

Client Master Data

Sandbox or Production

The production setup will be used for non test calls, the sandbox setup for test calls.

Test calls are made to numbers which are configured as "Test" in the jtel IVR, or dialler campaigns which are configured as "Test Campaign" in the dialler.

Settings


The following settings are available in the Client Master Data screen in the jtel System, which control the way Salesforce is integrated with the jtel ACD.

These settings must be setup and correct, if the integration is to function correctly.

Setting	Example Value	Description
Open CTI Javascript API URL	Classic: https://cs88.salesforce.com/support/api/45.0/interaction.js Lightning: https://cs88.salesforce.com/support/api/52.0/lightning/opencti_min.js	The Open CTI Javascript API to use. Currently, all versions from 35 to 52 have been successfully tested.
Authorization Endpoint URL	https://login.salesforce.com/services/oauth2/token (Production or Developer) https://test.salesforce.com/services/oauth2/token (Sandbox)	The OAUTH authorisation endpoint for obtaining an OAUTH token to access Salesforce.
Client ID	(example not provided)	Consumer Key - The client ID for the configured connected App in Salesforce.
Client Secret	(example not provided)	Consumer Secret - The client secret for the configured connected App in Salesforce.
User Name	jtelacl@example.com	The account name which will be used to access sales force. It is best to use an account, which will not change, and on which the password will also not be changed regularly. Changing the password in Salesforce will require the generation of a new security token in Salesforce, and reconfiguration of the password and security token in the settings here.
Password	*****	The password to access the sales force account.
Security Token	(example not provided)	The generated security token in Salesforce. See First Steps for details on how to obtain a security token.
jtel REST API URL	services/apexrest/jtelACD	The URL which will be tagged onto the end of the Salesforce instance URL, to access Apex REST services provided for the jtel integration.
jtel REST API writeCallStatistics active		If this option is selected, call statistics will be written to the writeCallStatistics REST endpoint, from the point in time at which it is activated. Previously acquired data will not be written.

jtel REST API
onClickToDial
active

The following screenshot shows an example configuration (the Sandbox settings are below, but not shown, as these are usually duplicated / almost the same):

 Edit Client "jtel GmbH"

Master DataOptionsRoutingEmailFTP ExportFTP ImportCall RecordingPrompt ManagementSalesForce

Settings

Open CTI Javascript API URL :

The Open CTI API URL, for example:
<https://cs88.salesforce.com/support/api/41.0/interaction.js>

Settings (Production)

Authorization Endpoint URL :

The authorization endpoint URL. For production instances for example
<https://login.salesforce.com/services/oauth2/token>

Client ID :

Client Secret :

User Name :

Password :

Repeat Password :

Security Token :

jtel REST API URL :

The jtel REST API endpoint. If the URL of a function in the service is for example:
<https://cs88.salesforce.com/services/apexrest/jtelACD/getCallerInformation>,
then the required configuration is the middle part of the URL: services/apexrest/jtelACD

jtel REST API writeCallStatistics active : ☒

If this option is selected, call statistics will be written to the writeCallStatistics REST endpoint, from the point in time at which it is activated.

jtel REST API onClickToDial active : ☒

If this option is selected, the onClickToDial REST endpoint will be queried before a click to dial request is performed.

OK