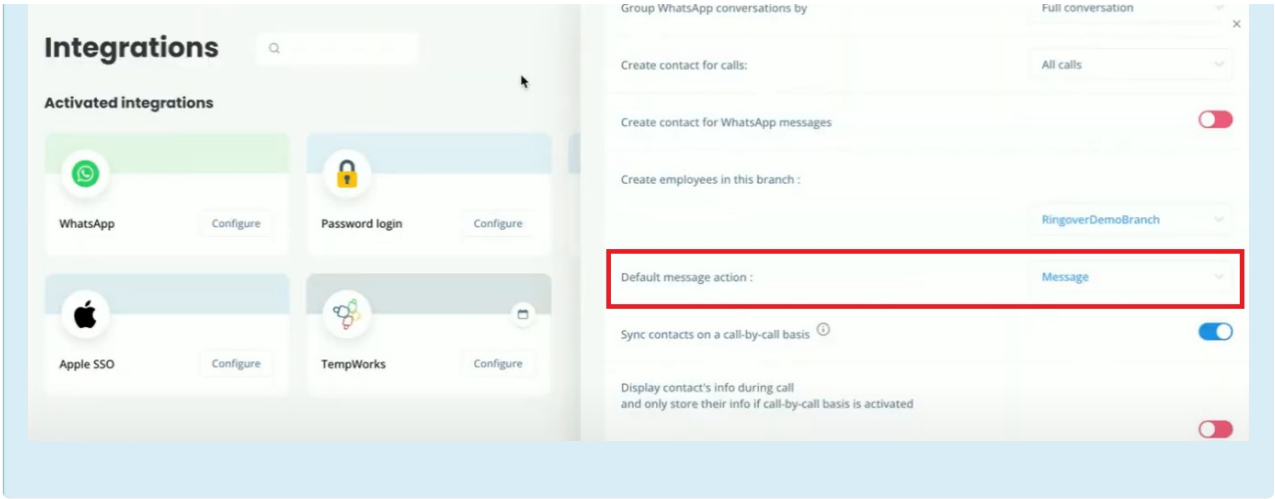
SMS conversations will also be logged as a message:



Note For SMS conversations, you can choose to log the full conversation or one message per text within the Ringover Dashboard > Store > Integrations > TempWorks 'Configure' > Group SMS Conversations By:



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:



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