

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



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

Here is an example file:

jtel Salesforce Call Center Adapter Definition File

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

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.

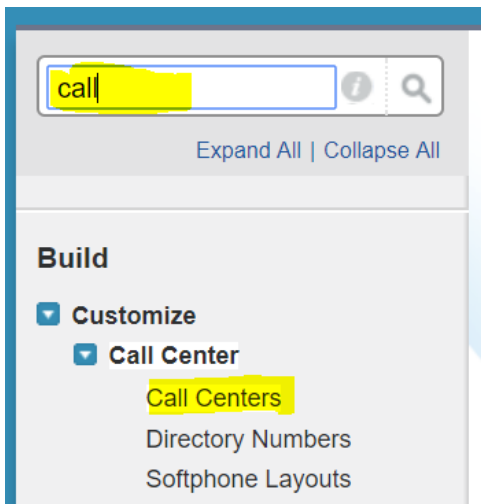
Import Adapter to Salesforce

Select Setup on the top right.

Lewis Graham ▾



Setup

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




In the following screen, select "Continue".

In the next screen, select "Import".

Quick Find / Search...  

[Expand All](#) | [Collapse All](#)




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All Call Centers

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A call center corresponds to a single computer-telephony integration (CTI) system already in place at your organization. Salesforce.com users must be assigned to a call center before they can use any Call Center features.

[Import](#)

Name ↑	Version	Created Date	Last Modified Date
No records to display.			

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

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

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 Profile

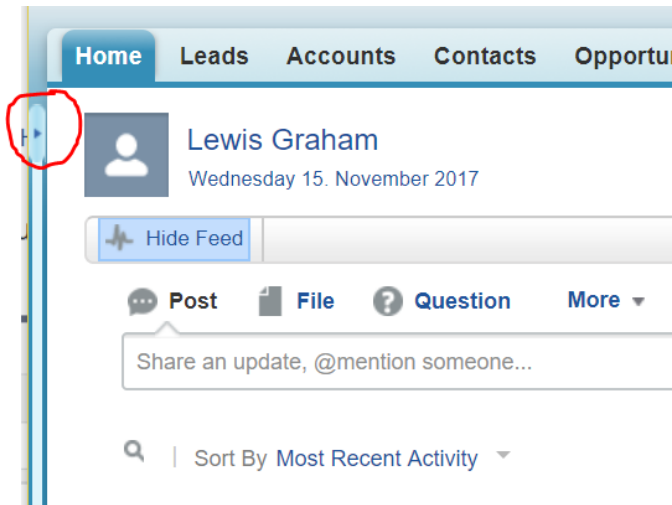
Total	0
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Add the required users to the call center (including the supplied test user!).

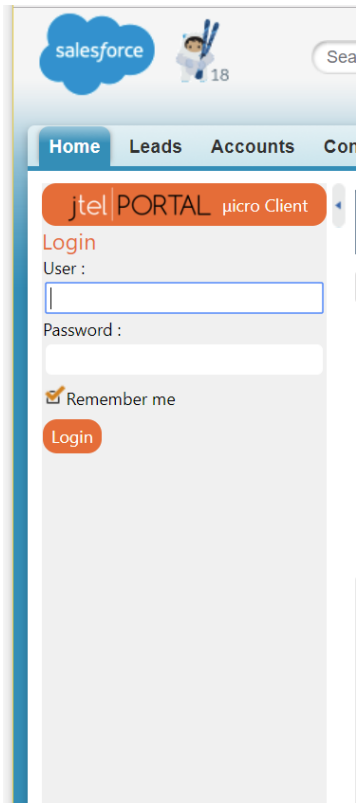
Test the integration, by clicking on Home. (This only applies to the "classic" mode, in "lightning" an App needs to be created, see section "lightning")

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).



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.