Call Center Adapter Installation

Call Center Adapter Definition File

To integrate the jtel Micro-Client into the SalesForce installation, a Call Center Adapter Definition file must be supplied.

This file must be modified, to correspond to the actual jtel Installation being used.

https iii The jtel webserver must be running https with a valid certificate!

Here is an example file:

jtel SalesForce Call Center Adapter Definition File

| <callcenter></callcenter> |
|--|
| <section label="General Information" name="reqGeneralInfo" sortorder="0"></section> |
| <item label="InternalNameAAA" name="reqInternalName" sortorder="0">jtelACDAdapter</item> |
| <item label="Display Name" name="reqDisplayName" sortorder="1">jtel ACD SalesForce Adapter</item> |
| <item label="CTI Adapter URL" name="reqAdapterUrl" sortorder="2">https://jtel-server/CarrierPortal/micrologin/reseller-uid/client-uid</item> |
| <item label="Use CTI API" name="reqUseApi" sortorder="3">true</item> |
| <item label="Softphone Height" name="reqSoftphoneHeight" sortorder="4">650</item> |
| <item label="Softphone Width" name="reqSoftphoneWidth" sortorder="5">200</item> |
| <item label="UI Compatibility Mode" name="reqSalesforceCompatibilityMode" sortorder="6">Classic_and_Lightning</item> |
| |
| <section label="Dialing Options" name="reqDialingOptions" sortorder="1"></section> |
| <item label="Outside Prefix" name="reqOutsidePrefix" sortorder="0"></item> |
| <item label="Long Distance Prefix" name="reqLongDistPrefix" sortorder="1">0</item> |
| <item label="International Prefix" name="reqInternationalPrefix" sortorder="2">00</item> |
| |
| |

The CTI Adapter URL must be modified. The parameters:

jtel-server

- reseller-uid
- client-uid

must be specified.

Save the file to the local disk.

Import Adapter to SalesForce

Select Setup on the top right.



In the quick search field type in "call", and select the option "Call Centers".

| | Expand All Collapse All |
|------------|---------------------------|
| | |
| Build | |
| 🔽 Customiz | 2e |
| 🔽 Call C | enter |
| Cal | I Centers |
| Dire | ectory Numbers |
| Sof | tphone Layouts |

In the following screen, select "Continue".

In the next screen, select "Import".



Then select "Choose File", select the file, and import it.

In the following screen, select "Manage Call Center Users":

call Center jtel ACD SalesForce Adapter

All Call Centers » jtel ACD SalesForce Adapter

| Call Center Detail | Edit Delete Clone |
|--------------------------|--|
| General Information | |
| InternalNameAAA | jtelACDAdapter |
| Display Name | jtel ACD SalesForce Adapter |
| CTI Adapter URL | https://jtel-server/CarrierPortal/micrologin/reseller-uid/client-uid |
| Use CTI API | true |
| Softphone Height | 650 |
| Softphone Width | 200 |
| Dialing Options | |
| Outside Prefix | |
| Long Distance Prefix | 0 |
| International Prefix | 00 |
| Call Center Users | Manage Call Center Users |
| Call Center Users by Pro | file |
| Total | 0 |

Add the required users to the call center (including the supplied test user!).

Test the integration, by clicking on Home. (This only applies to the "classic" mode, in "lightning" an App needs to be created, see section "lightning")

The jtel Micro-Client should be displayed in SalesForce.

If necessary, expand the sidebar using the indicated button:



The login page should be displayed as follows (only user and password).

| salesfo | rce | 18 | Sea |
|-----------------|---------|----------------|-----|
| Home | Leads | Accounts | Con |
| jtel | PORTA | _ μicro Client | |
| Login User : | | | |
| [| | | |
| Password | : | | |
| Remer | nber me | | |
| Login | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

If this is not the case, then the URL setup in the Call Center Adapter needs changing to the reseller-uid and client-uid.

If nothing is displayed, most likely the jtel Server is not running with https.

SalesForce will **NOT** work with a http installation of the jtel Server.