1. Set Up RingCentral Account

- Sign Up: If you don't already have a RingCentral account, sign up at RingCentral.
- Get API Credentials: Obtain your API Key and Secret from the RingCentral Developer Console.

2. Create a Messaging Service

- Navigate to Messaging Services: In the RingCentral Console, go to Messaging > Services.
- Create a New Service: Click on "Create Messaging Service" and follow the prompts to set it up.

3. Set Up A2P 10DLC Registration

- Create a RingCentral Starter Profile: Go to Messaging > Regulatory Compliance and create a RingCentral Starter Profile.
- Register a US A2P Sole Proprietor Brand: This verifies your business with US carriers1.
- Register a Campaign: Link your campaign to the Messaging Service with your 10DLC phone number1.

4. Configure IVR System

- Set Up RingCentral IVR: Use RingCentral's IVR system to create a flow that handles incoming calls.
- Add a Gather Widget: Add a "Gather" widget to prompt the caller to press 1 for the SMS link.
- Send SMS: Use the "Send Message" widget to send the SMS with the link to the options page.

5. Create Options Page on ZapDial

- Sign Up on ZapDial: Businesses should create an account on the ZapDial website.
- Create Options Page: Use the ZapDial interface to create the options page and generate the link.

6. Integrate ZapDial Link in IVR

- Update IVR Script: Update the IVR script to include the option to press 1 for the SMS link.
- Test the System: Make test calls to ensure the flow works as expected.

Example RingCentral IVR Flow

1. Incoming Call: Start with an incoming call trigger.
2. Gather Input: Use a "Gather" widget to prompt the caller to press 1.
3. Send SMS: If the caller presses 1, use a "Send Message" widget to send the SMS with the ZapDial link.

Additional Resources

- RingCentral Developer Documentation

- A2P 10DLC Registration Guide
  https://www.twilio.com/docs/messaging/compliance/a2p-10dlc/direct-sole-proprietor-registration-overview