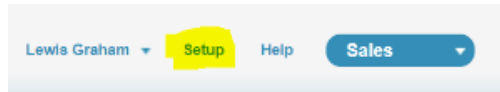


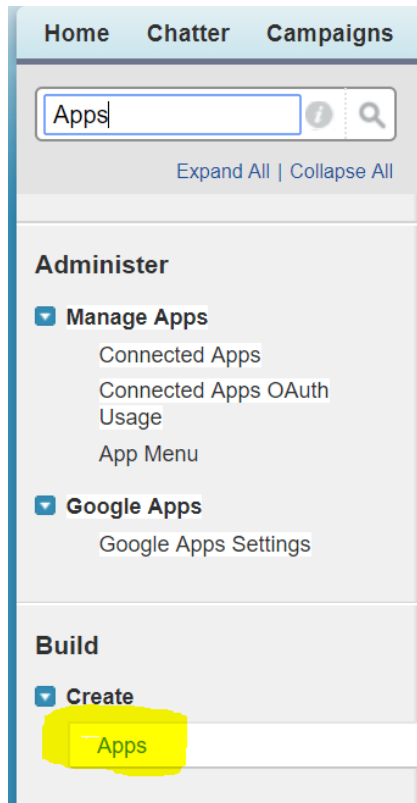
Connected App Configuration

A Connected App must be configured in Salesforce. Of course, an existing one can be used, if an appropriate App is available and configured.

Access Setup in Salesforce:



Enter "Apps" and select "Build ... Create ... Apps".



Create the connected app. The most important settings are the following:

Setting	Value	Explanation
Enable OAuth Settings	ON	OAUTH is required.

Callback URL	https://login.salesforce.com/services/oauth2/token (Production or Developer) https://test.salesforce.com/services/oauth2/token (Sandbox)	The jtel system does not expect callbacks, so the authorisation URL is provided here.
Selected OAuth Scopes	Access and manage your data (api)	The jtel system requires access to the data in the SalesForce instance.

The following screenshot shows an example configuration:

Connected App Name
jtel ACD

Basic Information

Connected App Name

API Name

Contact Email

Contact Phone

Logo Image URL

Icon URL

Info URL

Description

API (Enable OAuth Settings)

Enable OAuth Settings ☒

Enable for Device Flow ☐

Callback URL

Use digital signatures ☐

Selected OAuth Scopes

Available OAuth Scopes

- Access and manage your Chatter data (chatter_api)
- Access and manage your Eclair data (eclair_api)
- Access and manage your Wave data (wave_api)
- Access custom permissions (custom_permissions)
- Access your basic information (id, profile, email, address, phone)
- Allow access to your unique identifier (openid)
- Full access (full)
- Perform requests on your behalf at any time (refresh_token, offline_access)
- Provide access to custom applications (visualforce)
- Provide access to your data via the Web (web)

Add
▶

Remove
◀

Selected OAuth Scopes

Selected OAuth Scopes

- Access and manage your data (api)

Require Secret for Web Server Flow ☐

Include ID Token ☐

Enable Single Logout ☐

Enable Asset Tokens ☐

After saving the configuration, the settings "Consumer Key" and "Consumer Secret" can be obtained from the following page. These details must be provided to the jtel system in the next step, see [Client Master Data](#).