VD 15\/51.	KB ARTICLE	KB NUMBER:		
KB LEVEL: NOC	Add a nove year on DinaControl	KB-NOC-2019-03-13-		
NOC	Add a new user on RingCentral	01		

KB Category:	Network Operations			
Author:	Alvis Q. Bajal	Date:	March 26, 2019	

Problem Description:	-
Symptoms and Cause of the	-
issue:	

Procedures:

I. RING CENTRAL USER REGISTRATION

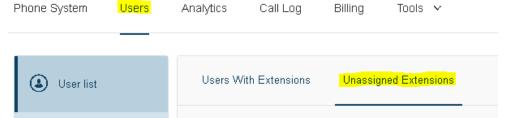
- 1. Login to Ring Central: https://service.ringcentral.com/login/enter.html
- 2. Check email of Ring Central user requestor:

Hi Team,

I would like to follow up on the Ring Central accounts for Wave 2 Uipath.

Mariano, Reuben
Urnos, Luke Emmanuel
Raquel, Sonny
Lu, Mikhail Henry
Koomprom, Natthaphol (Thai)

3. Go to Users > Unassigned Extensions > Click an unassigned extension



4. Input the following info: (ex. Reuben Mariano)

First Name: Reuben Last Name: Mariano Job Tile: <blank>

Department: UI-English (language depends on what the agent represents, for this

example, Reuben is an **English** Customer Support Representative.)

Extension Number: 110 (extension number depends on the language, for English,

number 110-119 is allotted.)

Email Address: <u>rmariano@openaccessbpo.com</u> (if email is unknown, coordinate

with Systems team to lookup his/her gmail address)

Roles: Standard (Note: Standard is different from default Standard (International))

Site: UI Path

After inputting the data, click "Create User"



Effectivity:

VD 1 EV/EL •	KB ARTICLE	KB NUMBER:
KB LEVEL: NOC	Add a new user on RingCentral	KB-NOC-2019-03-13-
1100	Add a new aser on kingcentral	01

5. After the user is created, create a spreadsheet to be filled up with their info:

First Name	Last Name	Emaîl	Phone Number	Extention Number	Language
Reuben	Mariano	mareuben@openaccessbpo.com	(702) 720-1391	110	English

6. Send the table to the requestors email.



Alvis Bajal <abajal@openaccessbpo.com> to Kenneth, Timoteo, IT, Marc ▼

Hi Sir JR,

Here are the Ring Central accounts as requested.

First Name	Last Name	Emaîl	Phone Number	Extention Number	Language
Reuben	Mariano	mareuben@openaccessbpo.com	(702) 720-1391	110	English

Verification:

1. Navigate to Users With Extensions, then look for the created user

9	Reuben (702) 720	110	Standard	English	UI Path	0/0	<u>Disable</u>
•	Reuben Mariano 7-	107	Ctandard (HLEnglish	III Path	070	Disable

