

Setup and Installation Guide



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Abstract

This guide details the integration between Amazon Connect and Salesforce Lightning. It covers the installation, configuration, and operation of the two primary components of the integration: the Amazon Connect CTI Adapter for Salesforce and the AWS Serverless Application Repository for Amazon Connect Salesforce integration.

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Release Notes

Important Notes

Spring '22 Release

The Salesforce Spring '22 release introduces a change that will likely cause an install or update to any version of the adapter before 5.18 to fail. In addition if you are using the `ac_PhoneCallListView` component in any version of the adapter, the loading of your component may fail. This component has been deprecated in v5.18.

WebRTC Plan-B Deprecation

The Plan-B deprecation should not affect any current users of the CTI Adapter, as we utilize the embedded CCP and do not build in connect-rtc-js separately.

Important: when upgrading the CTI Adapter, please make sure that the Salesforce Lambdas are also updated to the newest version. Also review the [CTI Adapter Installation Troubleshooting and Common Issues](#) section for known issues and troubleshooting.

5.19 April 2022

- **Enhancement:** replace call recording audio streaming via cloudfront distribution with the connect native get-recording endpoint. This change makes it so that the cloudfront infrastructure and associated setup process is no longer necessary. Please note that this change will remove audio recording infrastructure from your AWS account, please make sure to test this change before fully deploying.
- **Enhancement:** add IgnorePermissionSet setting to FEATURE_WISDOM_PANEL feature. The setting determines whether the AC_CallRecording/AC_Administrator permission set is checked before showing Wisdom to the logged in user.
- **Bug fix:** CTI Flows on contact events will fire after the page was reloaded during a contact's life cycle
- **Bug fix:** Fixed an issue where we would create a CCACase or CCAContact batch job even if there were no updates to any related fields.

5.18 January 2022

- **Bug Fix:** Updated the **Get Salesforce Contact ID** block to accept E.164 numbers.
- **Bug Fix:** Fixed **onMessage** event name and label which was causing CTI flows to not trigger.
- **Bug Fix:** Fixed stray template tag in `ac_contactChannelListView` causing Spring '22 package installation failure.
- **Bug Fix:** Deprecated `ac_PhoneCallListView` LWC, as it is an artifact of an old version of the adapter and was causing Spring '22 package installation failure.
- **Bug Fix:** Fixed issue where switching contact tabs didn't update the CCP overlay attributes.
- **Bug Fix:** Fixed issue where some `sfInvoke` operations were returning complex JSON objects that don't work with Connect Contact Flows

5.17 November 2021

- **Feature:** Added the integration with Amazon Connect Wisdom, which delivers articles and article recommendations to agents. See [here](#) for more details.
- **Feature:** Added the integration with Voice id, which provides real-time caller authentication. See [here](#) for more details.
- **Bug Fix:** Fixed a bug where CTI Actions would only load if you switched overlay tabs. Now they will load immediately.
- **Bug Fix:** Fixed a few bugs with Contact Attributes Overlay.
 - Where you needed to set they would not populate in the overlay unless the CTI Attribute Name value was the same as the contact attribute key.
 - Selecting DisplayValue of `Key` did not show just the Key value.

- When using the ShowAllAttributes feature, the already configured CTI Attributes did not maintain the same HTML formatting as before.
- **Bug Fix:** Fixed a bug where DialedNumber__c was not filled on outbound calls.
- **Bug Fix:** Fixed a bug where Update Contact Attributes didn't work for Chat or Task contacts.
- **Bug Fix:** Fixed a bug where the CTI Flow payload would only contain the CTI Action Additional Data when both CTI Action Payload and Additional Data are configured. Now the CTI Flow payload will have both the CTI Action Payload and Additional Data
- **Enhancement:** Added two new CTI Flow Blocks - Destroy Live Contact and Clear Contact.

5.16 August 2021

- **Feature:** Added a `callIncomingDuration` field to the `Contact Interaction Metadata` CTI Flow block, which captures the time between the call coming into an agent and it being accepted/missed/declined.
- **Feature:** Moved the medialess popout page to be an optional feature. Learn how to enable it [here](#)
- **Bug Fix:** Fixed an issue where the `callInteractionDuration` would be too large if the call is missed. It is now defaulted to 0 if the call is not picked up.
- **Bug Fix:** Fixed an issue with the medialess adapter where media was still coming through the adapter and causing audio quality issues. Now, when the medialess option is checked, this will disable the `allowFramedSoftphone` option in CCP config, and media will not be sent through the CCP embedded on Salesforce.
- **Bug Fix:** Fixed an issue where Agents couldn't see some CTI Actions if more than 20 CTI Actions are set up. Now, a scroll bar should appear to navigate to all of them.
- **Bug Fix:** Fixed an issue with the `isInbound` CTI Flow block, which would return false if the Customer hangs up the error before the Agent could answer the call, even if it was inbound.
- **Bug Fix:** Fixed an issue with the `InitialAgentStatus` sub-feature of `SetAgentStatusOnSessionEnd`, which would not follow the `IfProfileNameIncludes` condition.
- **Bug Fix:** Fixed an issue with CCP overlay where if no additional data is added, including Title, Instructions and Fields, the right pointing caret icon will be displayed for detailed form view. Now the execute button will be displayed in this case.
- **Bug Fix:** Fixed an issue with CCP overlay where the order parameter was not affecting the sorting of the CTI Actions in the overlay.
- **Bug Fix:** Fixed an issue with the CCP Element Editor where typing the CTI Action name first caused the cursor to move out of the input box.
- **Bug Fix:** Fixed an issue with the Set Agent Salesforce State CTI Flow block.

5.15 July 2021

When installing v5.15, please **confirm that the application was installed for admins only** (see [installation](#) for more details). If you did this by accident, then you will have to [manually edit the profiles](#) to remove the permissions to the objects and pages created by the app.

- **Feature: Guided Setup** The Guided Setup feature helps make the setup process easier. See [Guided Setup](#) for more details.
- **Feature: Chat Widget Integration for SalesForce Experience Cloud(formerly Community Cloud)** Added VisualForce Page component that allows you to add Amazon Connect Chat Widget in your Salesforce Experience Cloud Site.
- **Enhancement:** Changed the default audio recording component in the Contact Channel Analytics for easier setup. See [Contact Channel Analytics](#) for more details.
- **Enhancement:** Created the ExecuteAwsService service for simpler communication between Salesforce and AWS. **WARNING:** If you are using Contact Lens for audio recording you *must* replace your existing AwsGenerateAudioRecordingUrl named credential with the ExecuteAwsService named credential. See [here](#) for more details.
- **Bug Fix:** Fixed an issue with the lambda package that caused Contact Lens Call Recording Streaming to be broken for redacted calls.
- **Bug Fix:** Fixed an issue that caused the "Clear All Properties" CTI Flow Block to clear properties important to the CTI adapter working.
- **Bug Fix:** Added the `DISCONNECT` field to the `Initiation Method` field in Contact Trace Records.

5.14 June 2021

- **BugFix:** Added batch processing to CCA Case Trigger and CCA Contact Trigger.
- **Bugfix:** The issue that caused an Attribute label to not display properly in the attributes panel has been fixed.
- **Bugfix:** The issue that caused AC Queue Metrics tab's name showing blank has been fixed.
- **Bugfix:** The issue that caused the Recording Panel button to fail when a url is used for connect instance alias has been fixed.
- **Enhancement:** We now make it possible for voicemail drops to work with queue callbacks.
- **Enhancement:** You can now configure the CT Action Recording Panel's initial state using contact attributes. If you're recording your call, make sure to add an attribute named `RECORDING_STARTED` whose value is `true` in your Contact Flow.
- **Enhancement:** We have added `IfCurrentAgentState` tag to `SetAgentStatusOnSessionEnd` feature, which allows customers to condition this feature on the Agent's current state.

5.13 April 2021

- **Feature: CTI Actions - programmable buttons within the CCP overlay**

In this release, we have added a feature called CTI Action which are programmable buttons for your CTI Flows. Each CTI Action is a button that can be programmed to trigger a CTI Flows whose source value is "CTI Action." In addition, CTI Actions can be programmed to ask the agent for additional information via a data entry form. You can use the agent's entry in your CTI Flow with the help of "Get Payload" block. This is a great way to ask your agents to enter ad-hoc data prior to running the CTI Flow to provide additional information as part of a workflow to automate case creation, or start a customer refund process. **If you are upgrading from a previous version of the CTI Adapter, please be sure to review the [additional setup steps required](#) for CTI Actions.**

- **Feature: CTI Actions: recording API integration within the CCP overlay**

The CTI Adapter now includes integration with Connect's recording API. This feature allows the agent to control when to start and stop recording a call. Once the recording has started, they can also pause and resume it. For example, agents can pause a recording before asking for sensitive information from your customers. Once the agent stops a recording, you cannot start it again. Use pause/resume buttons after you've started recording a call to control the recording.

- **Enhancement: Voicemail Drops (beta)**

The [beta Voicemail Drops](#) feature now integrates with CTI Actions. In the beta, voicemail drops were loaded directly into the CCP Overlay. As of 5.13, you will need to create a CTI Action, and use the newly added "Leave a Voicemail" block in the CTI Flow where you can configure the specific voicemail drop and the quick connect name to use for the voicemail.

- **Feature: CCP Overlay: Data panel to receive data from CTI Flows.**

You can now send data from a CTI Flow to the CCP Overlay. The Data panel on CCP Overlay will display any object you pass it from "Send Data to CCP Overlay" block.

- **Feature: CTI Flow Blocks: "Start Recording" and "Stop Recording"**

With "Start Recording" and "Stop Recording" blocks, you can control the voice recording of the call within your CTI Flows.

- **Feature: CTI Flow Block: "Update Contact Attributes"**

You can now update contract attributes using CTI Flows. This block accepts a list of key-value pairs and assigns them to the currently active contact. It may come handy for passing Case id and other important information to the next agent when transferring a call.

- **Feature: CTI Flow Block: "Get Payload"**

The `payload` object contains the arguments passed to the CTI Flow. Now you will be able to use "Get Payload" block to reference a payload key as an input in other blocks on your CTI Flow.

- **Feature: CTI Flow Block: "Send Data to CCP Overlay"**

This block allows you to send data to your agent from a CTI flow. The agent will see this information in the CCP Overlay in a panel entitled "Data."

- **Feature: CTI Flow Block: "Leave a Voicemail"**

This block works with the beta Voicemail Drops feature. When you configure the voicemailDropName and quickConnectName, it will pass the contact to an IVR to leave a voicemail on the agent's behalf.

- **Feature: CTI Flow Block: "Get Salesforce Lead ID":** This block allows you to get a Salesforce lead by using a phone number.
- **Enhancement:** "Get Salesforce Contact Id" block now uses FIND syntax to search across multiple fields.
- **BugFix:** For the `SetAgentStatusOnSessionEnd` feature, it would occasionally fail if the agent hadn't interacted with the webpage. We solve this by creating a popout to monitor the agent session.
- **Enhancement:** For the `SetAgentStatusOnSessionEnd` attribute, you can now specify multiple values.
- **Enhancement:** When `SetAgentStatusOnSessionEnd` feature is enabled, you can now configure which state the agent should be shown as when they login with the `InitialAgentState` setting.
- **Enhancement:** When `SetAgentStatusOnSessionEnd` feature is enabled, you can now configure which agent to logout when all tabs are closed by setting the Status to Logout.
- **Bugfix:** Addressed issue that caused CTI Flows to be run on every open Salesforce tab.
- **Bugfix:** Addressed an issue in "Get Salesforce Contact Id" block that caused the query to fail if the phone number was in E164 format.
- **Enhancement:** Added the `onDestroy` Event to certain CTI Flow Sources

5.12 March 2021

- **Feature:** Added custom setting which will allow customers to enable and disable non-essential triggers (They are disabled by default now). [More details in the troubleshooting section](#)

- **Bugfix:** Addressed additional trigger issue that prevented orgs with 200k+ CCA records from updating Case and Contact records.
- **Bugfix:** Addressed issue where AC Permission sets did not include the CustomerEndpointAddress field for the ContactChannelAnalytics object.
- **Bugfix:** Addressed issue where AC Permission sets did not include the MedialessPopout page.

5.11 March 2021

- **Bugfix:** Addressed trigger issue that prevented community and partner users from updating Contact and Case records.

5.10 February 2021

- **Feature:** *Contact Control Panel (CCP) Audio Device settings option.* Admins can toggle Phone type settings and the new [Audio Devices settings](#) for agents to see on their CCP. [Audio Device settings](#) allow the agents to choose audio devices for their speaker, microphone, and ringer.
- **Feature:** *Custom Ringtone for chat.* Admins can configure a custom ringtone for chat (separate from CCP) from the CTI Adapter configuration page.
- **Enhancement:** The Salesforce built-in Cross Site Request Forgery (CSRF) protection is enabled for Visualforce pages in the CTI Adapter package which improves organizational security to protect against cross site request forgeries.
- **Bugfix:** Decision blocks no longer requires both sockets to be connected.
- **Bugfix:** Click to Dial stopped working after first use until the agent refreshed the page.
- **Bugfix:** Error that prevented Contact Lens app resources from being hosted on a different domain than the Salesforce instance.
- **Bugfix:** Error that prevented Contact Lens app from displaying intermittently when Transcribe was enabled.
- **Bugfix:** Changed the logic for the IsContactTransfer CTI Flow Block which always returned true.
- **Bugfix:** Medialess popout not closing after Salesforce tabs are closed.
- **Bugfix:** Login window did not close automatically after logging into Connect.
- **Bugfix:** Unable to upgrade the package if the Case or Contact object contained encrypted fields.

5.9 December 2020

- **Feature:** Contact Lens Integration
- **Feature:** Tasks Integration - Added the Amazon Connect Task Contact as a source to CTI Flow in addition to Task specific events

- **Feature:** CTI Block - Is Task Contact? - Check if the contact is a task
- **Feature:** CTI Block - Create Task Contact - Creating a new task contact with certain inputs.
- **Feature:** CTI Block - Pop Task Contact's ReferenceUrls - Pop any reference urls that are related to the task contact
- Upgraded Salesforce API to v50.0.
- **Feature update:** If you have CCP open on multiple tabs, CTI Flows will be executed only on one of them. The execution will be performed on the current tab, by default. If the agent is currently looking at a different site, a random tab will be selected to perform the execution.
- **Enhancement:** \$User.ProfileId is now available through "userProfile" property.
- **Enhancement:** CTI Flow execution timeout window has been increased to 60 seconds.
- **Feature update:** When the CCP popout is opened, we now ask for a confirmation before refreshing or closing the tab that opened it. Note that if you do close the original tab, the pop out might also be closed.
- **Bugfix:** Voicemail Drops feature has been fixed.
- **Bugfix:** CTI Flow "Open Subtab" block has been fixed.

5.7 November 2020

- **Feature update:** Change audio recording feature in the Contact Channel Analytics page to use an audio streaming approach. Please review the updated [Contact Channel Analytics](#) section for the setup details.
- **Feature:** Add permission set specifically for the audio recording feature
- **Feature:** Localization into 9 languages.
- **Feature:** Add callType to return fields of "Get Contact Properties" block
- **Feature:** Add formatted phone number to return fields of "Get Contact Properties" block
- **Feature:** Add script name to CTI flow definition file.
- **Feature:** Remove context from log outputs
- **Bugfix:** Return field of "Open Primary Tab" was value, not id, as specified. We now provide it in both `value` and `id` fields for backward compatibility.
- **Feature:** Make the error message shown when the execution runs too long more informative.
- **Feature:** Make sure the attributes overlay doesn't open automatically when CCP is opened.
Documentation: "Create and pop that task" default flow is fixed.
- **Bugfix:** update return value of "Get Agent Configuration" block to match the documentation.
- **Feature:** Increase CTI Flow timeout to 10 seconds.
- **Bugfix:** remove the leading wildcard matcher in "Get Salesforce Contact Id" block query. The wildcard matcher caused performance issues with the query. Going forward make sure the phone number is an exact match to the one in file.

- **Bugfix:** Ensure "Join Strings" block does not ignore boolean false values.
- **Bugfix:** Ensure "Log to Console" block does not ignore boolean false values.
- **Feature:** Add uid field on top of the block on the canvas.
- **Bugfix:** Remove the loginWindow object from log output because it errors with "Cannot convert object to primitive value."
- **Bugfix:** ContactChannel object updates to new agent if previous agent rejected or missed a contact
- **Bugfix:** Changing status to logout now correctly logs agent out
- **Feature:** Rename "Enable Click to Dial?" to "Can Make Outbound Calls?".
- **Feature:** CTI Flow Block - math function - "Multiply"
- **Feature:** CTI Flow Block - math function - "Divide"
- **Feature:** CTI Flow Block - "Get Tab Object Map"
- **Feature:** CTI Flow Block - "Close Salesforce Tab"
- **Feature:** CTI Flow Block - "Delay"
- **Feature:** CTI Flow Block - "Get Primary Tab Ids"
- **Feature:** Improve browser log formatting.
- **Feature:** CTI Flow Block - "Get Tabs With Matching Url"
- **Feature:** *Update Connect agent status when all Salesforce tabs are closed:* You can set the agent status to a specific state if the SetAgentStatusOnSessionEnd feature is turned on and the agent's routing profile name includes the value of IfProfileNameIncludes setting, such as "On-Call." By default, the agent status is set to "Offline" if the feature is enabled and nothing is specified for IfProfileNameIncludes. If this feature is enabled, the agent will be automatically shown as available when they login to Salesforce and the CCP.
- **Feature:** CTI Flow Block - Length"
- **Feature:** CTI Flow Block - "Slice"
- **Feature:** CTI Flow Block - "Cast a Value to a Type"
- **Bugfix:** Agent is able to accept calls when Medialess is turned on.
- **Feature:** CTI Flow Block - "Get CCP Logs" Remove "Initialization" and "Browser" sources
- **Feature:** Allow users to specify Amazon Connect Instance url in CTI Adapter details in addition to Amazon Connect Instance Alias

5.5 October 2020

- **Feature:** CTI Flow Block - "Clear All Properties"
- **Feature:** CTI Flow Block - "Unset Property"
- **Feature:** CTI Flow Block - "Show All Attributes"
- **Bugfix:** Attributes panel can now display attributes of transferred contacts.

5.4 Late September 2020

- **Feature:** You can now provide additional ad-hoc fields to "Create a Task" block. (Note: the values of these fields don't have a lookup dropdown yet.)
- **Feature:** New CTI Block! - You can now create "counters" with the "Update Counter" and read the value of your counters using "Get Counter" block.
- **Feature:** You can now get the number of open tabs from `openAgentTabs` counter.
- **Feature:** You can now compare multiple things using "Is One Of?" block in CTI Flows.
- **Feature:** New CTI Block! - You can now extract a value from a complex value, such as an array or an object, using the "Extract Value" block. (This comes handy when you retrieve a Salesforce object.)
- **Feature:** New CTI Block! - You can use the Salesforce retrieve API to fetch a record from the server by id using "Retrieve Salesforce Record" block.
- **Feature:** New CTI Block! - You can use the "Get Salesforce Contact Id" to fetch the id of a Salesforce contact by its phone number.
- **Feature:** New CTI Block! - You can now show a window alert using "Alert" block.
- **Feature:** New CTI Block! - You can now use create a complex string using string templates and multiple variables with the help of "String Template" block.
- **Bugfix:** When a screenpop is "deferred," the CTI Block used to return an inexact match and the Id field in the return value of the block would be blank. This issue has been fixed in this release.
- **Bugfix:** Presence sync is working again. The current release also reduces the wait threshold between each presence sync update from 1 second to 100ms, i.e. co-occurring events won't get lost anymore (as much).
- **Bugfix:** The encoding issue affecting "SOQL Block" has been fixed. The single quotes in the SOQL query are no longer encoded as HTML entities.
- **Bugfix:** To access the return value of another block, power users use "magic strings," e.g. `\$.actions.<blockId>.results.<fieldName>`, but these strings used to be cleared in the UI when the block is selected on the canvas. This issue is now fixed.
- **Bugfix:** The spelling of `TaskSubtype` field in "Create a Task" block has been fixed. Your TaskSubtype won't get lost anymore.
- **Bugfix:** Call recording view for a Case has been fixed.
- **Bugfix:** "Is Contact Inbound?" block is working again.
- **Bugfix:** "Is Truthy?" block now works with boolean input values.
- **Bugfix:** Salesforce UI onNavigationChange event listener is working again.
- **Bugfix:** We now alert you to change your instance alias if you try to sign in with instance alias set to "default."

5.3 September 2020

- **Bugfix:** Fix the issue that caused ACSFCCP_CallRecordingTask component to not work.

5.1 Late August 2020

- **Bugfix:** Ensure "Get App View" CTI Flow block doesn't break the sidebar
- **Enhancement:** Add "queueARN" field to "Dial Number" CTI Flow block
- **Bugfix:** Ensure some required CTI Flow block fields are not shown as "optional"
- **Bugfix:** Ensure "Save (or Create) a Record" block works as expected
- **Bugfix:** Fix the validation error on "CallDurationInSeconds" field in "Create a Task" block
- **Bugfix:** Fix phantom scrollbar on Windows machines
- **Bugfix:** Fix issue where copying contact attributes to clipboard doesn't work
- **Bugfix:** Fix issue where "saveLog" CTI Flow block throws an error
- **Bugfix:** Fix issue with onOffline Flow event not firing
- **Bugfix:** Fix various omnichannel presence sync bugs
- **Bugfix:** Ensure the CCP default dimensions are adjusted to CCPv2 defaults
- **Feature:** Add block "Set Agent Status By Name on Connect."

5.0 August 2020

- **This release has new features and updates:** Please test and validate version 5.0 in your Salesforce sandbox before upgrading this in production.
- **CTI Flows:** CTI Flows replace Lightning CTI Extensions in allowing customers to build their agent for Lightning and Classic via a drag drop UI. Many of the CTI blocks are similar to the Lightning CTI Extension script API calls and can be mapped similarly. Lightning CTI Extension scripts are NOT automatically migrated to CTI Flows. When upgrading the with existing scripts, it will give you the option to download the existing script for reference before building your CTI Flows. We strongly recommend you validate this install/upgrade in a test environment and fully test the CTI Flows against your previous scripts functionality. Please open a support ticket if there is additional functionality you require from your current scripting implementation.
- **Security Profile improvements:** AC Administrator, AC Agent, and AC Manager permission sets to enforces objects access and fields level (FLS) as per Salesforce security guideline for managed package. To Amazon Connect Objects and fields, user should either one of Amazon Connect permission sets AC Administrator, AC Agent, and AC Manager.
- **Attributes:** Amazon Connect CCP (Contact Control Panel) in Lightning Classic now display an overlay for showing attributes consistently.
- **AWS Secrets Manager** support for storing Salesforce credentials.
- **VPC Support:** ability to place Lambdas in VPC

- **New Salesforce API integration:** Exposed new operations in sfinvokeapi read or create Salesforce records(query queryOne, createChatterPost, createChatterComment, lookup_all, delete)
- **Upgrade:** Amazon Connect Streams API bumped up to version 1.5.
- **Bugfix:** Task creation issue for non connect users - Fixed task trigger apex code, added a validation before security access check for Amazon managed package objects
- **Bugfix:** Contact interaction fixed.
- **Other minor bugfixes and improvements**

4.5 April 2020

- **This release has new features and updates:** Please test and validate version 4.5 in your Salesforce sandbox before upgrading this in production.
- **Installation / Configuration:** AC_Administrator permission set has been added to manage CTI Configuration in addition to AC_Manager and AC_Agent. See documentation for further information.
- **API:** Updated support for CCPv2 in Classic/Console. See documentation for Call Center settings.
- **Bugfix:** Updated attribute display to resolve duplicated attributes.
- **Security:** Improved control access at the object-level, the record-level, and at the field level.

4.4 March 2020

- **This release has significant new features and updates:** Please test and validate version 4.4 in your Salesforce sandbox before upgrading this in production.
- **Documentation:** Guide has been rewritten and restructured based on feedback.
- **Installation / Configuration:** Improved installation and configuration guide
- **Installation / Configuration:** Added Enhanced Agent Logout functionality to Lightning.
- **API:** Updated to the latest Amazon Connect Streams and Chat libraries
- **API:** Additional extensibility methods provided
- **Setup:** Improved Presence Sync Rule editor
- **Setup:** CTI Adapter validation is performed upon initialization and will inform the user of common misconfigurations.
- **Setup:** Additional CTI Script examples are provided.
- **Setup:** The ability to place the lightning transcript view on Task, Contact Channel, and Contact Channel Analytics object has been added.
- **Bugfix:** Updated allowlisting steps to address login popup issue.
- **Bugfix:** OmniChannel workload data not being usable has been resolved
- **Bugfix:** CTI Attribute issue when processing multiple pieces of contact attribute data has been resolved.

- **Bugfix:** The call transcript now scrolls within a fixed region rather than consuming vertical space.
- **Bugfix:** Finding Task Record in Classic/Console fixed.
- **Security:** The ability to create, update, and delete AC_CtiAdapter, AC_CtiScript, AC_CtiAttribute and AC_PresenceSyncRule records has been removed from the AC_Agent permission set.

4.2 December 2019

- **This release has significant new features and updates:** Please test and validate version 4.2 in your Salesforce sandbox before upgrading this in production.
- **Installation / Configuration:** Improved installation and configuration guide
- **API:** Lightning CCP Extension scripts and reference guide
- **Setup:** A default CTI adapter and scripts for click-to-dial, voice contact pop, and chat contact pop are not included in the base installation.
- **Editor:** A more robust script editor is included for use in CTI adapter / script configuration.
- **Bugfix:** SSO issue has been resolved

4.1 November 2019

- **This release has significant new features and updates:** Please test and validate version 4.1 in your Salesforce sandbox before upgrading this in production. As we look to simplify documentation, this release introduces a new [Amazon Connect CTI Adapter v4 for Salesforce Lightning](#) setup and installation guide. Please review this setup guide in detail to see all the latest changes for Lightning CTI Adapter installations.
- **Classic and Console CTI setup guide:** Please use the [Amazon Connect CTI Adapter v4 for Salesforce Classic](#) setup and installation guide for Classic and Console CTI Adapter installations.
- **Amazon Connect Chat and Contact Control Panel (CCP) v2:** support for Amazon Connect chat and integration of CCP v2. CCP v2 is required for Lightning CTI Adapter installations. CCP v1 is still supported for Classic / Console CTI Adapter installations.
- **Historical and Real-Time Reporting:** updated historical metric functionality with additional metrics and dashboards. Added real-time metrics and dashboards. This functionality requires an update of AWS Serverless Lambda functions for Salesforce.
- **Lightning CCP Extensions and configuration:** We have revamped the approach for the Call Center config and have added a new AC CTI Adapters Lighting config page.
- **High Velocity Sales:** CTI Adapter integration supported for Salesforce High Velocity Sales product.

Key Benefits and Requirements

The key benefits of the Amazon Connect CTI Adapter are:

- **Amazon Connect Voice and Chat:** ability to take voice and chat calls in the salesforce agent experience and advanced screen pop on the incoming phone number, case, account or contact. Agents can also click to dial a number within their contacts.
- **Single Sign-On support:** seamless login with Connect and Salesforce with any standard SAML 2.0 provider.
- **Call disposition and activity management:** configure post call workflows to support your Agent's after call work.
- **Call logging and recording:** Voice and chat interactions can be logged as Salesforce activities and Amazon Connect call recordings can be played within the Salesforce.
- **Omnichannel Presence Sync:** enable Salesforce chat, sms and email to share presence with Amazon Connect. Amazon Connect will know when an agent is handling a Salesforce chat and make them unavailable for a voice call, and vice versa.
- **CTI Flows:** easily customize and extend behaviors within the CTI Adapter such as screenpop and activity management. Default flows along with the API guide provide key examples.
- **High-velocity sales (HVS):** using Salesforce HVS, enable your inside sales team to follow a repeatable pre-define sales cadence for your business. It enables sales managers and reps to work on prioritize list of prospects and follow best sequence of sales outreach activities defined by your sales process.

The key benefits of the AWS Serverless Application Repository for Salesforce are:

- **Access Salesforce Data:** easily inject salesforce data into the customer experience. Businesses can offer personalized greetings and dynamic routing based on customer information, create new objects, update existing records, and delete items based on customer choices in the IVR.
- **Contact center real-time reports:** display real-time contact center metrics within Salesforce from Amazon Connect.
- **Contact center historical reports:** display historical contact center metrics within Salesforce from Amazon Connect.
- **Contact analytics:** transcribe voice calls and perform analysis of the conversations using AI to surface sentiment, keywords, syntax, entities, etc.

We recommend that you initially install and configure the package into your Salesforce sandbox. This will allow you to test the integration, become more familiar with it, and modify it to your needs prior to deploying it to your production org.

If you are using Lightning, you can get a head start by working through the [Build an Amazon Connect Integration Salesforce Trailhead](#).

Requirements

To successfully deploy, configure, and implement the Amazon Connect integration with Salesforce, you must ensure that the following requirements and prerequisites are in place before.

Prerequisites - Amazon Connect CTI Adapter

In order to successfully install and configure the Amazon Connect CTI Adapter from the AppExchange you will need:

1. Salesforce
 - a. Salesforce org with Lightning experience
 - b. My Domain configured and deployed to users
2. An Amazon Connect instance
3. SAML Details (If using SAML)

Prerequisites - AWS Serverless Application Repository for Salesforce

In order to successfully install and configure the Salesforce functions from the Serverless Application Repository, you will also need:

1. A Kinesis stream configured for your Amazon Connect contact trace records (CTRs)
2. Salesforce:
 - a. An API user account
 - b. A new Connected App

Browser Compatibility

Amazon Connect requires WebRTC to enable soft-phone voice media stream and Websockets to enable soft-phone signaling. Consequently, users are required to use the latest version of either Google Chrome or Mozilla Firefox. For more information, please see the [Amazon Connect documentation](#).

Salesforce Lightning Support

Please note that following features are currently not supported in Salesforce Lightning:

- Outbound Campaign Calls using Salesforce Omni can be routed to the agent, but the automated screen pops and the dialing of the phone number will not work. The agent will have to click on the record links to open the records and use Salesforce's Click-to-Dial feature to make the phone call.
- Lightning Standard Navigation is not currently supported in App Options for the Amazon Connect CTI Adapter.

 [Edit this page](#)

Installing the CTI Adapter and Salesforce Lambdas

Amazon Connect Salesforce CTI Adapter Managed Package

The Amazon Connect CTI Adapter for Salesforce provides the core integration between the two platforms. It embeds the Amazon Connect Contact Control Panel into Salesforce which provides telephony control as well as access to event data coming from Amazon Connect. Using this adapter, you can configure screen pops based on customer data, automate contact center telephony functions like click-to-dial, and establish presence syncing rules for integration with Salesforce Omni-Channel. This is the base of the integration.

The first step in the deployment of the integration is to install the Amazon Connect CTI Adapter managed package from the AppExchange Marketplace.

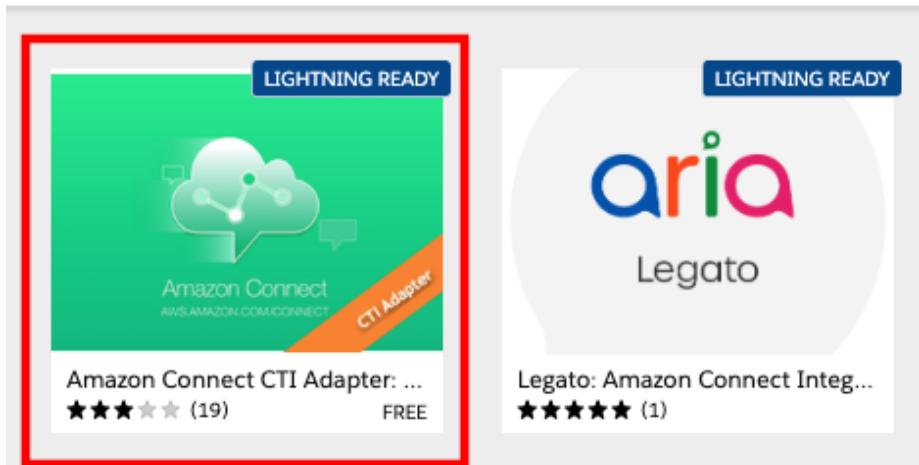
1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find**, type **AppExchange** (the results will populate without hitting enter)
3. Select **AppExchange Marketplace** from the links provided
4. In the AppExchange window, enter **Amazon Connect** into the **Search AppExchange** field and press enter

5. In the **Search Results**, select **Amazon Connect CTI Adapter**

< BACK

Search Results for "Amazon Connect"

48 Apps · Sorted by Relevance



6. On the **Amazon Connect CTI Adapter** detail page, select **Get It Now**

Amazon Connect CTI Adapter: CTI | Contact Center | IVR | ACD | Call Recording
by Amazon Web Services

Bring the Power of Intelligent CTI to Salesforce Service Cloud

aws

★★★★★ (19) FREE

DETAILS REVIEWS PROVIDER

Amazon Connect CTI Adapter for Salesforce Overview and Demo

Watch Demo

Free ⓘ

The newly updated Amazon Connect CTI Adapter v4 makes it easy to use your Amazon Connect contact center with Salesforce to deliver engaging service with lower cost at any scale. Amazon Connect is cloud-based, self-service, and can be set up in minutes.

Read More

Highlights

Setting up Amazon Connect is easy. With only a few clicks in the AWS Management Console, agents can take calls within minutes. The drag-and-drop interface allows for quick configuration of IVR flows and call routing rules.

Contact Information

<https://aws.amazon.com/contact-us/>

↓ Get It Now

7. If you are presented with the Log In to AppExchange screen, select **Open Login Screen**. You should then be presented with an Allow Access Screen. Choose **Allow**



Allow Access?

appexchange_api is asking to:

- Access your basic information

Do you want to allow access for

dougjaso+sfseorga@amazon.com? (Not you?)

Deny

Allow

To revoke access at any time, go to your personal settings.

- On the **Where do you want to install Amazon Connect CTI Adapter** page, choose the **Install Here** button in the **Install in This Org** section

Where do you want to install Amazon Connect CTI Adapter: CTI | Contact Center | IVR | ACD | Call Recording?

Before you install in a production org, we recommend testing in a sandbox first.

Install in This Org

Get going in the org where you're logged in right now.

Install Here

Install in a Sandbox Org

Test in a copy of a production org.

Install in Sandbox

Cancel

- On the **Confirm installation details** screen, fill out the **Tell us about yourself** form, check the box to **agree with the terms and conditions**, and optionally select the box to **allow the provider to contact you**. Then select **Confirm and Install**



I have read and agree to the [terms and conditions](#).

Salesforce.com Inc. is not the provider of this application but has conducted a limited security review. Please [click here](#) for detailed information on what is and is not included in this review.

Allow the provider to contact me by email, phone, or SMS about other products or services I might like

Cancel

Confirm and Install

10. Select **Install for Admins Only**, then choose **Install**. **THIS SELECTION IS VERY IMPORTANT** - if you select the wrong option, then standard users may have access to objects and pages that they shouldn't have access to.



Install Amazon Connect - Universal Package

By

Install for Admins Only

Install for All Users

Install for Specific Profiles...

Install

Cancel

11. The CTI Adapter will take some time to install. While it installs, you will be presented with the **This app is taking a long time to install** screen.

12. Choose **Done**.

aws Install Amazon Connect CTI Adapter: CTI | Contact Center | IVR | ACD | Call Recording

By Amazon Web Services



This app is taking a long time to install.

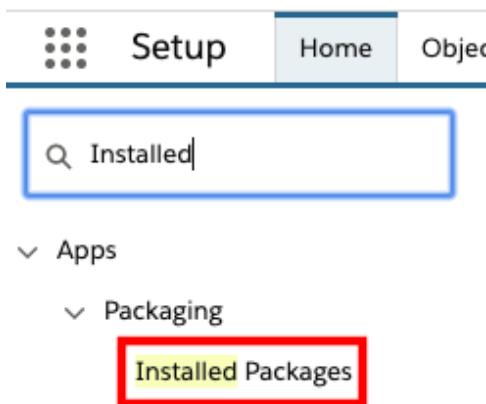
You will receive an email after the installation has completed.

Done

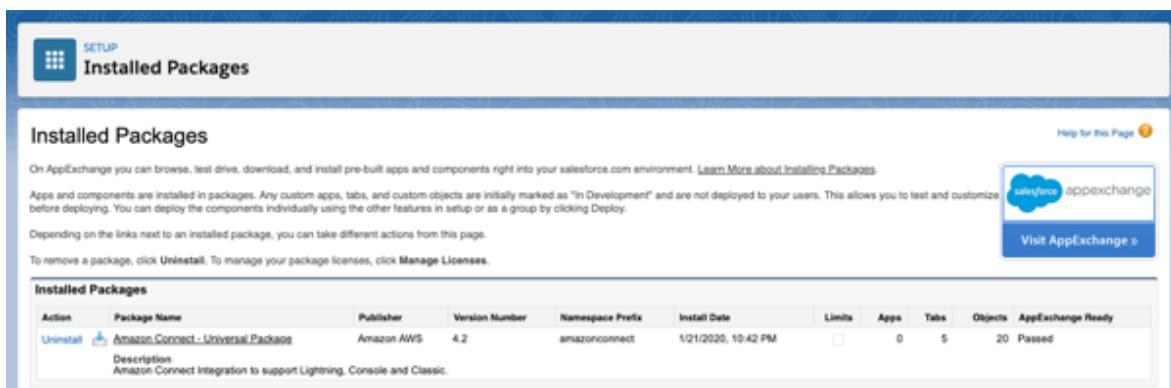
13. Once you receive confirmation that the **installation has completed** via email, return to the browser

14. Close the **Amazon Connect CTI Adapter** detail page (if still open)

15. In Quick Find, enter **Installed**, then select Installed Packages from the result



16. Once the **Installed Packages** page opens, validate that the **Amazon Connect -- Universal Package** is installed



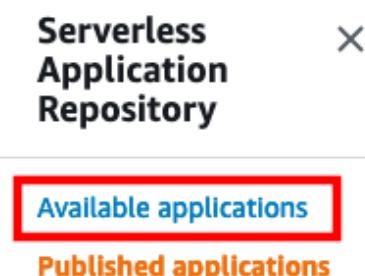
Amazon Connect Salesforce Lambda package

The Amazon Connect Salesforce Lambda package adds considerable capability to the integration. It includes data connectivity between Amazon Connect and Salesforce for typical tasks like lookups, case creation, and updates. Additionally, it adds new features like real-time and historical data imports, contact trace record imports, recording import, transcription, and contact analytics functions. These capabilities are configurable and can be activated or deactivated on a call-by-call basis.

The Amazon Connect Salesforce Lambda package is delivered via the AWS Serverless Application Repository. The AWS Serverless Application Repository enables you to quickly deploy code samples, components, and complete applications. Each application is packaged with an AWS Serverless Application Model (SAM) template that defines the AWS resources used. There is no additional charge to use the Serverless Application Repository - you only pay for the AWS resources used in the applications you deploy.

1. In a new browser tab, login to the [AWS console](#)

2. Make sure you are in the same region as your Amazon Connect instance
3. Once you have selected the region, navigate to the [Amazon Connect Console](#)
4. Verify that the Amazon Connect instance that you wish to configure is listed
5. Once you have verified your Amazon Connect instance, Open the [Serverless Application Repository Console](#)
6. In the left navigation, select **Available Applications**



7. In the search area, make sure that **Public applications** is selected, check the box for **Show apps that create custom IAM roles or resource policies**, and enter **Salesforce** in the search field, this will automatically filter the available packages

A screenshot of the AWS Serverless Application Repository search interface. At the top, there are two tabs: "Public applications (4)" (highlighted in orange) and "Private applications". Below that is a search bar containing "Salesforce". Underneath the search bar is a checked checkbox labeled "Show apps that create custom IAM roles or resource policies".

8. Select AmazonConnectSalesForceLambda

Public applications (4) Private applications

Salesforce X Sort by Best Match ▾

Show apps that create custom IAM roles or resource policies < 1 >

Salesforce-API-Access-Manager-Monitor-Logger A simple API access manager built on AWS lambda to provide multi tiered access to salesforce services with a single API user. Please read more here: https://github.com/manjits190/Salesforce-API-Access-Manager-Monitor-Logger/blob/master/README.md salesforce-api-access-manager	AmazonConnectSalesforceLambda Creates custom IAM roles or resource policies The AWS Serverless application package contains a set of common Lambda functions to be used by Amazon Connect to interact with Salesforce , allowing lookup, create and update operations for different Salesforce objects, like Contacts and Cases. Integration Connect Amazon Salesforce AmazonConnectSalesforceLambda... 685 deploy...	alexa-salesforce-notes-sample This skill demonstrates how to build a private Alexa skill to access Salesforce data. This skill identifies a given opportunity, tracks a series of statements that a user gives, and posts those either as a note or as a Chatter post. salesforce alexa-for-business alexa Alexa for Business  46 deployments AWS verified author
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9. When the Application loads, scroll down to the **Application settings** section

10. If you would like to use the Guided Setup feature, **don't change any parameters in the template** and select **Deploy**, and wait for the stack to finish deployment. Then, follow the section below on setting up the ExecuteAwsService named credential. If you are not using the Guided Setup feature, navigate to [here](#) for manual setup instructions (skipping the rest of the instructions on the page).

Deployment status for serverlessrepo-SFConsolidatedLambdaPackage

[Create a new app](#) [Test app](#)

 Your application has been deployed
Review the application's README for what to do next.

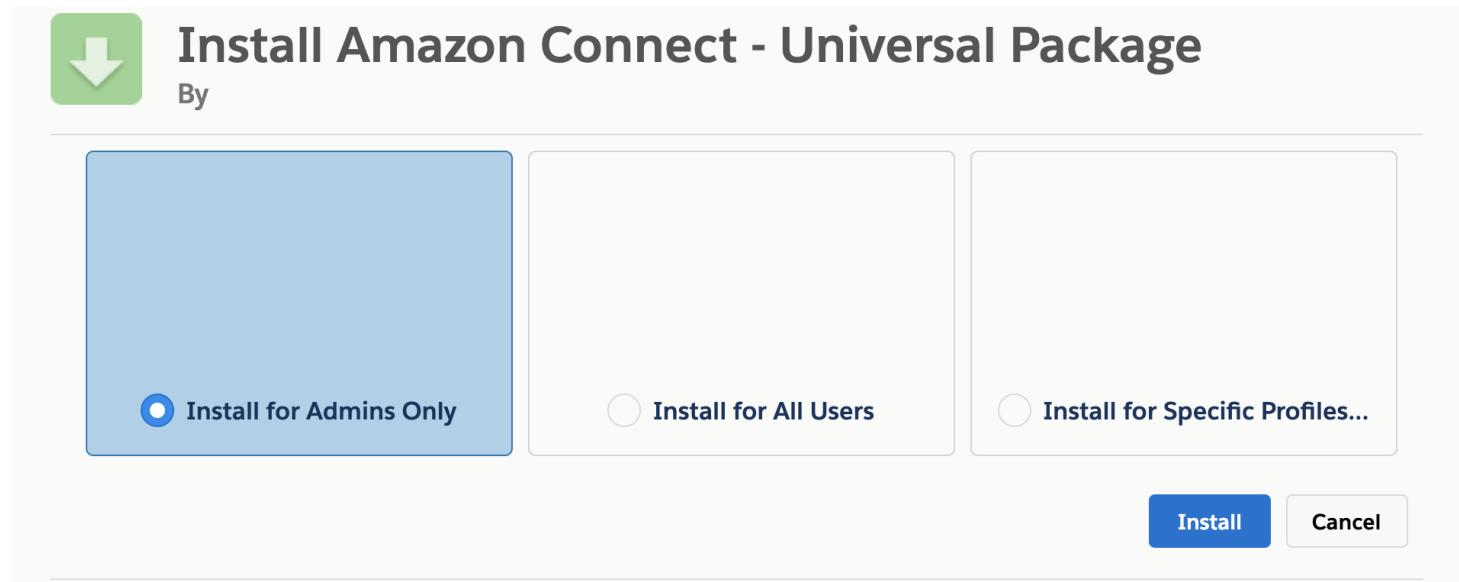
Permissions	Resources	View CloudFormation Stack

Setting up the ExecuteAwsService Named Credential

The ExecuteAwsService Named Credential is the entrypoint for the CTI Adapter to communicate with your AWS account. The Apex code uses the Named Credential to call the `sfExecuteAwsService.py` lambda, which uses boto3 to make changes in and retrieve data from your AWS account. Setting up this Named Credential is **not required** if you do not wish to use the features that rely on it (Guided Setup and Contact Lens). In addition, you can alter the permissions given to the `sfExecuteAwsService` lambda to match your security requirements (NOTE: if you choose to do so, do so after you configure up the lambdas as some permissions are added/removed based on how the lambdas are configured).

Before you create the ExecuteAwsService Named Credential, **confirm that the application was installed for admins only**. If not, then standard users may be able to invoke methods that call named credentials. If

you did this by accident, then you will have to [manually edit the profiles](#) to remove the permissions to the objects and pages created by the app.



1. Navigate to the IAM console in your AWS account, select the **Users** tab, and select **Add Users** to create a new user.

The screenshot shows the AWS IAM "Users" page. On the left, there's a sidebar with "Identity and Access Management (IAM)" and links for "Dashboard", "Access management", "Users" (which is selected and highlighted in orange), "Roles", "Policies", and "Identity providers". The main area has a blue header bar with "Introducing the new Users experience" and a "Search" bar. Below it, there's a table with columns for "User name", "Groups", "Last activity", "MFA", and "Console last sign-in". At the top right of the main area, there are "Add users", "Delete", and "Edit" buttons, with "Add users" being highlighted with a red box.

2. Give your IAM user a name (like `sfExecuteAwsServiceiamUser`). For the Access type, select **Programmatic access**. Click Next.

3. Select **Attach existing policies directly**, then search for and select `invokeSfExecuteAWSServicePolicy`.

The screenshot shows the "Add user" wizard at step 2, "Set permissions". There are three options: "Add user to group", "Copy permissions from existing user", and "Attach existing policies directly", with the third option being highlighted with a blue box. Below this is a "Create policy" button and a "Filter policies" dropdown set to "s�行政". A table below shows a single result: "invokeSfExecuteAWSServicePolicy" (Customer managed, Used as None).

Policy name	Type	Used as
invokeSfExecuteAWSServicePolicy	Customer managed	None

4. Click next until the user is created. In the final screen, copy down the **Access Key ID** and the **Secret Access Key**.

Access key ID

Secret access key

5. Next, navigate to the Lambda Console. In the functions tab, search for `sfExecuteAwsService`.

The screenshot shows the AWS Lambda console with the 'Functions' list. A search bar at the top contains the query "sfExecuteAWSservice". Below the search bar, there are two buttons: "Clear filters" and a blue button with the text "sfExecuteAWSservice" followed by an 'X'. The main table has columns: Function name, Description, Runtime, Code size, and Last modified. One row is highlighted with a red box, showing the function name as "sfExecuteAWSservice", runtime as Python 3.7, code size as 3.8 MB, and last modified as 22 days ago.

6. Copy down the name of the function. Make sure you are not copying any extra characters.

7. Navigate to your setup section of your Salesforce instance, and search for *Named Credentials*.

The screenshot shows the Salesforce Setup interface. The left sidebar has a search bar with "named cr" and a "Security" section with a "Named Credentials" link, which is underlined. The main content area has a "SETUP" button and the title "Named Credentials". Below the title is a section titled "Named Credentials" with the subtext: "A named credential specifies a callout endpoint and its required authentication parameter". At the bottom right of this section is a "New Named Credential" button, which is highlighted with a red box.

8. Select **New Named Credential**. For the values in the next screen, enter the following:

- **Label:** ExecuteAwsService
- **URL:** `https://lambda.{insert AWS region}.amazonaws.com/2015-03-31/functions/{insert lambda function name (copied above)}/invocations`
- **Identity Type:** Named Principle
- **Authentication Protocol:** AWS Signature Version 4

- AWS Access Key ID: Access Key ID copied above
 - AWS Secret Access Key: Secret Access Key
 - AWS Region: {insert AWS region}
 - AWS Service: lambda

9. Click **Save**.

After following the above instructions, follow [these instructions](#) to navigate to the Guided Setup feature.

 Edit this page

Setting Up The CTI Adapter Using Guided Setup

Guided Setup

Provision Amazon Connect Instance?

This setting will provision an Amazon Connect instance in your AWS account. You cannot provision an instance the same time you configure the Adapter or the Lambdas.

Set up Amazon Connect Salesforce CTI Adapter?

This setting will configure the Salesforce CTI Adapter in your Salesforce instance.

Set up Amazon Connect Salesforce Lambdas?

This setting will help you set up the Amazon Connect Salesforce Lambdas in your AWS account.

Next

In order to navigate to the Guided Setup feature, perform the following steps (NOTE: If you are not an admin user then you must first add yourself to the AC_Administrator permission set, see [here](#) for more details):

1. Navigate to the Service Console in your Salesforce instance.
2. Click the drawdown button in the Service Console navigation bar, and select **Edit**.

The screenshot shows the Salesforce Service Console interface. At the top, there is a blue cloud icon, the text "Service Console", and a dropdown menu labeled "Cases" with a downward arrow. A red box highlights this arrow. Below the header, there is a section titled "Recently Viewed" with a yellow briefcase icon and the text "Cases". Underneath it, it says "0 items • Updated a few seconds ago". To the right of this section is a search bar with the placeholder "Case Number" and a magnifying glass icon. To the right of the search bar is a vertical list of icons and labels: "Cases" (yellow briefcase), "Contacts" (purple people icon), "Accounts" (blue building icon), "Reports" (teal chart icon), "Dashboards" (red dashboard icon), "Chatter" (blue heart rate icon), "Quick Text" (blue speech bubble icon), "Knowledge" (purple book icon), and "Edit" (blue pencil icon). A red box highlights the "Edit" option at the bottom of the list.

3. In the proceeding popup, select **Add More Items**.

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

[Learn More](#) 

NAVIGATION ITEMS (8)

[Add More Items](#)

-  Cases
-  Contacts
-  Accounts
-  Reports
-  Dashboards
-  Chatter
-  Quick Text
-  Knowledge

Reset Navigation to Default 

[Cancel](#)

[Save](#)

4. Click the + button next to **AC Guided Setup**, then add the item and **save**.

5. Select the newly added **AC Guided Setup** button in the drawdown menu.



Cases

Recently Viewed ▾

0 items • Updated 6 minutes ago



Case Number



Contacts



Accounts



Reports



Dashboards



Chatter



Quick Text



Knowledge



AC Guided Setup



Edit

Guided Setup Prerequisites

The below sections are linked to from the Guided Setup feature. Only perform the below steps when the Guided Setup feature links to them.

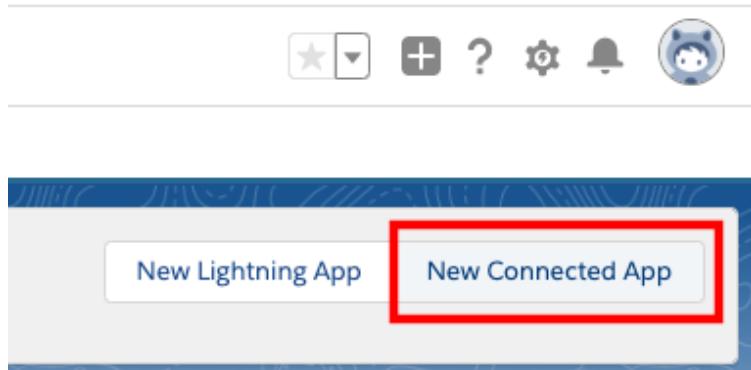
Create Named Credential

See [here](#) for instructions on setting up the Named Credential.

Create Connected App

To get access to the environment, a Connected App must be configured with OAuth settings enabled.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, type **app manager**, then select **App Manager** from the results
3. In the upper right corner, select **New Connected App**



4. On the New Connected App form, enter a name for the Connected App, such as **Amazon Connect Integration** and press tab. This will populate the API Name automatically. Then provide a contact email address

New Connected App

Connected App Name	Amazon Connect Integration
API Name	Amazon_Connect_Integration
Contact Email	dougjaso@amazon.com

5. Select the checkbox to **Enable OAuth Settings**

▼ API (Enable OAuth Settings)

Enable OAuth Settings

6. Set the **Callback URL** to <https://www.salesforce.com>

API (Enable OAuth Settings)

Enable OAuth Settings

Enable for Device Flow

Callback URL https://www.salesforce.com

7. In the Selected OAuth Scopes section, select the following and add them to the Selected OAuth Scopes:

8. Access and manage your data (api)

9. Access your basic information (id, profile, email, address, phone)

10. Select the checkbox for Require Secret for Web Server Flow

11. The **API (Enable OAuth Settings)** section should now look like this

The screenshot shows the 'API (Enable OAuth Settings)' configuration page. Under 'Selected OAuth Scopes', two items are selected: 'Access and manage your data (api)' and 'Access your basic information (id, profile, email, address, phone)'. The 'Available OAuth Scopes' list contains several other options, and there are 'Add' and 'Remove' buttons to manage the selected scopes.

12. Select **Save** at the bottom of the screen.

13. Select **Continue** on the New Connected App page

14. You should now be at the new app's page

15. Copy the value for **Consumer Key** to your notepad

16. Select **Click to reveal** next to Consumer Secret and copy the value to your notepad

17. At the top of the detail page, select **Manage**

18. On the Connected App Detail page, select the **Edit Policies** button

19. Set Permitted Users to **Admin approved users are pre-authorized** and choose OK on the pop-up dialog

20. Set IP Relaxation to **Relax IP restrictions**

21. The OAuth Policies section should now look like the following

OAuth Policies

Permitted Users: Admin approved users are pre-authorized

Enable Single Logout

IP Relaxation: Relax IP restrictions

Refresh Token Policy: Immediately expire refresh token

22. Select **Save**

Guided Setup Additional Instructions

The below sections are linked to from the Guided Setup feature. Only perform the below steps when the Guided Setup feature links to them.

Retrieve Amazon Connect Instance Url

1. Navigate to the [Amazon Connect Console](#)
2. Select your Instance Alias
3. On the Overview page for your instance, copy the Login URL up until the `/` (if your login url has one).

Amazon Connect > guidedsetupinstance-8dh3j

The screenshot shows the Amazon Connect Instance Overview page. On the left, there's a sidebar with links like Overview, Telephony, Data storage, etc. The main area has a message box: "We are upgrading the Amazon Connect console. To maintain your current level of access, make sure that you have required permissions. [Learn more](#)". Below this is the "Overview" section with fields for Instance ARN, Directory, Service-linked role, and Login URL. The Login URL field contains a redacted URL starting with "https://". A warning message below it says: "⚠️ Warning: This login method will give you full permission within the Amazon Connect instance and should not be used for day-to-day operations. [Log in for emergency access.](#)"

Add users to the Call Center

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, enter **Call Center**, then select **Call Centers** from the result list

Call Center

✓ Feature Settings

✓ Service

✓ Call Center

Call Centers

Directory Numbers

Softphone Layouts

3. If you see the **Say Hello to Salesforce Call Center** page, select **Continue**

4. Select **AC Lightning Adapter**

All Call Centers

A call center corresponds to a single computer-telephony integration (CTI) system already in place. You can manage your Call Center features.

Action	Name ↑
Edit Del	AC Lightning Adapter
Edit Del	Amazon Connect CCP Adapter Classic 3.11
Edit Del	Amazon Connect CCP Adapter Console 3.11

5. On the **AC Lightning Adapter** detail page, select **Edit**

6. On the **AC Lightning Adapter: Manage Users** page, select **Add More Users**.

7. Set filters (if desired) and then choose **Find**.

8. Select the checkbox next to the user to add, then choose **Add to Call Center**.

			Add to Call Center	Cancel
Full Name	Alias	Username	Role	Profile
<input checked="" type="checkbox"/> Douglas Jason	JDou	[REDACTED]	System Administrator	
<input type="checkbox"/> User_Integration	Integ	Integration@00d90000004zrnwseak.com	Analytics Cloud Integration User	
<input type="checkbox"/> User_Security	sec	Insightssecurity@00d90000004zrnwseak.com	Analytics Cloud Security User	

9. Repeat the steps to add more users.

Add users to a Permission Set

All users must be assigned the required permission set to access Salesforce metadata. The Amazon Connect CTI Adapter includes two Permission Sets, one for agents and one for managers, that grant users the appropriate access for their role. More information on assigning user permissions can be found in the [Salesforce help documentation](#).

1. Log in into your Salesforce org and go to **Setup**

2. In **Quick Find**, enter **Permission** and select **Permission Sets** from the results

3. Choose **AC_Administrator**, **AC_Agent** or **AC_Manager** as appropriate for the user(s)

Permission Sets

On this page you can create, view, and manage permission sets.

In addition, you can use the Salesforce mobile app to assign permission sets to a user. Download Salesforce from the App Store or Google Play: [iOS](#) | [Android](#)

All Permission Sets		Edit Delete Create New View
Action	Permission Set Label	Description
Del Clone	AC Administrator	Allows the user to configure Amazon Connect setup and provides full access to Am...
Del Clone	AC Agent	
Del Clone	AC Manager	

4. Choose **Manage Assignments**.

5. Choose **Add Assignments**.

6. Select the users to assign the permissions, then choose **Assign**.

Assign Users							Help for this Page
All Users							
Action	Full Name	Alias	Username	Last Login	Role	Active	Profile
Del Edit	Chatter_Expert	Chatter	[REDACTED]@chatter.salesforce.com			<input checked="" type="checkbox"/>	Chatter Free User
<input checked="" type="checkbox"/> Edit	Douglas_Jason	j2ouug	[REDACTED]	1/21/2020, 10:40 PM		<input checked="" type="checkbox"/>	System Administrator
Del Edit	User_Integration	integ	[REDACTED]			<input checked="" type="checkbox"/>	Analytics Cloud Integration User
Del Edit	User_Security	sec	[REDACTED]			<input checked="" type="checkbox"/>	Analytics Cloud Security User

7. Repeat these steps as needed for all users

AC_Administrator

Object Name	Object Permissions	Total Fields	Tab Settings
AC Agent Performance	Read, Create, Edit, Delete, View All, Modify All	124	--
AC CCP Overlay Elements	No Access	9	--
AC Contact Channel Analytics	Read, Create, Edit, Delete, View All, Modify All	31	Visible
AC Contact Channels	Read, Create, Edit, Delete, View All, Modify All	24	--
AC Contact Trace Records	Read, Create, Edit, Delete, View All, Modify All	50	Visible
Accounts	No Access	25	--
AC CTTI Adapters	Read, Create, Edit, Delete, View All, Modify All	22	Visible
AC CTTI Attributes	Read, Create, Edit, Delete, View All, Modify All	11	--
AC CTTI Scripts	Read, Create, Edit, Delete, View All, Modify All	10	--
AC Events	No Access	--	--
AC Features	Read, Create, Edit, Delete, View All, Modify All	6	--
AC Guided Setup	--	--	Visible
AC Historical Queue Metrics	Read, Create, Edit, Delete, View All, Modify All	119	--
AC Phone Calls	No Access	22	--
AC Presence Sync Rules	Read, Create, Edit, Delete, View All, Modify All	13	--
AC Queue Matrices	No Access	16	--
AC Queue Metric Events	No Access	--	--
AC Queue Metrics	--	--	Visible
AC Real Time Queue Metrics	Read, Create, Edit, Delete, View All, Modify All	16	--
AC Voice Id Channel	Read, Create, Edit, Delete, View All, Modify All	15	--
AC Voicemail Drops	Read, Create, Edit, Delete, View All, Modify All	10	Visible
AC Wisdom	--	--	Visible

AC_Manager

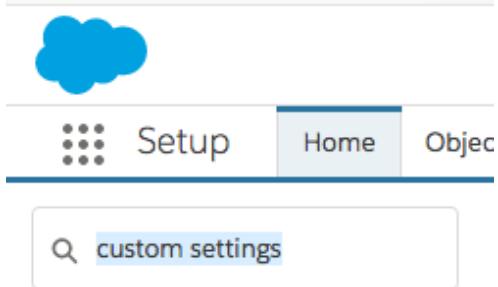
Object Name	Object Permissions	Total Fields	Tab Settings
AC Agent Performance	Read, View All	124	--
AC CCP Overlay Elements	No Access	9	--
AC Contact Channel Analytics	Read, Create, Edit, Delete, View All, Modify All	31	Visible
AC Contact Channels	Read, Create, Edit, View All	24	--
AC Contact Trace Records	Read, Create, Edit, Delete, View All, Modify All	50	--
Accounts	No Access	25	--
AC CTI Adapters	Read	22	Visible
AC CTI Attributes	Read	11	--
AC CTI Scripts	Read	10	--
AC Events	Read, Create	--	--
AC Features	Read	6	--
AC Guided Setup	--	--	--
AC Historical Queue Metrics	Read, View All	119	--
AC Phone Calls	No Access	22	--
AC Presence Sync Rules	Read, View All	13	--
AC QueueMatrices	No Access	16	--
AC Queue Metric Events	Read	--	--
AC Queue Metrics	--	--	Visible
AC Real Time Queue Metrics	Read, View All	16	--
AC Voice Id Channel	Read, Create, Edit, Delete, View All, Modify All	15	--
AC Voicemail Drops	Read, Create, Edit, Delete	10	Available
AC Wisdom	--	--	--

AC_Agent

Object Name	Object Permissions	Total Fields	Tab Settings
AC Agent Performance	Read	124	--
AC CCP Overlay Elements	No Access	9	--
AC Contact Channel Analytics	Read, View All	31	Visible
AC Contact Channels	Read, Create, Edit, View All	24	--
AC Contact Trace Records	Read, Edit, View All	50	--
Accounts	No Access	25	--
AC CTI Adapters	Read	22	--
AC CTI Attributes	Read	11	--
AC CTI Scripts	Read	10	--
AC Events	Read, Create	--	--
AC Features	Read	6	--
AC Guided Setup	--	--	--
AC Historical Queue Metrics	Read	119	--
AC Phone Calls	No Access	22	--
AC Presence Sync Rules	Read, View All	13	--
AC QueueMatrices	No Access	16	--
AC Queue Metric Events	Read	--	--
AC Queue Metrics	--	--	Visible
AC Real Time Queue Metrics	No Access	16	--
AC Voice Id Channel	Read, Create, Edit, Delete, View All, Modify All	15	--
AC Voicemail Drops	Read, Create, Edit, Delete	10	Available
AC Wisdom	--	--	--

Configure the Toolkit settings

1. Navigate to **Setup** then in type **Custom Settings** in Quick Find



2. Next to the Toolkit for Amazon Connect custom setting, choose **Manage**

Custom Settings

Use custom settings to create and manage custom data at the organization, profile, and user levels. Custom settings data is stored in the database, so you can access it efficiently, without the cost of repeated queries. Custom settings data can be used by formula fields, Visualforce, Apex triggers, and other components.

The screenshot shows a table with columns: Action, Label, Visibility, Settings Type, Namespace Prefix, and Description. There is one row visible:

Action	Label	Visibility	Settings Type	Namespace Prefix	Description
Manage	Toolkit for Amazon Connect	Public	Hierarchy	amazonconnect	Configuration settings of the Toolkit for Amazon Connect.

3. Select New

Custom Setting

Toolkit for Amazon Connect

If the custom setting is a list, click **New** to add a new set of data. For example, if the custom setting is a list of phone numbers, you can add data for all users, for a specific user, or for a specific profile.

If the custom setting is a hierarchy, you can add data for the user, profile, or organization level. For example, if the custom setting is a hierarchy of phone numbers, you can add data for a specific user, a specific profile, or just a general organization level.

New

▼ Default Organization Level Value

4. On the following page, provide the URL to your Amazon Connect instance. This value can be found in your Amazon Connect console.

Amazon Connect virtual contact center instances

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage, and more.

The screenshot shows a table with columns: Instance Alias, Access URL, and Channels. There are two rows:

Instance Alias	Access URL	Channels
<input type="checkbox"/> [REDACTED]	https://[REDACTED].f.my.connect.aws	Inbound, outbound telephony
<input type="checkbox"/> [REDACTED]	https://[REDACTED].awsapps.com...	Inbound, outbound telephony

Toolkit for Amazon Connect Edit

Provide values for the fields you created. This data is cached with the application.

The screenshot shows a form titled "Edit Toolkit for Amazon Connect". It has a "Save" and "Cancel" button. The "Toolkit for Amazon Connect Information" section contains a "Location" field with a "Url" input field containing the value "https://yourinstancename.a".

5. You will also see the option to enable and disable certain triggers in the package, which you can configure to meet your needs. You can change these whenever you would like to. For more details, see below

These are options we provide that allow you to toggle certain functionality in the adapter.

- CCA Case Trigger - This trigger looks for any ContactChannelAnalytics records that could be related to a updated/inserted Case, and creates a relationship between the two records. This trigger uses batching to process the update requests.
- CCA Contact Trigger - This trigger looks for any ContactChannelAnalytics records that could be related to a updated/inserted Contact, and creates a relationship between the two records. This trigger uses batching to process the update requests.
- Case Contact CCA Trigger - This trigger looks for any Case/Contact records that could be related to an updated/inserted ContactChannelAnalytics record, and creates a relationship between the records.
- Task Trigger - This trigger creates a ContactChannel record for any inserted/updated task that with a **CallObject** field that does not currently have a ContactChannel record created before.

6. Select **Save**

Create the Softphone Layout

The softphone layout settings will tell the console what resources are available for screenpop by default and what to do under different match conditions.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** box, type **Softphone**, then choose **Softphone Layouts** from the results
3. If you are presented with the Get Started message, choose **Continue**
4. On the Softphone Layouts page, choose **New**

Softphone Layouts

Help for this Page ⓘ

A softphone is a customizable call control tool that appears in the sidebar of every salesforce.com page if a user is assigned to a call center and is working on a machine on which a CTI adapter has been installed. Similar to page layouts, you can design custom softphone layouts and assign them to call center users based on their user profile.

Name	Default	Created By Alias	Created Date	Softphone Layout Assignment	Last Modified By Alias	Last Modified Date
No records to display.						

5. Enter a name for the layout, such as **AmazonConnectDefault**, then select the **Is Default Layout** checkbox.

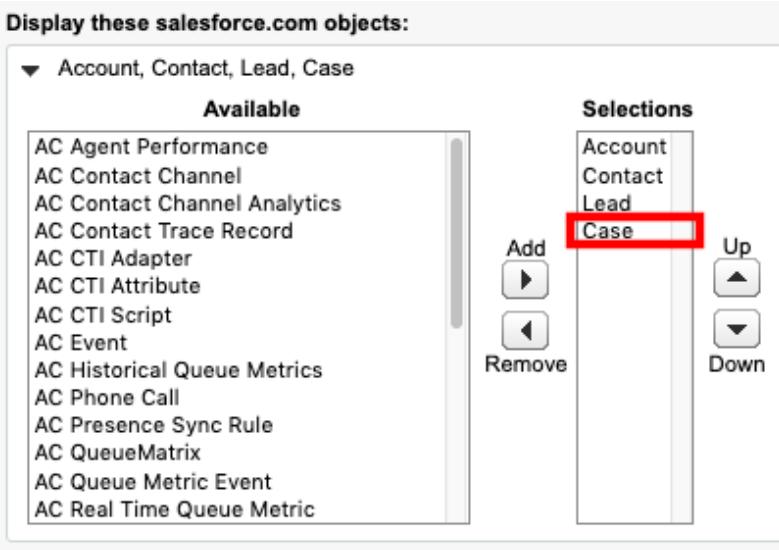
Softphone Layout Edit

Each softphone layout allows you to customize the appearance of a softphone for inbound, outbound, orivr page.



The screenshot shows a software interface for editing a softphone layout. At the top, there are 'Save' and 'Cancel' buttons. Below them, a 'Name' field contains the value 'AmazonConnectDefault'. To the right of the name is a checkbox labeled 'Is Default Layout' which is checked. Both the 'Name' field and the 'Is Default Layout' checkbox are enclosed in a red rectangular box.

6. Expand **Display these salesforce.com objects** and select objects that CTI Connector should be able to search, for a screen-pop query. In this example, Case has been added to the default selection, allowing search and screen-pop by CaseID.



The screenshot shows a configuration interface for selecting objects. On the left, under 'Available', there is a list of various Salesforce objects. On the right, under 'Selections', there is a list of objects that have been selected. The 'Case' object is highlighted with a red box. There are 'Add' and 'Remove' buttons between the two lists, and 'Up' and 'Down' buttons for reordering the selected objects.

7. If desired, configure the search behavior to your requirements



The screenshot shows a list of search behavior configurations. Each item has an 'Edit' link to its right. The first item is expanded, showing more detailed settings. The expanded section includes a description of the behavior for single Account, Contact, Lead, and Case finds, along with their respective display names in Classic and Lightning Experience.

8. Additionally, validate the Screen Pop settings. Please note that the default behavior is to not pop a screen if there is more than one result



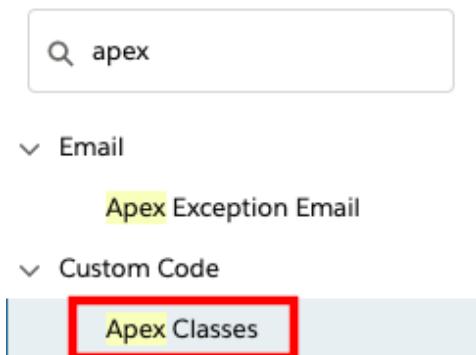
The screenshot shows the 'Screen Pop Settings' configuration screen. It includes sections for 'Screen pops open within', 'No matching records', and 'Single-matching record'. The 'Multiple-matching records' section is expanded, showing options for handling multiple results. The 'Pop to search page' option is selected.

9. Once you have configured the search behavior, choose **Save**

Retrieve the Salesforce API Version

1. Log in into your Salesforce org and go to **Setup**

2. In the **Quick Find** field, type **apex**, then select **Apex Classes** from the results

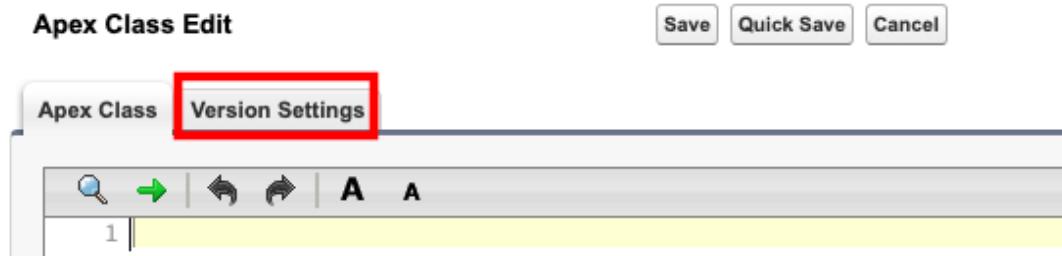


3. Select New



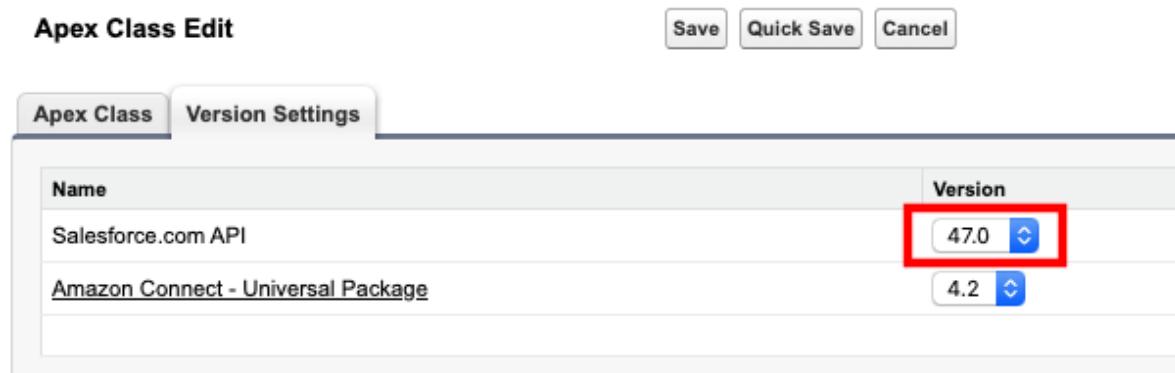
4. Select the Version Settings tab

Apex Class



5. Note the Salesforce.com API version in your notepad. The pattern of this value is `vXX.X`.

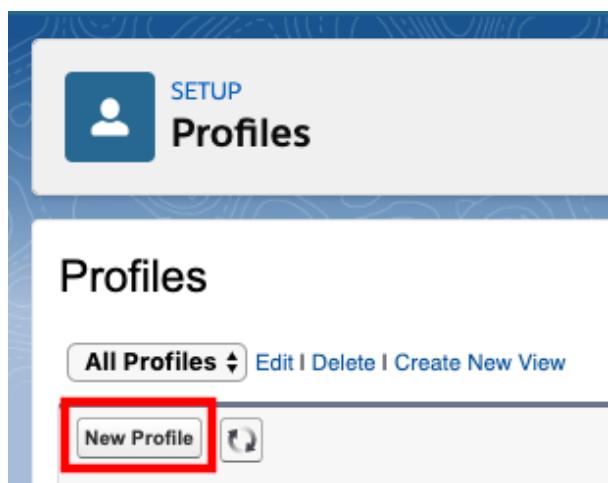
Apex Class



Setting up the Salesforce API User

The Lambda functions authenticate with Salesforce via user credentials. It is a common practice to create an API user account for this purpose.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, type **profiles**, then select **Profiles** from the results
3. Select New Profile



4. Provide a Profile Name, such as **API_ONLY**
5. From the **Existing Profile** dropdown, select **System Administrator** **NOTE:** You're advised to use a full Salesforce License for the user to be able to set the below permissions and have full access to avoid any other errors.

Clone Profile

Enter the name of the new profile.

A screenshot of a 'Clone Profile' dialog box. At the top, a message says 'You must select an existing profile to clone from.' Below this, there are three input fields: 'Existing Profile' (dropdown menu showing 'System Administrator'), 'User License' (dropdown menu showing 'Salesforce'), and 'Profile Name' (text input field containing 'API_ONLY'). At the bottom are 'Save' and 'Cancel' buttons.

6. Select **Save** to create the new profile
7. Once the new profile page opens, select the **Edit** button
8. Scroll down to the Administrative Permissions section

9. If the Lightning Experience User checkbox is selected, clear it

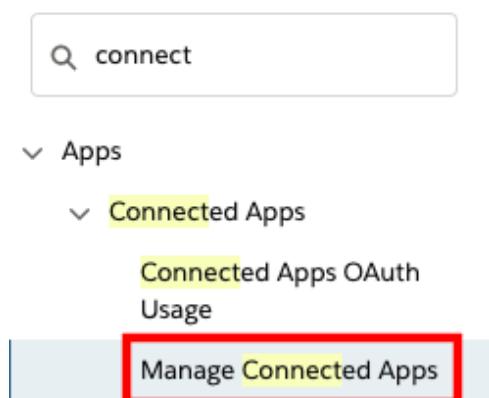


10. Scroll down to the **Password Policies** section at the bottom of the page

11. Set **User password expire in** to **Never expires** **NOTE:** Failure to this may lead to production outages.

12. Select **Save**

13. In the **Quick Find** field, type **connect**, then select **Manage Connected Apps** from the results



14. Select the app you have created earlier, **Amazon Connect Integration**

15. In the profiles section, select **Manage Profiles**

16. Select the new **API_Only** profile that you just created

17. Select **Save** at the bottom of the page

18. In the **Quick Find** field, type **users** then select **Users** from the results

19. Select New User

20. Set the required fields as:

a. Last Name: apiuser

b. Alias: apiuser

c. Email: provide a valid email address

d. Username: apiuser@<yoursalesforcedomain>.com

e. Nickname: apiuser

21. On the right-hand side, set **User License** to **Salesforce**

22. Set Profile to **API_ONLY**

23. Choose **Save**

24. In **Quick Find**, search for "Permission Sets". Select the **AC_Administrator** permission set.

The screenshot shows the Salesforce Setup interface. The left sidebar has a search bar with 'Perm' and sections for 'Users' (with 'Permission Set Groups' and 'Permission Sets' selected), 'Custom Code' (with 'Custom Permissions'), and a note about global search. The main area is titled 'Permission Sets' and contains a table of permission sets. The table has columns for 'Action', 'Permission Set Label', 'Description', and 'Licenses'. One row is highlighted with a red box around the 'Permission Set Label' column, showing 'AC Administrator'. The table includes rows for AC Agent, AC CallRecording, and AC Manager.

Action	Permission Set Label	Description	Licenses
<input type="checkbox"/>	Clone	AC Administrator	Allows the user to configure Amazon Connect setup and provides ...
<input type="checkbox"/>	Clone	AC Agent	
<input type="checkbox"/>	Clone	AC CallRecording	
<input type="checkbox"/>	Clone	AC Manager	

25. Select **Manage Assignments**. Add the apiuser you just created to the permission set.

26. A confirmation email with an **activation link** will be sent to the email address provided. Choose the link to activate your user and set their password

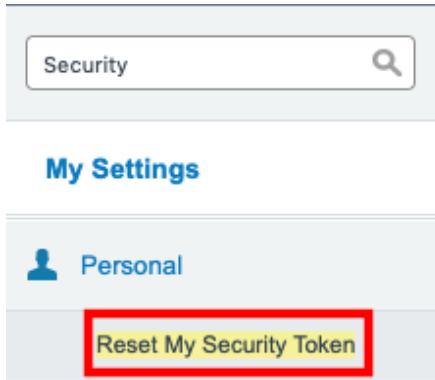
27. Fill out the form to set a password for the API user

28. Select **Change Password**. The API user will log into the Salesforce Classic view

29. Access the API user's personal settings by selecting the username in the top right corner, then choose **My Settings**

The screenshot shows the Salesforce classic user interface. At the top right, there is a dropdown menu with the user's name 'APIUser' and a downward arrow. Below this, a secondary dropdown menu is open, showing options: 'My Profile', 'My Settings' (which is highlighted with a blue background), 'Developer Console', and 'Logout'.

30. In the **Quick Find** field, type **security** then select **Reset My Security Token** from the results



31. Select **Reset Security Token**. Your security token will be emailed to you

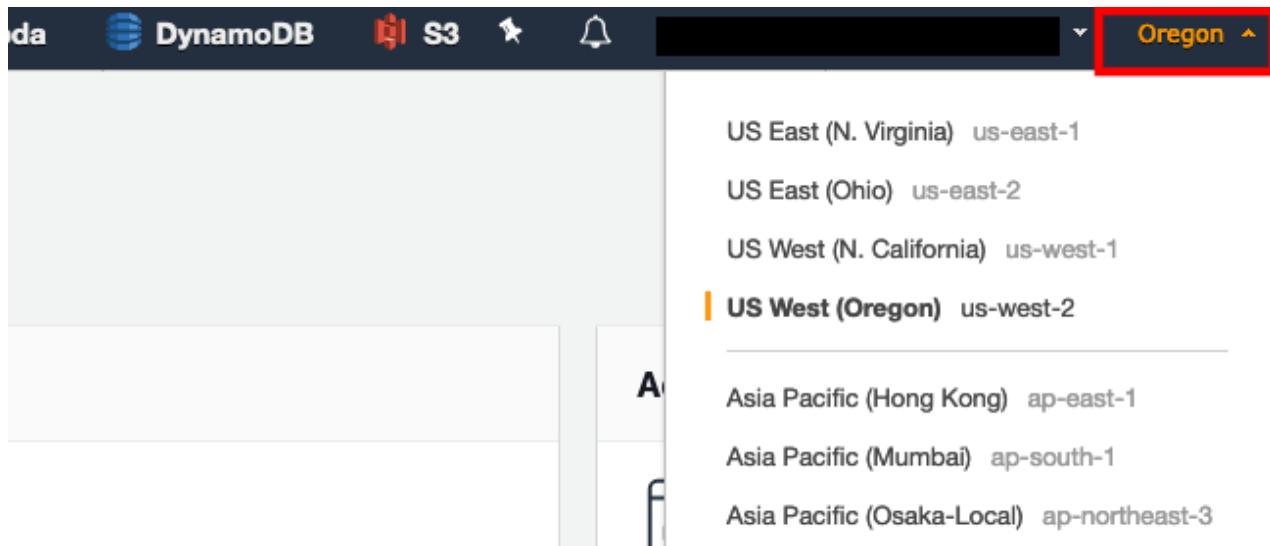
32. Copy the security token from the email to your notepad

Setting up the SecretsManager Secret

To ensure that your Salesforce credentials are secure, the Lambdas require that the credentials are stored in AWS Secrets Manager. AWS Secrets Manager is a highly secure service that helps you store and retrieve secrets.

1. In a new browser tab, login to the AWS console

2. Make sure you are in the same region as your Amazon Connect instance. You can set the region by expanding the region selector in the upper right and choosing the region



3. Navigate to the [Secrets Manager console](#)

4. Select **Secrets**

5. Select **Store a new secret**

6. Select **Other types of secrets**

7. Make sure **Secret key/value** is selected

8. Enter key value pairs that match the following:

- a. **Key:** Password, **Value:** the password for the API user that you configured in the previous section
- b. **Key:** ConsumerKey, **Value:** the Consumer Key for the Connected App you created in the previous section
- c. **Key:** ConsumerSecret, **Value:** the Consumer Secret for the Connected App you created in the previous section
- d. **Key:** AccessToken, **Value:** this is the access token for the API user that you configured in the previous section

9. For the encryption key, click **Add new key**

10. Select **Create Key**

11. Make sure key type is set to **symmetric**

12. Give your key an **alias**, like *SalesforceCredentialsSecretsManagerKey*

13. Click Next

14. Select administrators you want to have access permission to change the key policy. Make sure you are being as restrictive as possible

15. Click Next

16. Select the users and roles you want to have access to the Salesforce credentials in Secrets Manager. Make sure you are being as restrictive as possible

17. Click Next

18. Click Finish

19. Click on the managed key that you just created (which is *SalesforceCredentialsSecretsManagerKey* in this case).

20. Note down the ARN. This is *SalesforceCredentialsKMSKeyARN* that will be used later when installing the Amazon Connect Salesforce Lambda package.

21. Navigate back to the Secrets Manager setup tab

22. Select the key you just created

Specify the key/value pairs to be stored in this secret [Info](#)

Secret key/value

Plaintext

Password

Password

Remove

ConsumerKey

ConsumerKey

Remove

ConsumerSecret

ConsumerSecret

Remove

AccessToken

AccessToken

Remove

[+ Add row](#)

Select the encryption key [Info](#)

Select the AWS KMS key to use to encrypt your secret information. You can encrypt using the default service encryption key that AWS Secrets Manager creates on your behalf or a customer master key (CMK) that you have stored in AWS KMS.

SalesforceCredentialsSecretsManagerKey



[Add new key](#)

[Cancel](#)

[Next](#)

23. Click Next

24. Give your secret a name, like *SalesforceCredentials*

25. Click Next

26. Make sure **Disable automatic rotation** is checked.

27. Click Next

28. Click Store

29. Select the secret you just created, and copy the Secret ARN

SalesforceCredentials

Secret details

Actions ▾

Encryption key
SalesforceCredentialsSecretsManagerKey

Secret name
SalesforceCredentials

Secret ARN

Secret description
-

Test the Salesforce Lambda Core Functionality

The package provides a core Lambda function (`sflInvokeAPI`) that supports multiple operations, like lookup, create and update. For the initial validation, sample events are provided within the function. Validating this function provides a good check that the installation and configuration is correct.

Validating the lambda functions requires the use of test events to simulate data coming into the function as it would in a typical deployment. Each function has a set of test event samples included to make validation easier.

Validate the core functionality

1. In a new browser tab, login to the [AWS console](#)
2. Open the [AWS Lambda Console](#)
3. In the Filter field, enter `sflInvokeAPI` and press enter, this will filter your list out to the core function that we just installed

Functions (77)

Actions ▾

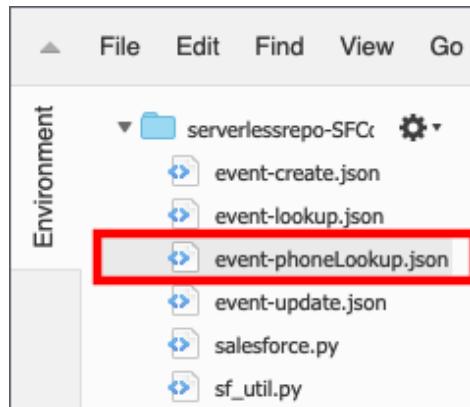
Add filter

Keyword : `sflInvokeAPI` (X)

Function name	Description	Runtime	Code size
<code>serverlessrepo-SFConsolidatedLambdaPac-sflInvokeAPI-5504EV6KL9E8</code>		Python 3.7	32.1 kB

4. Select the **function name**. First, we will validate a phone number lookup.

5. In the Environment pane, double-click the event-phoneLookup.json file



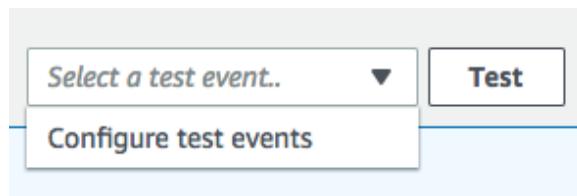
6. The test even JSON will open in the Lambda editor

7. Modify the value for sf_phone to match the phone number of the test contact you created when you setup the CTI adapter or for any valid contact in your Salesforce org\ NOTE: The phone number must be in [E.164 format](#)

```
1 {
2     "Details": {
3         "Parameters": {
4             "sf_operation" : "phoneLookup",
5             "sf_phone": "+14155551212",
6             "sf_fields": "Id, Name, Email"
7         }
8     }
9 }
```

8. Select the entire JSON event and copy it, then close the **event-phoneLookup.json** tab.

9. In the top-right corner, select drop-down arrow next to **Test** and choose **Configure test events**



10. Select the radio button for **Create new test event** and provide an event name, for example: **phoneLookup**

11. Select the existing event JSON and **delete** it. Paste the modified JSON payload you copied from the **event-phoneLookup.json** file

Configure test event



A function can have up to 10 test events. The events are persisted so you can switch to another computer or web browser and test your function with the same events.

- Create new test event
- Edit saved test events

Event template

Hello World



Event name

phoneLookup

```
1 [{}]
2 "Details": {
3     "Parameters": {
4         "sf_operation": "phoneLookup",
5         "sf_phone": "+14155551212",
6         "sf_fields": "Id, Name, Email"
7     }
8 }
9 }
```

12. Select **Create** to save your test event

13. By default, your new test event should be selected in the drop-down list to the left of the Test button.

phoneLookup ▾ Test Save

14. Select **Test**

15. If successful, the result will contain fields defined in "sf_fields" parameter in the invocation event

Execution result: succeeded ([logs](#))

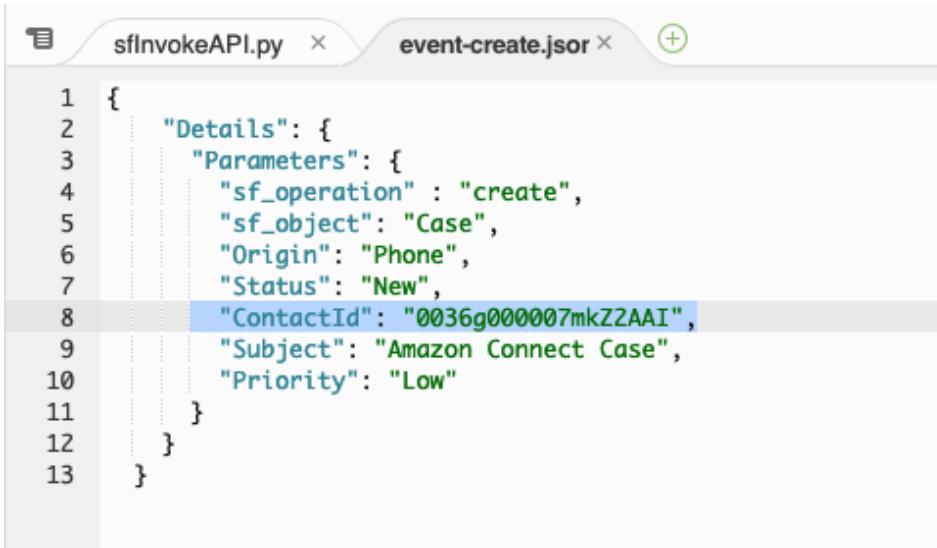
▼ Details

The area below shows the result returned by your function execution. [Learn more](#)

```
{{
  "Id": "0036g000007mkZ2AAI",
  "Name": "John Smith",
  "Email": null,
  "sf_count": 1
}}
```

16. Copy the value for the **Id** key in the response. Next, we are going to use that Id to create a Case in Salesforce.

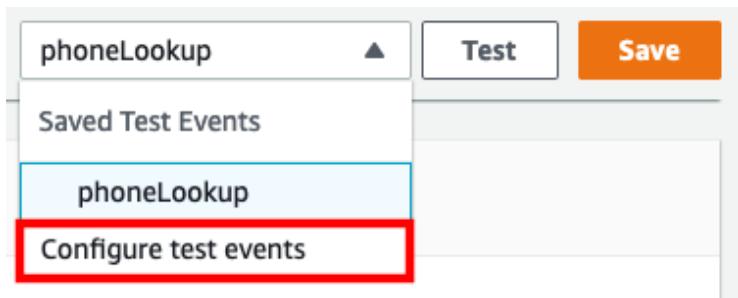
17. In the Environment pane, double-click the **event-create.json** file. Replace the existing ContactId value with the ID value you copied previously.



```
1  {
2      "Details": {
3          "Parameters": {
4              "sf_operation" : "create",
5              "sf_object": "Case",
6              "Origin": "Phone",
7              "Status": "New",
8              "ContactId": "0036g000007mkZ2AAI",
9              "Subject": "Amazon Connect Case",
10             "Priority": "Low"
11         }
12     }
13 }
```

18. Select the entire JSON event and copy it, then close the **event-create.json** tab.

19. In the top-right corner, select drop-down arrow next to **Test** and choose **Configure test events**



20. Select the radio button for **Create new test event** and provide an event name, for example:
createCase

21. Select the existing event JSON and **delete** it. Paste the modified JSON payload you copied from the **event-create.json** file

Configure test event

X

A function can have up to 10 test events. The events are persisted so you can switch to another computer or web browser and test your function with the same events.

- Create new test event
- Edit saved test events

Event template

phoneLookup



Event name

createCase

```
1  [{}  
2  "Details": {  
3  "Parameters": {  
4  "sf_operation": "create",  
5  "sf_object": "Case",  
6  "Origin": "Phone",  
7  "Status": "New",  
8  "ContactId": "0036g000007mkZ2AAI",  
9  "Subject": "Amazon Connect Case",  
10 "Priority": "Low"  
11 }  
12 }  
13 }
```

22. Select **Create** to save your test event

23. By default, your new test event should be selected in the drop-down list to the left of the Test button.



24. Select **Test**

25. If successful, the result will contain the Case Id

Execution result: succeeded ([logs](#))

Details

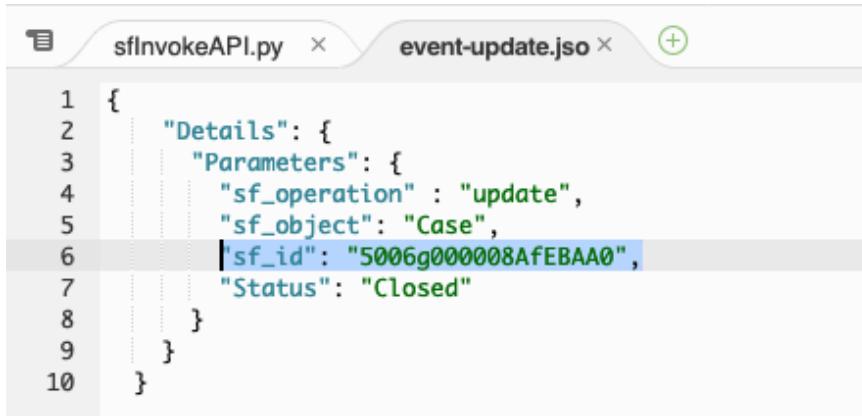
The area below shows the result returned by your function execution. [Learn](#)

```
{  
  "Id": "5006g000008AfEBAA0"  
}
```

26. Copy the value for the **Id** key in the response.

27. When we created the case, the **Status was set to New** and the **Priority to Low**. We are going to use the update operation to close the case.

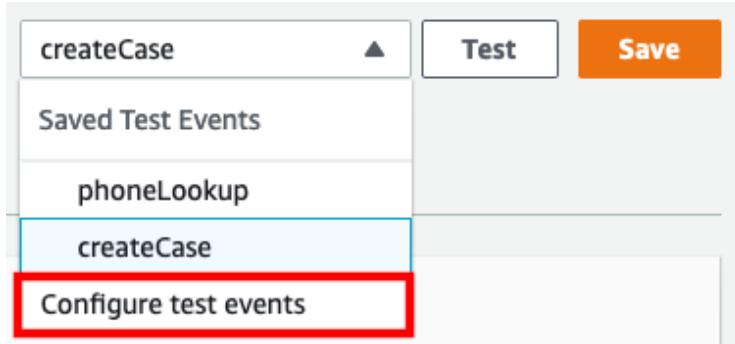
28. In the Environment pane, double-click the **event-update.json** file and replace the existing Case Id in "sf_id" parameter with the new one you copied from the last test result



```
1 {
2     "Details": {
3         "Parameters": {
4             "sf_operation" : "update",
5             "sf_object": "Case",
6             "sf_id": "5006g000008AfEBAA0",
7             "Status": "Closed"
8         }
9     }
10 }
```

29. Select the **entire JSON event** and copy it, then close the **event-update.json** tab.

30. In the top-right corner, select drop-down arrow next to **Test** and choose ****Configure test events**



31. Select the radio button for **Create new test event** and provide an event name, for example:
updateCase

32. Select the existing event JSON and **delete** it. Paste the modified JSON payload you copied from the **event-update.json** file

Configure test event



A function can have up to 10 test events. The events are persisted so you can switch to another computer or web browser and test your function with the same events.

- Create new test event
- Edit saved test events

Event template

createCase



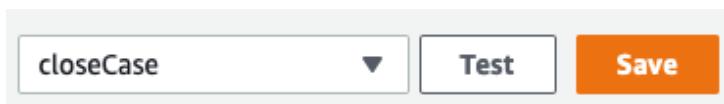
Event name

closeCase

```
1  [{}  
2  "Details": {  
3  "Parameters": {  
4  "sf_operation": "update",  
5  "sf_object": "Case",  
6  "sf_id": "5006g000008AfEBAA0",  
7  "Status": "Closed"  
8  }  
9  }  
10 }
```

33. Select **Create** to save your test event

34. By default, your new test event should be selected in the drop-down list to the left of the Test button.



35. Select **Test**

36. If successful, the result will be the **HTTP 204 No Content** success status response code

✓ Execution result: succeeded ([logs](#))

▼ Details

The area below shows the result returned by your function:

```
{  
  "Status": 204  
}
```

37. Log in into your Salesforce org and go to the **Service Console**

38. In the search box, change the object type to Cases and type Amazon Connect Case, then press enter

Cases ▾



Amazon Connect Case

39. You should find 1 case opened by the API user, and the status should be closed

Cases					
1 Result					
Case Number	Subject	Status	Date/Time Opened	Case Owner Alias	
00001026	Amazon Connect Case	Closed	1/23/2020, 10:13 PM	apiuser	▼

40. You have completed core function validation

Allow Amazon Connect to Access the sflInvokeAPI Lambda Function

Once you have validated function, you can use the Amazon Connect console to add the sflInvokeAPI Lambda function to your Amazon Connect instance. This automatically adds resource permissions that allow Amazon Connect to invoke the function.

Add the Lambda function to your Amazon Connect instance

1. In a new browser tab, login to the [AWS console](#)
2. Navigate to the [Amazon Connect Console](#)
3. Select your **Instance Alias**
4. In the navigation pane, choose **Contact flows**.

[Amazon Connect](#) > sfctifinal022020

The screenshot shows the Amazon Connect navigation pane. The 'Contact flows' link is highlighted with a red box. Other links like Overview, Telephony, Data storage, Data streaming, Application integration, and Contact flows are also visible.

5. For **AWS Lambda**, select the function that includes sflInvokeAPI in the name

AWS Lambda

Amazon Connect can interact with your own systems and take different paths in IVR dynamically. To achieve this, invoke AWS Lambda functions in contact flows to interact with your own systems or other services, then build personalized and dynamic experiences based on data returned.

Note: By adding Lambda functions, you are granting Amazon Connect permission to invoke them [Create a new Lambda function](#)

Function [+ Add Lambda Function](#)

6. Choose **Add Lambda Function**. Confirm that the ARN of the function is added under **Lambda Functions**.

Lambda Functions

serverlessrepo-AmazonConnectSalesforce-sfInvokeAPI-[REDACTED]	arn:aws:lambda:us-west-2:[REDACTED]function:serverlessrepo-AmazonConnectSalesforce-sfInvokeAPI-[REDACTED]	 Edit	Remove
---	---	--	------------------------

7. The AWS Lambda function has been added to your Amazon Connect instance.

 [Edit this page](#)

Setting Up The CTI Adapter Managed Package Manually

Below are manual setup instructions for the Salesforce CTI Adapter Managed Package. After following the below steps, be sure to follow the instructions for setting up the Salesforce Lambdas [here](#).

When installing v5.15, please **confirm that the application was installed for admins only** (see [installation](#) for more details). If you did this by accident, then you will have to [manually edit the profiles](#) to remove the permissions to the objects and pages created by the app.

Set Access Permissions

All users must be assigned the required permission set to access Salesforce metadata. The Amazon Connect CTI Adapter includes two Permission Sets, one for agents and one for managers, that grant users the appropriate access for their role. More information on assigning user permissions can be found in the [Salesforce help documentation](#).

1. Log in into your Salesforce org and go to **Setup**
2. In **Quick Find**, enter **Permission** and select **Permission Sets** from the results
3. Choose **AC_Administrator**, **AC_Agent** or **AC_Manager** as appropriate for the user(s)

Permission Sets

On this page you can create, view, and manage permission sets.

In addition, you can use the Salesforce mobile app to assign permission sets to a user. Download SalesforceA from the App Store or Google Play: [iOS](#) | [Android](#)

All Permission Sets		Edit Delete Create New View
Action	Permission Set Label	Description
Del Clone	AC_Administrator	Allows the user to configure Amazon Connect setup and provides full access to Am...
Del Clone	AC_Agent	
Del Clone	AC_Manager	

4. Choose Manage Assignments.

5. Choose Add Assignments.

6. Select the users to assign the permissions, then choose Assign.

Assign Users							Help for this Page
All Users							
Action	Full Name	Alias	Username	Last Login	Role	Active	Profile
Edit	Chatter_Expert	Chatter	[REDACTED]@chatter.salesforce.com		<input checked="" type="checkbox"/>	✓	Chatter Free User
Edit	Douglas_Jason	jD2019	[REDACTED]	1/21/2020, 10:40 PM	<input checked="" type="checkbox"/>	✓	System Administrator
Edit	User_Integration	Integ	[REDACTED]		<input checked="" type="checkbox"/>	✓	Analytics Cloud Integration User
Edit	User_Security	sec	[REDACTED]		<input checked="" type="checkbox"/>	✓	Analytics Cloud Security User

7. Repeat these steps as needed for all users

AC_Administrator

Object Name	Object Permissions	Total Fields	Tab Settings
AC_Agent_Performance	Read, Create, Edit, Delete, View All, Modify All	124	--
AC_CCP_Overlay_Elements	No Access	9	--
AC_Contact_Channel_Analytics	Read, Create, Edit, Delete, View All, Modify All	31	Visible
AC_Contact_Channels	Read, Create, Edit, Delete, View All, Modify All	24	--
AC_Contact_Trace_Records	Read, Create, Edit, Delete, View All, Modify All	50	Visible
Accounts	No Access	25	--
AC_CTI_Adapters	Read, Create, Edit, Delete, View All, Modify All	22	Visible
AC_CTI_Attributes	Read, Create, Edit, Delete, View All, Modify All	11	--
AC_CTI_Scripts	Read, Create, Edit, Delete, View All, Modify All	10	--
AC_Events	No Access	--	--
AC_Features	Read, Create, Edit, Delete, View All, Modify All	6	--
AC_Guided_Setup	--	--	Visible
AC_Historical_Queue_Metrics	Read, Create, Edit, Delete, View All, Modify All	119	--
AC_Phone_Calls	No Access	22	--
AC_Presence_Sync_Rules	Read, Create, Edit, Delete, View All, Modify All	13	--
AC_QueueMatrices	No Access	16	--
AC_Queue_Metric_Events	No Access	--	--
AC_Queue_Metrics	--	--	Visible
AC_Real_Time_Queue_Metrics	Read, Create, Edit, Delete, View All, Modify All	16	--
AC_Voice_Id_Channel	Read, Create, Edit, Delete, View All, Modify All	15	--
AC_Voicemail_Drops	Read, Create, Edit, Delete, View All, Modify All	10	Visible
AC_Wisdom	--	--	Visible

AC_Manager

Object Name	Object Permissions	Total Fields	Tab Settings
AC Agent Performance	Read, View All	124	--
AC CCP Overlay Elements	No Access	9	--
AC Contact Channel Analytics	Read, Create, Edit, Delete, View All, Modify All	31	Visible
AC Contact Channels	Read, Create, Edit, View All	24	--
AC Contact Trace Records	Read, Create, Edit, Delete, View All, Modify All	50	--
Accounts	No Access	25	--
AC CTI Adapters	Read	22	Visible
AC CTI Attributes	Read	11	--
AC CTI Scripts	Read	10	--
AC Events	Read, Create	--	--
AC Features	Read	6	--
AC Guided Setup	--	--	--
AC Historical Queue Metrics	Read, View All	119	--
AC Phone Calls	No Access	22	--
AC Presence Sync Rules	Read, View All	13	--
AC QueueMatrices	No Access	16	--
AC Queue Metric Events	Read	--	--
AC Queue Metrics	--	--	Visible
AC Real Time Queue Metrics	Read, View All	16	--
AC Voice Id Channel	Read, Create, Edit, Delete, View All, Modify All	15	--
AC Voicemail Drops	Read, Create, Edit, Delete	10	Available
AC Wisdom	--	--	--

AC_Agent

Object Name	Object Permissions	Total Fields	Tab Settings
AC Agent Performance	Read	124	--
AC CCP Overlay Elements	No Access	9	--
AC Contact Channel Analytics	Read, View All	31	Visible
AC Contact Channels	Read, Create, Edit, View All	24	--
AC Contact Trace Records	Read, Edit, View All	50	--
Accounts	No Access	25	--
AC CTI Adapters	Read	22	--
AC CTI Attributes	Read	11	--
AC CTI Scripts	Read	10	--
AC Events	Read, Create	--	--
AC Features	Read	6	--
AC Guided Setup	--	--	--
AC Historical Queue Metrics	Read	119	--
AC Phone Calls	No Access	22	--
AC Presence Sync Rules	Read, View All	13	--
AC QueueMatrices	No Access	16	--
AC Queue Metric Events	Read	--	--
AC Queue Metrics	--	--	Visible
AC Real Time Queue Metrics	No Access	16	--
AC Voice Id Channel	Read, Create, Edit, Delete, View All, Modify All	15	--
AC Voicemail Drops	Read, Create, Edit, Delete	10	Available
AC Wisdom	--	--	--

Configure the Lightning Experience

In this guide, we will configure the CTI Adapter for Service Console (Lightning Experience). You may use the same procedure described in this section for other applications.

Configure Service Console

First, you need to add the CTI softphone to your Service Console.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** box, type **App Manager**, then choose **App Manager** from the result list.

App Manager

Apps

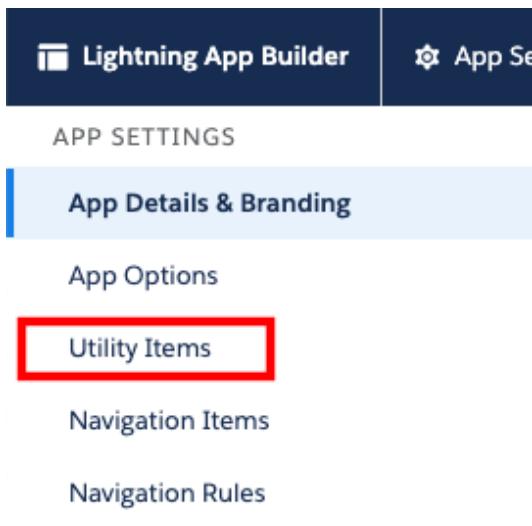
App Manager

Didn't find what you're looking for?

Try using Global Search.

3. Expand the drop-down menu associated to Service Console and select **Edit**.

12	Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and feeds	1/21/2020, 8:46 PM	Classic	✓	▼
13	Service	Service	Manage customer service with accounts, contacts, cases, and more	1/21/2020, 8:46 PM	Classic	✓	▼
14	Service Console	LightningService	(Lightning Experience) Lets support agents work with multiple re...	1/21/2020, 8:46 PM	Lightning	✓	▼
15	Site.com	Sites	Build pixel-perfect, data-rich websites using the drag-and-drop Sit...	1/21/2020, 8:46 PM	Classic	Edit	▼

4. Once the **Lightning App Builder** opens, select **Utility Items** from the left Navigation5. Choose **Add Utility Item**, then select **Open CTI Softphone**.

Utility Items

Give your users quick access to produc

Add Utility Item

Search...

Standard (16)

-  Chatter Feed
-  Chatter Publisher
-  Einstein Analytics Dashboard
-  Einstein Next Best Action
-  Flow
-  History
-  List View
-  Macros
-  Notes
-  Open CTI Softphone

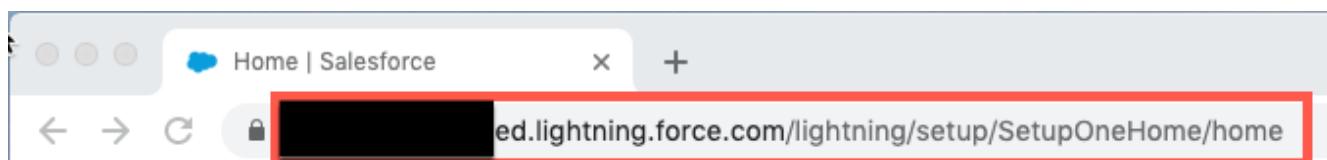
6. Change the Label, if desired, then choose **Save**.

Allowlist Your Salesforce Org with Amazon Connect

In order to embed the Amazon Connect Contact Control Panel (CCP) into your Service Console, you need to allowlist two (2) domains for your org with Amazon Connect. This allows for cross domain access to the underlying resources required for the CCP to function.

1. Log in into your Salesforce org and go to **Setup**

2. Copy the entire URL of this page and past it to a text document.



3. In the **Quick Find** field, type **visual**, then select **Visual Force Pages** from the results

visual

Custom Code

Visualforce Components

Visualforce Pages

Didn't find what you're looking for?

Try using Global Search.

4. Choose the **AC_LightningAdapter** Visualforce page

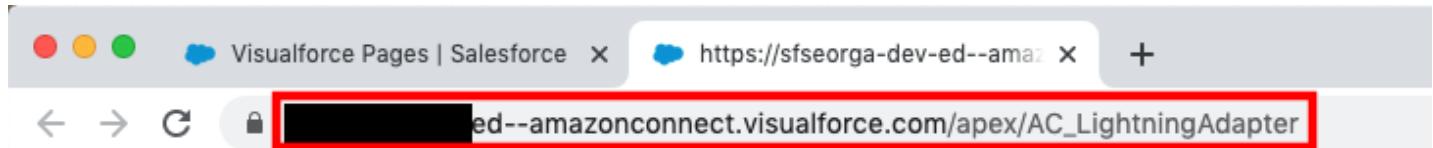
Visualforce Pages

Help for this Page

Visualforce Pages provide a robust and easy to use mechanism to create new and exciting user experiences for your application or to enhance existing applications to optimize your users' productivity.

Action	Label	Name	Namespace Prefix	Api Version	Description	Created By Alias	Created Date	Last Modified By Alias	Last Modified Date
Security	AC_CreateCISAdapter	AC_CreateCISAdapter	amazonconnect	47.0	JDoog	1/21/2020, 10:41 PM	JDoog	1/21/2020, 10:42 PM	
Security	AC_LightningAdapter	AC_LightningAdapter	amazonconnect	47.0	JDoog	1/21/2020, 10:41 PM	JDoog	1/21/2020, 10:42 PM	
Security	AC_LightningScriptIncludes	AC_LightningScriptIncludes	amazonconnect	47.0	JDoog	1/21/2020, 10:41 PM	JDoog	1/21/2020, 10:42 PM	

5. On the Visualforce detail page, select the **Preview** button. This will open a new browser tab showing the page content, which should only be a button labelled Sign in to CCP. Copy the entire URL of this page and past it to a text document.



6. In a new browser tab, login to the **AWS console**

7. Navigate to the **Amazon Connect Console**

8. Validate that you are in the correct **AWS region** for your instance, then select your instance alias from the list of instances

Amazon Connect virtual contact center instances

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage, and advanced features.

Add an Instance	Remove				
Instance Alias	Access URL	Channels	Create Date	Status	
<input type="checkbox"/> sfseorgaconsolidated	https://[REDACTED].awsapp...	Inbound, outbound telephony	1/21/2020	Active	

9. Choose **Application Integration** from the left navigation

10. Select + Add origin

11. In the Enter origin URL field, enter the URL of the page that you copied in step 2. Only enter the url through the .com, for example:

<https://XXXXXXXXX-dev-ed-.lightning.force.com>

12. Select Add. You should see your org domain listed in the Approved origins section.

Approved origins

Once you integrated with a CRM product, add the origins (scheme + host + port) that Amazon Connect will need to have access to.

https://[REDACTED] dev-ed.lightning.force.com

[remove](#)

13. Select + Add origin

14. In the Enter origin URL field, enter the URL of the visualforce page that you copied in step 5. Only enter the url through the .com, for example:

https://XXXXXXXXX-dev-ed--amazonconnect.visualforce.com

15. Select Add. You should see your org domain listed in the Approved origins section

Approved origins

Once you integrated with a CRM product, add the origins (scheme + host + port) that Amazon Connect will need to have access to.

https://[REDACTED]-dev-ed--amazonconnect.visualforce.com

[remove](#)

Modify the Call Center

Now that you have allowlisted the org in the Amazon Connect Console, you will need to modify the Call Center that was configured in Salesforce when the AppExchange package was installed. Once you complete the configuration, you add users to the Call Center to provide access to it.

1. Log in into your Salesforce org and go to **Setup**

2. In the **Quick Find** field, enter **Call Center**, then select **Call Centers** from the result list



▼ Feature Settings

 ▼ Service

 ▼ Call Center

 Call Centers

 Directory Numbers

 Softphone Layouts

3. If you see the **Say Hello to Salesforce Call Center** page, select **Continue**

4. Select **AC Lightning Adapter**

All Call Centers

A call center corresponds to a single computer-telephony integration (CTI) system already in place. You can add more Call Center features.

Action	Name ↑
Edit Del	AC Lightning Adapter
Edit Del	Amazon Connect CCP Adapter Classic 3.11
Edit Del	Amazon Connect CCP Adapter Console 3.11

5. On the **AC Lightning Adapter** detail page, select **Edit**

6. Replace the **CTI Adapter URL** with the AC Lightning Adapter visualforce page url you copied in the previous section.

7. Next, change the values for **Softphone Height to 570** and the **Softphone Width to 330**, and choose **Save**.

8. Once you return to the AC Lightning Adapter detail page, choose **Manage Call Center Users** in the Call Center Users section

9. On the **AC Lightning Adapter: Manage Users** page, select **Add More Users**.

10. Set filters (if desired) and then choose **Find**.

11. Select the checkbox next to the user to add, then choose **Add to Call Center**.

Full Name	Alias	Username	Role	Profile
Douglas Jason	JDoug	[REDACTED]	System Administrator	
User_Integration	Integ	integration@00d690000004znmwseak.com	Analytics Cloud Integration User	
User_Security	sec	insightssecurity@00d690000004znmwseak.com	Analytics Cloud Security User	

12. Repeat the steps to add more users.

Configure the Toolkit settings

1. Navigate to **Setup** then in type **Custom Settings** in Quick Find



Setup

Home

Objec

 custom settings

Custom Code

Custom Settings

2. Next to the Toolkit for Amazon Connect custom setting, choose **Manage**

Custom Settings

Use custom settings to create and manage custom data at the organization, profile, and user levels. Custom settings data is stored in the database, so you can access it efficiently, without the cost of repeated queries. Custom settings data can be used by formula fields, Visualforce, Apex, and other components.

The screenshot shows the Salesforce Custom Settings page. At the top right is a 'Get Usage' button. Below it is a 'View:' dropdown set to 'All' and a 'Create New View' link. A navigation bar with letters A through N is also present. A 'New' button is located in the top right corner of the main table area. The table has columns: Action, Label ↑, Visibility, Settings Type, Namespace Prefix, and Description. One row is shown, with 'Manage' under Action, 'Toolkit for Amazon Connect' under Label, 'Public' under Visibility, 'Hierarchy' under Settings Type, 'amazonconnect' under Namespace Prefix, and 'Configuration settings of the Toolkit for Amazon Connect.' under Description.

Action	Label ↑	Visibility	Settings Type	Namespace Prefix	Description
Manage	Toolkit for Amazon Connect	Public	Hierarchy	amazonconnect	Configuration settings of the Toolkit for Amazon Connect.

3. Select **New**

Custom Setting

Toolkit for Amazon Connect

If the custom setting is a list, click **New** to add a new set of data. For example, if the custom setting is a list of phone numbers, click **New** to add a new phone number to the list.

If the custom setting is a hierarchy, you can add data for the user, profile, or organization level. For example, if the custom setting is a hierarchy of phone numbers for specific users, click **New** to add a new phone number for a specific user.

New

▼ Default Organization Level Value

4. On the following page, provide the URL to your Amazon Connect instance. This value can be found in your Amazon Connect console.

Amazon Connect virtual contact center instances

Select a virtual contact center instance to manage its directory, administrator(s), telephony options, data storage,

Add an instance	Remove	
Instance Alias	Access URL	Channels
<input type="checkbox"/> [REDACTED]	https://[REDACTED]f.my.connect.aws	Inbound, outbound telephony
<input type="checkbox"/> [REDACTED]	https://[REDACTED]awsapps.com...	Inbound, outbound telephony

Toolkit for Amazon Connect Edit

Provide values for the fields you created. This data is cached with the application.

Edit Toolkit for Amazon Connect [Save](#) [Cancel](#)

Toolkit for Amazon Connect Information

Location

Url <https://yourinstancename.a>

5. You will also see the option to enable and disable certain triggers in the package, which you can configure to meet your needs. You can change these whenever you would like to. For more details, see below

These are options we provide that allow you to toggle certain functionality in the adapter.

- CCA Case Trigger - This trigger looks for any ContactChannelAnalytics records that could be related to a updated/inserted Case, and creates a relationship between the two records. This trigger uses batching to process the update requests.
- CCA Contact Trigger - This trigger looks for any ContactChannelAnalytics records that could be related to a updated/inserted Contact, and creates a relationship between the two records. This trigger uses batching to process the update requests.
- Case Contact CCA Trigger - This trigger looks for any Case/Contact records that could be related to an updated/inserted ContactChannelAnalytics record, and creates a relationship between the records.
- Task Trigger - This trigger creates a ContactChannel record for any inserted/updated task that with a `CallObject` field that does not currently have a ContactChannel record created before.

6. Select **Save**

Create the Softphone Layout

Next, we need to create a softphone layout for the solution. The softphone layout settings will tell the console what resources are available for screenpop by default and what to do under different match conditions.

1. Log in into your Salesforce org and go to **Setup**

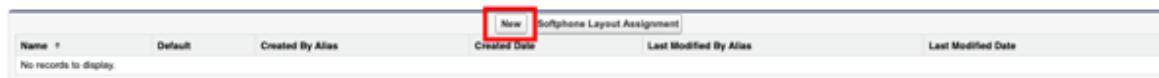
2. In the **Quick Find** box, type **Softphone**, then choose **Softphone Layouts** from the results

3. If you are presented with the Get Started message, choose **Continue**

4. On the Softphone Layouts page, choose **New**

Softphone Layouts

A softphone is a customizable call control tool that appears in the sidebar of every salesforce.com page if a user is assigned to a call center and is working on a machine on which a CTI adapter has been installed. Similar to page layouts, you can design custom softphone layouts and assign them to call center users based on their user profile.



The screenshot shows a table header for 'Softphone Layout Assignment' with columns: Name, Default, Created By Alias, Created Date, Last Modified By Alias, and Last Modified Date. A red box highlights the 'New' button at the top left of the table area.

5. Enter a name for the layout, such as **AmazonConnectDefault**, then select the **Is Default Layout** checkbox.

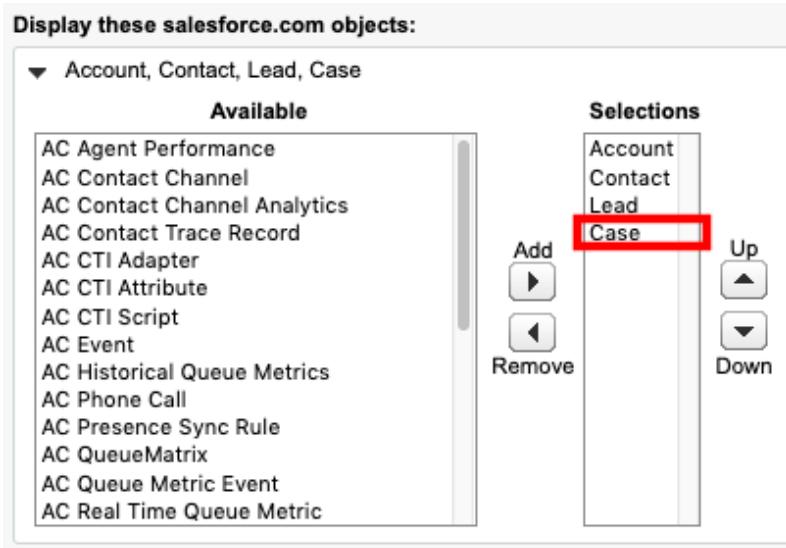
Softphone Layout Edit

Each softphone layout allows you to customize the appearance of a softphone for inbound, outbound, or self-service calls. You can also define the objects that appear in the search bar on the page.



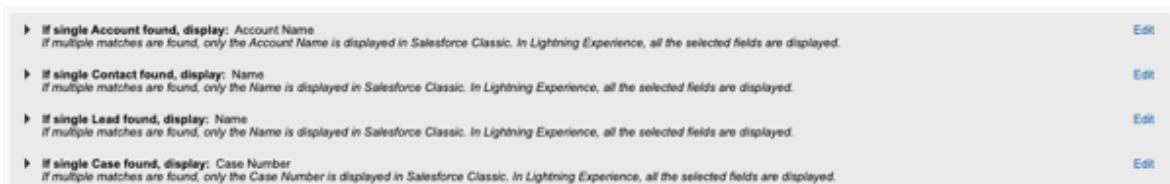
The screenshot shows a form with fields: Name (containing 'AmazonConnectDefault') and Is Default Layout (checkbox checked). A red box highlights both the Name field and the Is Default Layout checkbox.

6. Expand **Display these salesforce.com objects** and select objects that CTI Connector should be able to search, for a screen-pop query. In this example, Case has been added to the default selection, allowing search and screen-pop by CaseID.



The screenshot shows a configuration interface for 'Display these salesforce.com objects'. It has two main sections: 'Available' (left) and 'Selections' (right). The 'Available' section lists various objects like AC Agent Performance, AC Contact Channel, etc. The 'Selections' section shows objects selected for search: Account, Contact, Lead, and Case. The 'Case' object is highlighted with a red box. Below the lists are 'Add' and 'Remove' buttons, and 'Up' and 'Down' buttons for reordering.

7. If desired, configure the search behavior to your requirements



The screenshot shows a list of search behaviors with edit links:

- If single Account found, display: Account Name
If multiple matches are found, only the Account Name is displayed in Salesforce Classic. In Lightning Experience, all the selected fields are displayed.
[Edit](#)
- If single Contact found, display: Name
If multiple matches are found, only the Name is displayed in Salesforce Classic. In Lightning Experience, all the selected fields are displayed.
[Edit](#)
- If single Lead found, display: Name
If multiple matches are found, only the Name is displayed in Salesforce Classic. In Lightning Experience, all the selected fields are displayed.
[Edit](#)
- If single Case found, display: Case Number
If multiple matches are found, only the Case Number is displayed in Salesforce Classic. In Lightning Experience, all the selected fields are displayed.
[Edit](#)

8. Additionally, validate the Screen Pop settings. Please note that the default behavior is to not pop a screen if there is more than one result

- ▶ Screen pops open within: Existing browser window [Edit](#)
- ▶ No matching records: Don't pop any screen [Edit](#)
- ▶ Single-matching record: Pop detail page [Edit](#)

▼ Multiple-matching records: Pop to search page [Collapse](#)

- Don't pop any screen
- Pop to search page
- Pop to Visualforce page
- Pop to flow

9. Once you have configured the search behavior, choose **Save**

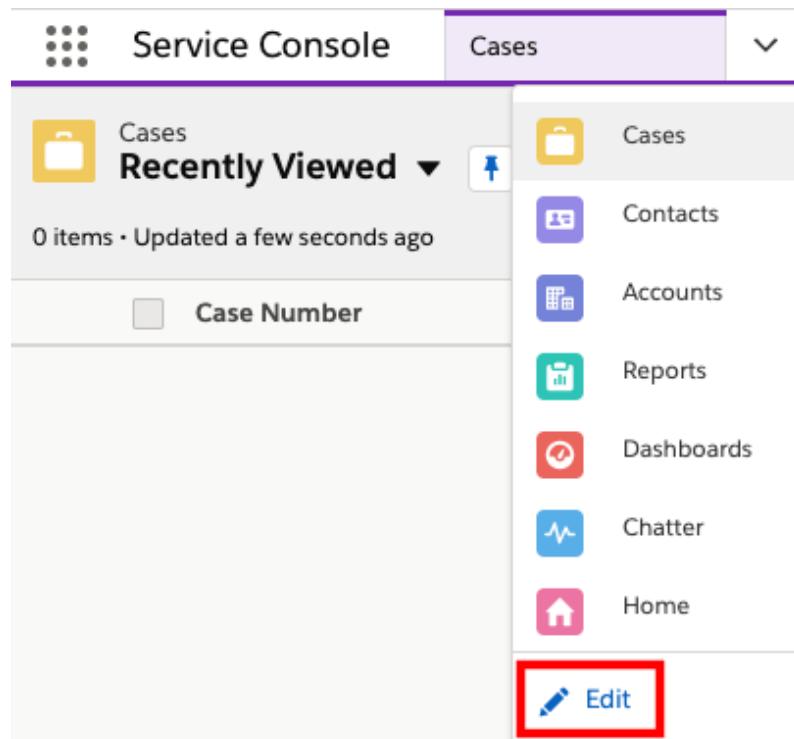
Initial CTI Adapter Configuration

Once we have setup the Call Center, we need to do a final configuration of the CTI Adapter before we can test the basic configuration. This will tie the Lightning CTI adapter settings to the Call Center.

Add the CTI Adapter Console App

1. Log in into your Salesforce org and go to the **Service Console**

2. Expand the **navigation menu** by selecting the down arrow and choose **Edit**.



3. On the Edit Service Console App Navigation Items page, select **Add More Items**

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

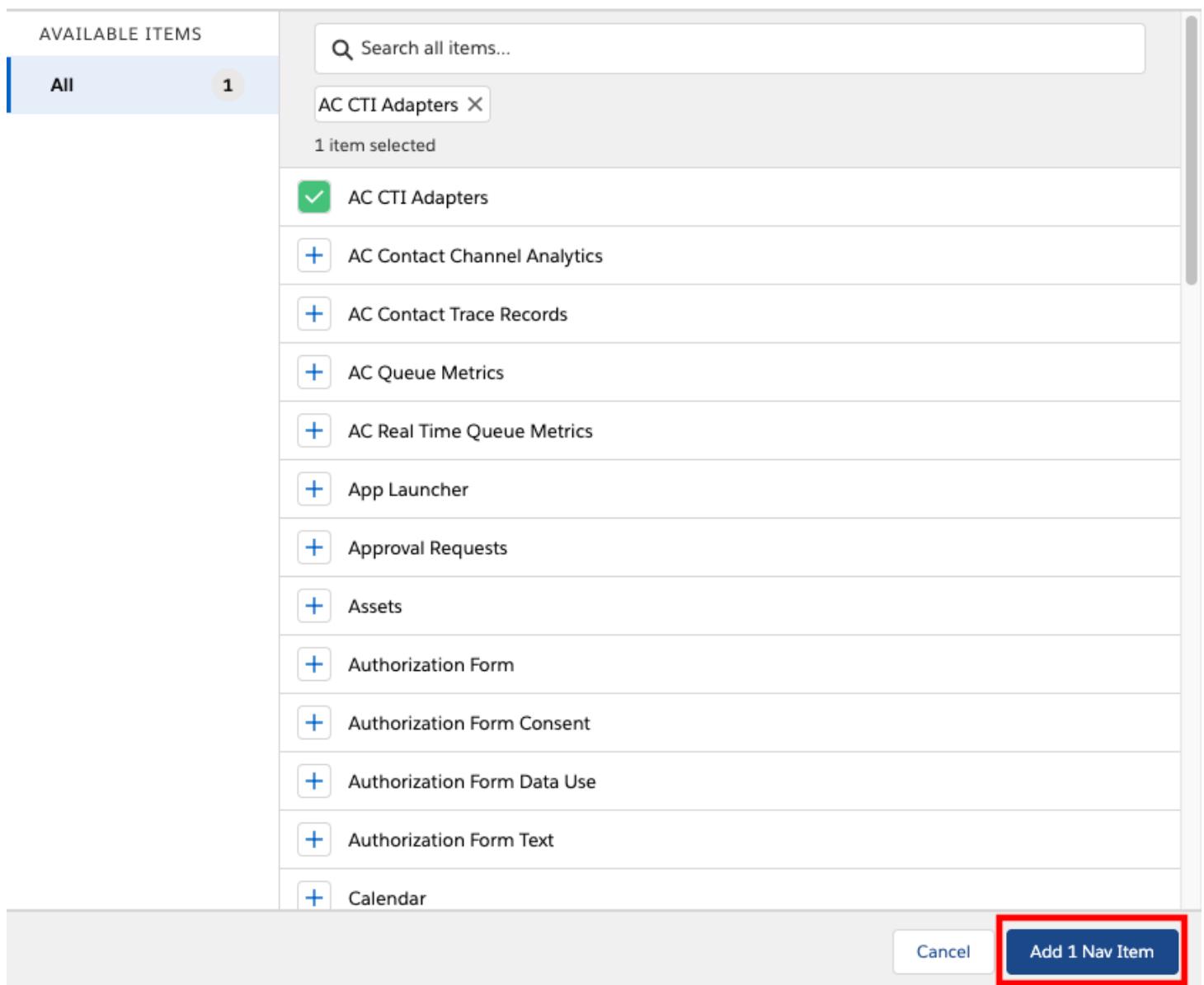
[Learn More](#) 

NAVIGATION ITEMS (7)

[Add More Items](#)

4. Select the + next to **AC CTI Adapters** and select the **Add 1 Nav Item** button

Add Items



The screenshot shows the 'Add Items' dialog box. On the left, there's a sidebar titled 'AVAILABLE ITEMS' with a 'All' dropdown set to 'All'. A search bar at the top right contains the placeholder 'Search all items...'. Below it is a list of items, each with a plus sign icon and a description. The first item, 'AC CTI Adapters', has a green checkmark icon to its left and is highlighted with a red border. The other items are listed as follows:

- + AC CTI Adapters
- + AC Contact Channel Analytics
- + AC Contact Trace Records
- + AC Queue Metrics
- + AC Real Time Queue Metrics
- + App Launcher
- + Approval Requests
- + Assets
- + Authorization Form
- + Authorization Form Consent
- + Authorization Form Data Use
- + Authorization Form Text
- + Calendar

At the bottom right of the dialog are two buttons: 'Cancel' and 'Add 1 Nav Item', with the latter being highlighted by a red border.

5. If desired, move the **AC CTI Adapters** button up in the navigation Items menu by dragging it up or down the list, then choose **Save** to save changes

6. Select **AC CTI Adapters** from navigation menu

7. If Recently Viewed is selected, select the drop-down and select **All** from the List Views menu.

8. If no ACLightningAdapter entry exists, then select the new button to configure your AC CTI adapters, otherwise select the **ACLightningAdapter**

9. Fill out or confirm the Details as follows:

10. CTI Adapter Name: **ACLightningAdapter**

11. Amazon Connect Instance: The url of your Amazon Connect Instance. You can find this in the Amazon Connect Console as shown below (remove everything after ".com"):

12. Amazon Connect Instance Region: This is the region that your Amazon Connect instance is deployed in. For this field, you will enter the region code. For example, if you have deployed your Amazon Connect instance in US East (N. Virginia), you would enter us-east-1. For a list of region codes, please refer to the [AWS Service Endpoints](#) reference

13. Call Center Definition Name: **ACLightningAdapter** **Note:** This is the value of the Internal Name in the call center in the Call Center definition

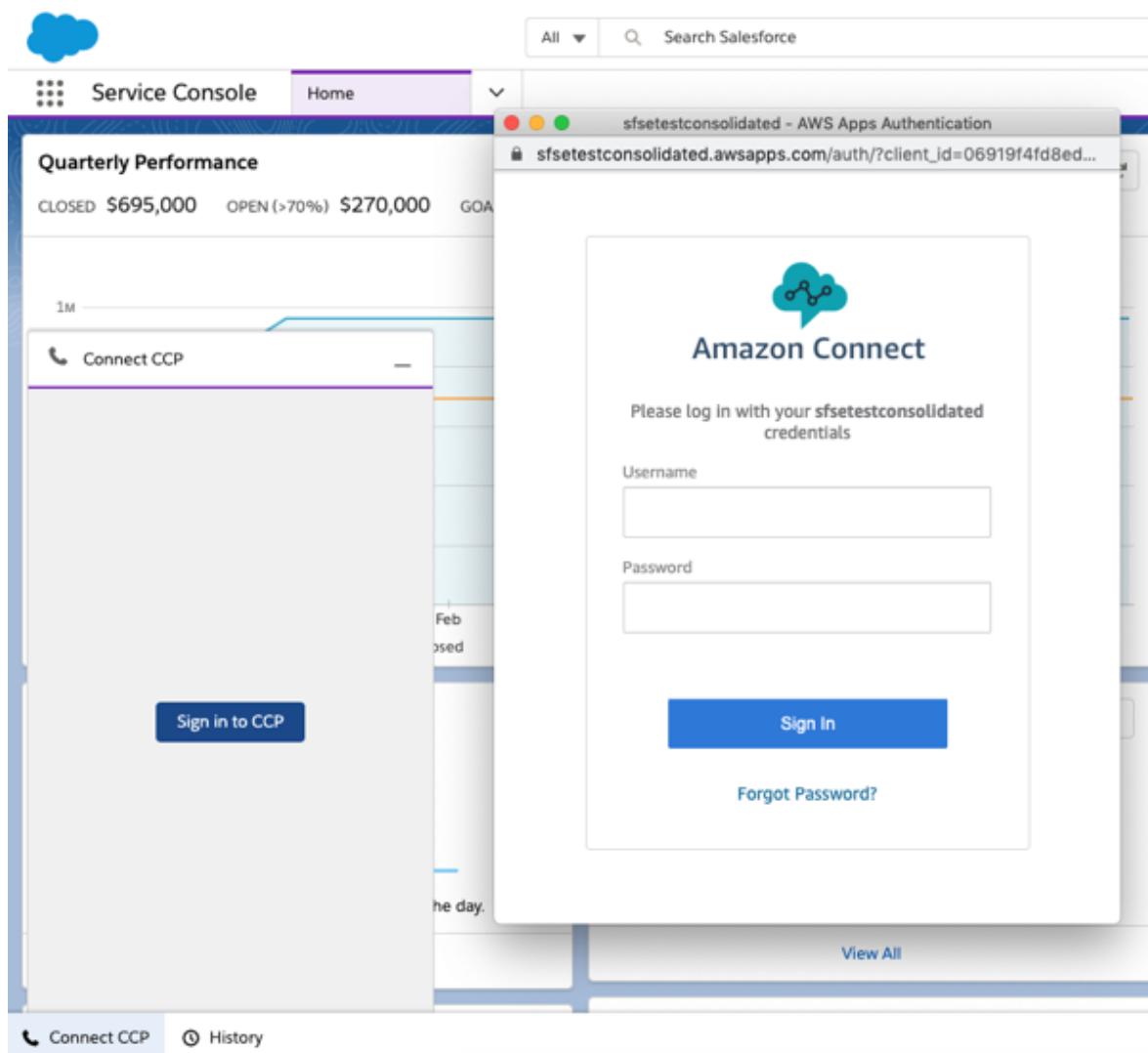
14. Leave all other settings at the default for now, and choose Save

15. Refresh the browser

16. In the bottom left corner of the Service Console, select the CTI Softphone icon

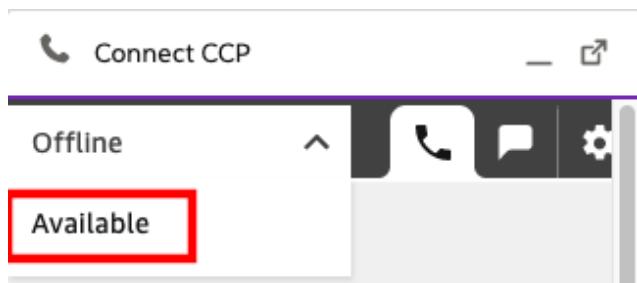


17. Select the **Sign in to CCP** button. A new window will pop up. Enter your Amazon Connect login credentials and select **Sign In**. Make sure to allow Microphone access (if asked by browser) **NOTE:** At this point, this process will only work for Amazon Connect instances configured for local user storage. If you are configuring SAML, please follow the SAML setup process in the [Single Sign On Settings](#) section before continuing.

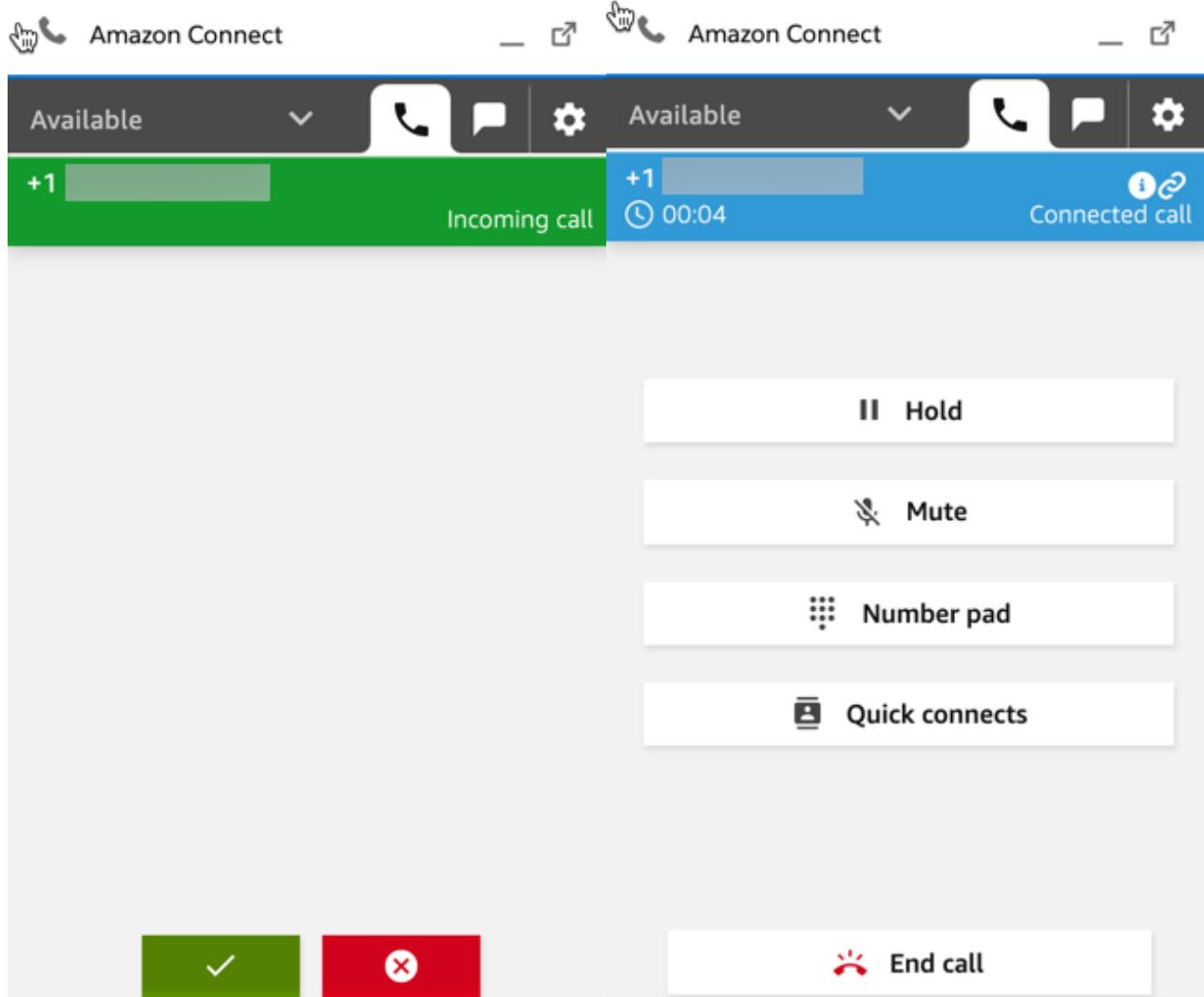


18. Once Login is successful, the pop-up window will automatically close.

19. Expand the status menu and choose Available



20. Make an inbound phone call to your Amazon Connect instance. The CCP will alert you to the incoming call and allow you to accept it. Once you do, the call will be connected



21. **End the call** and clear the contact

22. Set your agent back to **Available**

Enhanced Agent Logout

You can configure an agent status within "Manage agent status" with "Logout" (case-sensitive) in the status name to enable enhanced agent logout. When the agent selects that logout status in the Contact Control Panel, it will first set the agent in an offline status. It will then logout the agent in Connect and the AWS Console. Here is an example of the agent status configured within Connect:

Manage agent status

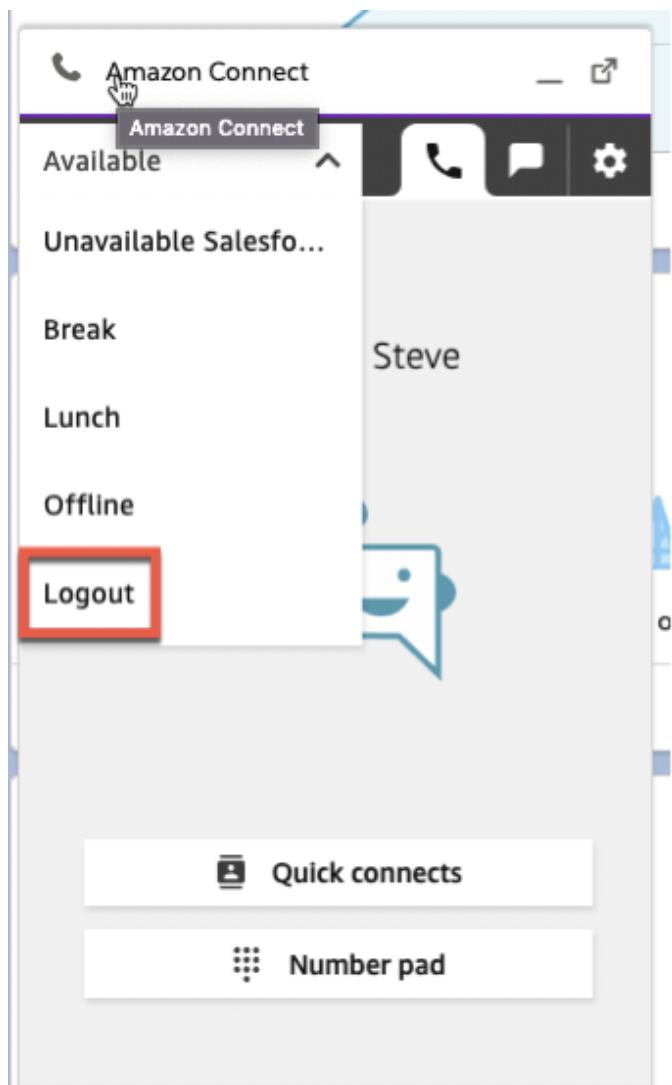
Create new agent status, and drag table rows to specify the order these statuses appear in the Contact Control Panel (CCP). To maintain integrity of historical metrics, agent status cannot be deleted. However, they can be disabled so that they no longer show in the CCP.

Add new agent status

Status name	Description	Type	Enabled for use in CCP
Unavailable Salesforce	Unavailable Salesforce	Custom	<input checked="" type="checkbox"/>
Break	Break	Custom	<input checked="" type="checkbox"/>
Lunch	Lunch	Custom	<input checked="" type="checkbox"/>
Available	Available state	Routable	<input checked="" type="checkbox"/>
Offline	Offline state	Offline	<input checked="" type="checkbox"/>
Logout	Sets the Connect user to offline and then completes logs out the Connect user	Custom	<input checked="" type="checkbox"/>

Save Cancel

Here is an example of an agent selecting the "Logout" status within the Contact Control Panel:



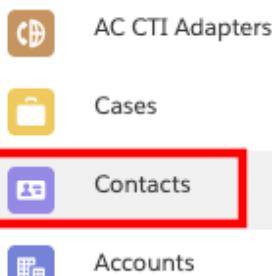
Validate Basic Screenpop

Next, we will add a contact to Salesforce that has your phone number assigned to it. This will allow us to validate the basic screenpop functionality that is provided with the CTI adapter.

1. Select **Contacts** from the dropdown menu

Quarterly Performance

CLOSED \$695,000 OPEN (>70%)

2. Select **New** from top-right corner

3. Complete the required fields. Make sure that your phone number is entered for the Phone field.

New Contact**Contact Information**

Contact Owner

Jason Douglas

* Name

Salutation

Mr.

First Name

John

* Last Name

Smith

Phone

7048076561

Home Phone

Account Name

Search Accounts...

Mobile

Title

Other Phone

Department

Fax

Birthdate

Email

4. Select **Save**

5. Close the Contact tab by selecting the X next to the name of the contact that you just created

The screenshot shows the top navigation bar of the Salesforce Service Console. It includes a blue cloud icon, a search bar with the placeholder 'Search Contacts an...', a 'All' dropdown, and a magnifying glass icon. Below the bar, there are tabs for 'Service Console' and 'Contacts'. The 'Contacts' tab is currently selected. A contact record for 'John Smith' is displayed, with a red box highlighting the close ('X') button in the top right corner of the contact card.

6. Refresh your browser
7. Place another phone call into your instance
8. The new contact should automatically pop-up as it has been recognized by incoming phone number.

[Edit this page](#)

Setting Up The Salesforce Lambdas Manually

Below are manual setup instructions for the Salesforce Lambdas.

Prerequisite Configuration and Data Collection

In order to successfully deploy and utilize the functions in the Amazon Connect Salesforce Lambda package, you will need to validate and configure some items in your Salesforce Org and gather some information from your Amazon Connect instance.

- Check your Salesforce API version
- Create a new Connected App
- Create a new API user
- Gather Amazon Connect information

As you are preparing to deploy the package, it is a good idea to open a text editor and note information as you configure the environment. We will point out the items you will need to provide.

Check your Salesforce API Version

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, type **apex**, then select **Apex Classes** from the results

✓ Email

Apex Exception Email

✓ Custom Code

Apex Classes

Apex Settings

Apex Test Execution

Apex Test History

Apex Triggers

3. Select New

<Previous Page | Next Page>

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

Action	Name ↑	Namespace Prefix	Api Version	Status	Size Without Comments	Last Modified By	Has Trace Flags

Developer Console **New** Generate from WSDL Run All Tests Schedule Apex

4. Select the Version Settings tab

Apex Class

Apex Class Edit Save Quick Save Cancel

Apex Class **Version Settings**

1

5. Note the Salesforce.com API version in your notepad. The pattern of this value is vXX.X.

Apex Class

Apex Class Edit Save Quick Save Cancel

Apex Class **Version Settings**

Name	Version
Salesforce.com API	47.0
Amazon Connect - Universal Package	4.2

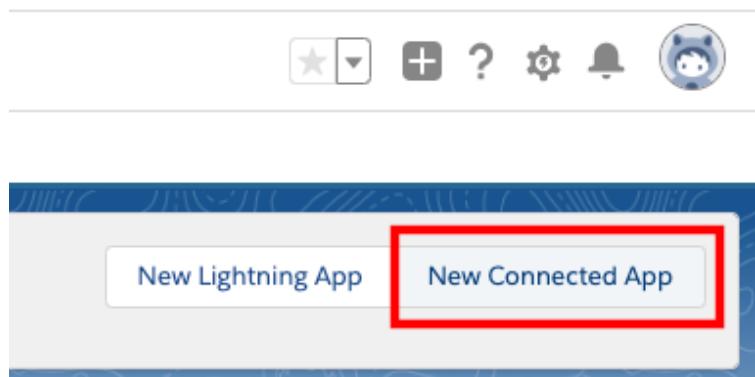
Create a New Connected App

To leverage the full potential of the integration, Salesforce data needs to be accessed from AWS environment. The package comes with a set of pre-built AWS Lambda functions to lookup, update and

create Salesforce objects within Amazon Connect Contact Flows. These Lambda function access Salesforce using the Salesforce REST API.

To get access to the environment, a Connected App must be configured with OAuth settings enabled.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, type **app manager**, then select **App Manager** from the results
3. In the upper right corner, select **New Connected App**



4. On the New Connected App form, enter a name for the Connected App, such as **Amazon Connect Integration** and press tab. This will populate the API Name automatically. Then provide a contact email address

New Connected App

Connected App Name	Amazon Connect Integration
API Name	Amazon_Connect_Integration
Contact Email	dougjaso@amazon.com

5. Select the checkbox to **Enable OAuth Settings**

▼ API (Enable OAuth Settings)

Enable OAuth Settings

6. Set the **Callback URL** to <https://www.salesforce.com>

API (Enable OAuth Settings)

Enable OAuth Settings

Enable for Device Flow

Callback URL https://www.salesforce.com

7. In the Selected OAuth Scopes section, select the following and add them to the Selected OAuth Scopes:

8. Access and manage your data (api)

9. Access your basic information (id, profile, email, address, phone)

10. Select the checkbox for Require Secret for Web Server Flow

11. The **API (Enable OAuth Settings)** section should now look like this

The screenshot shows the 'API (Enable OAuth Settings)' configuration page. At the top, 'Enable OAuth Settings' is checked. Below it, 'Callback URL' is set to 'https://www.salesforce.com'. Under 'Selected OAuth Scopes', two items are listed: 'Access and manage your data (api)' and 'Access your basic information (id, profile, email, address, phone)'. There are 'Available OAuth Scopes' listed on the left, including 'Access and manage your Chatter data (chatter_api)', 'Access and manage your Eclair data (eclair_api)', etc. A red box highlights the 'Selected OAuth Scopes' section. At the bottom, 'Require Secret for Web Server Flow' is checked, along with other optional settings like 'Introspect All Tokens', 'Configure ID Token', 'Enable Asset Tokens', and 'Enable Single Logout'.

12. Select **Save** at the bottom of the screen.

13. Select **Continue** on the New Connected App page

14. You should now be at the new app's page

15. Copy the value for **Consumer Key** to your notepad

16. Select **Click to reveal** next to Consumer Secret and copy the value to your notepad

17. At the top of the detail page, select **Manage**

18. On the Connected App Detail page, select the **Edit Policies** button

19. Set Permitted Users to **Admin approved users are pre-authorized** and choose OK on the pop-up dialog

20. Set IP Relaxation to **Relax IP restrictions**

21. The OAuth Policies section should now look like the following

OAuth Policies

Permitted Users: Admin approved users are pre-authorized

Enable Single Logout: [i](#)

IP Relaxation: Relax IP restrictions

Refresh Token Policy: Immediately expire refresh token

22. Select Save

Create a new API user

The Lambda functions authenticate with Salesforce via user credentials. It is a common practice to create an API user account for this purpose.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, type **profiles**, then select **Profiles** from the results
3. Select New Profile

The screenshot shows the Salesforce 'Profiles' page under the 'SETUP' tab. The main title is 'Profiles'. Below it, there's a navigation bar with 'All Profiles' (with a dropdown arrow), 'Edit', 'Delete', and 'Create New View'. A prominent red box highlights the 'New Profile' button, which is located below the navigation bar. To the right of the 'New Profile' button is a small circular icon with a question mark.

4. Provide a Profile Name, such as **API_ONLY**
5. From the **Existing Profile** dropdown, select **System Administrator** **NOTE:** You're advised to use a full Salesforce License for the user to be able to set the below permissions and have full access to avoid any other errors.

Clone Profile

Enter the name of the new profile.

You must select an existing profile to clone from.

Existing Profile: System Administrator

User License: Salesforce

Profile Name: API_ONLY

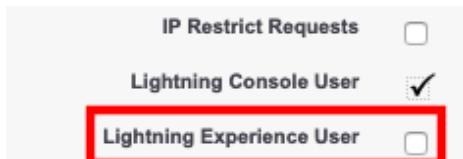
Save Cancel

6. Select **Save** to create the new profile

7. Once the new profile page opens, select the **Edit** button

8. Scroll down to the Administrative Permissions section

9. If the Lightning Experience User checkbox is selected, clear it

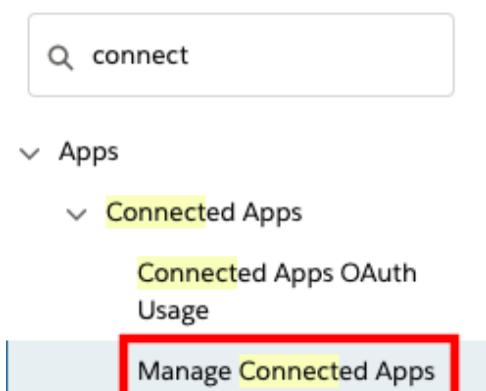


10. Scroll down to the **Password Policies** section at the bottom of the page

11. Set **User password expire in** to **Never expires** **NOTE:** Failure to this may lead to production outages.

12. Select **Save**

13. In the **Quick Find** field, type **connect**, then select **Manage Connected Apps** from the results



14. Select the app you have created earlier, **Amazon Connect Integration**

15. In the profiles section, select **Manage Profiles**

16. Select the new **API_Only** profile that you just created

17. Select **Save** at the bottom of the page

18. In the **Quick Find** field, type **users** then select **Users** from the results

19. Select New User

20. Set the required fields as:

a. Last Name: apiuser

b. Alias: apiuser

- c. Email: provide a valid email address
- d. Username: apiuser@<yoursalesforcedomain>.com
- e. Nickname: apiuser

21. On the right-hand side, set **User License** to **Salesforce**

22. Set Profile to **API_ONLY**

23. Choose **Save**

24. In **Quick Find**, search for "Permission Sets". Select the **AC_Administrator** permission set.

The screenshot shows the Salesforce Setup interface. The top navigation bar includes a cloud icon, 'Setup' (selected), 'Home', and 'Object Manager'. A search bar says 'Search Setup'. The left sidebar has sections for 'Users' (with 'Permission Set Groups' and 'Permission Sets' selected), 'Custom Code' (with 'Permissions' selected), and a global search bar. The main content area is titled 'Permission Sets' with a sub-section 'Permission Sets'. It says 'On this page you can create, view, and manage permission sets.' Below is a table with columns: Action, Permission Set Label, Description, and Licenses. The 'AC Administrator' row is highlighted with a red box. The table shows the following data:

Action	Permission Set Label	Description	Licenses
<input type="checkbox"/> Clone	AC Administrator	Allows the user to configure Amazon Connect setup and provides ...	A B C D E F G H I J K L M
<input type="checkbox"/> Clone	AC Agent		
<input type="checkbox"/> Clone	AC CallRecording		
<input type="checkbox"/> Clone	AC Manager		

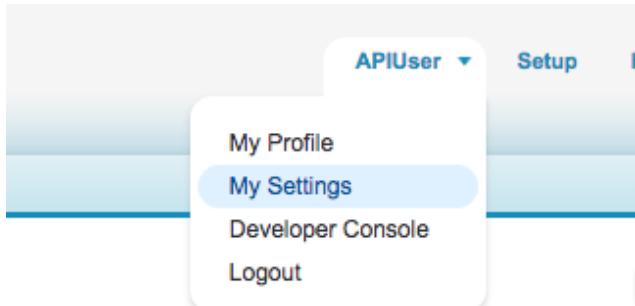
25. Select **Manage Assignments**. Add the apiuser you just created to the permission set.

26. A confirmation email with an **activation link** will be sent to the email address provided. Choose the link to activate your user and set their password

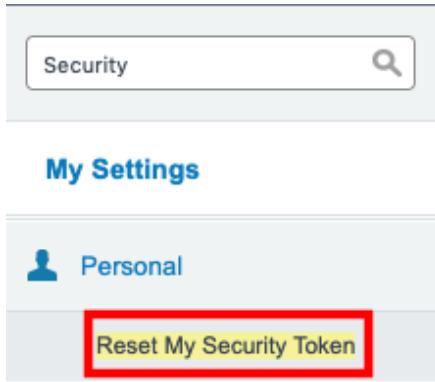
27. Fill out the form to set a password for the API user

28. Select **Change Password**. The API user will log into the Salesforce Classic view

29. Access the API user's personal settings by selecting the username in the top right corner, then choose **My Settings**



30. In the **Quick Find** field, type **security** then select **Reset My Security Token** from the results



31. Select **Reset Security Token**. Your security token will be emailed to you

32. Copy the security token from the email to your notepad

Gather Information from Your Amazon Connect Instance

The last thing to do before you can install the Amazon Connect Salesforce Lambda Package is gather some details about your Amazon Connect instance. These will be used during the package installation.

1. In a new browser tab, login to the [AWS console](#)
2. Navigate to the [Amazon Connect Console](#)
3. Select your Instance Alias
4. On the Overview page for your instance, copy the string following instance/ in the Instance ARN and paste it to your notepad. This is your Instance ID.

Overview

Instance ARN arn:aws:connect:us-east-1:YOUR_ACCOUNT_ID:instance/YOUR-INSTANCE-ID-XXX-XXXXXXX

5. In the left nav, select **Data storage**
6. On the **Data storage** page, copy the S3 bucket names for your Call recordings and Exported Reports. The bucket name is everything preceding the first / in the XX will be stored here sections

Data storage

Saving Amazon Connect data such as call recordings or scheduled reports requires access to an Amazon S3 bucket. Your data storage configurations for Amazon Connect is reflected below.

Call recordings

Call recording will be stored here	YOUR BUCKET NAME/connect/sfsetestconsolidated/CallRecordings	Edit
Encrypted using this key	aws/connect	

Chat transcripts

Chat transcripts will be stored here	YOUR BUCKET NAME/connect/sfsetestconsolidated/ChatTranscripts	Edit
Encrypted using this key	aws/connect	

Live media streaming

Live media streaming	Not enabled	Edit
----------------------	-------------	------

Exported reports

Exported reports will be stored here	YOUR BUCKET NAME/connect/sfsetestconsolidated/Reports	Edit
Encrypted using this key	aws/connect	

7. In the left nav, select **Data streaming**

8. Note the name of the Kinesis stream configured in the Contact Trace Records section, then select **Create a new Kinesis Stream**. This will take you to the list of Kinesis streams configured in this region.

9. Select the **Kinesis stream name** that matches what was configured in the previous step

10. On the stream detail page, copy the entire value for Stream ARN

Stream ARN `arn:aws:kinesis:us-east-1:YOUR_ACCOUNT_NUMBER:stream/YOUR_STREAM_NAME`

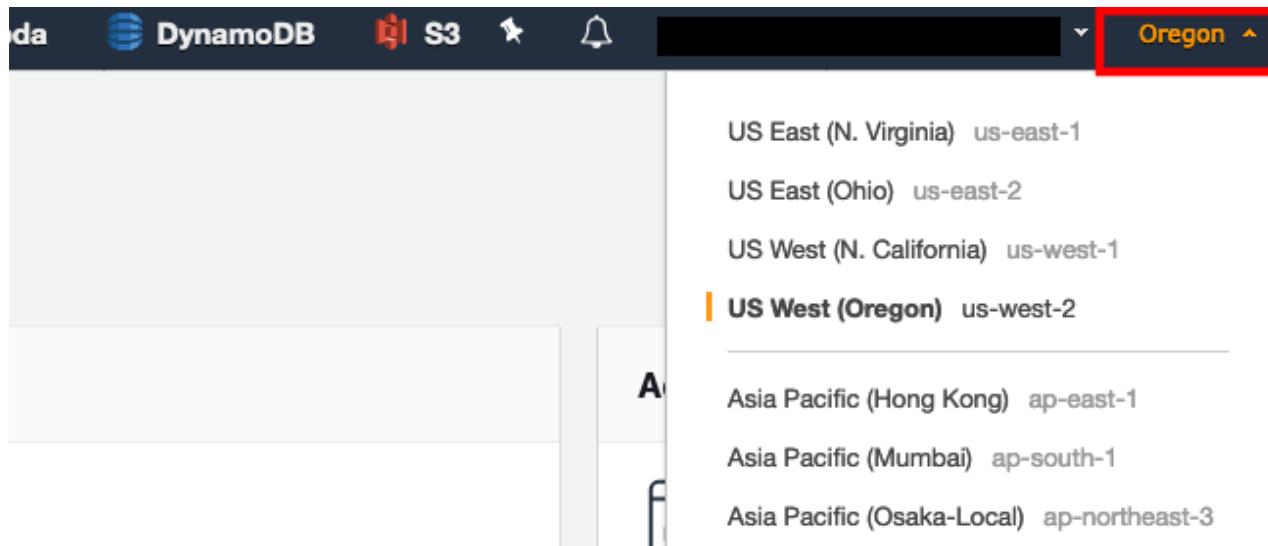
Status ACTIVE

Store Salesforce Credentials in AWS Secrets Manager

To ensure that your Salesforce credentials are secure, the Lambdas require that the credentials are stored in AWS Secrets Manager. AWS Secrets Manager is a highly secure service that helps you store and retrieve secrets.

1. In a new browser tab, login to the AWS console

2. Make sure you are in the same region as your Amazon Connect instance. You can set the region by expanding the region selector in the upper right and choosing the region



3. Navigate to the [Secrets Manager console](#)

4. Select **Secrets**

5. Select **Store a new secret**

6. Select **Other types of secrets**

7. Make sure **Secret key/value** is selected

8. Enter key value pairs that match the following:

- a. **Key:** Password, **Value:** the password for the API user that you configured in the previous section
- b. **Key:** ConsumerKey, **Value:** the Consumer Key for the Connected App you created in the previous section
- c. **Key:** ConsumerSecret, **Value:** the Consumer Secret for the Connected App you created in the previous section
- d. **Key:** AccessToken, **Value:** this is the access token for the API user that you configured in the previous section

9. For the encryption key, click **Add new key**

10. Select **Create Key**

11. Make sure key type is set to **symmetric**

12. Give your key an **alias**, like *SalesforceCredentialsSecretsManagerKey*

13. Click Next

14. Select administrators you want to have access permission to change the key policy. Make sure you are being as restrictive as possible

15. Click Next

16. Select the users and roles you want to have access to the Salesforce credentials in Secrets Manager. Make sure you are being as restrictive as possible

17. Click Next

18. Click Finish

19. Click on the managed key that you just created (which is *SalesforceCredentialsSecretsManagerKey* in this case).

20. Note down the ARN. This is *SalesforceCredentialsKMSKeyARN* that will be used later when installing the Amazon Connect Salesforce Lambda package.

21. Navigate back to the Secrets Manager setup tab

22. Select the key you just created

Specify the key/value pairs to be stored in this secret Info

Secret key/value **Plaintext**

Password	Password	Remove
ConsumerKey	ConsumerKey	Remove
ConsumerSecret	ConsumerSecret	Remove
AccessToken	AccessToken	Remove

+ Add row

Select the encryption key Info

Select the AWS KMS key to use to encrypt your secret information. You can encrypt using the default service encryption key that AWS Secrets Manager creates on your behalf or a customer master key (CMK) that you have stored in AWS KMS.

SalesforceCredentialsSecretsManagerKey	▼	C
Add new key		

Cancel **Next**

23. Click Next

24. Give your secret a name, like *SalesforceCredentials*

25. Click Next

26. Make sure **Disable automatic rotation** is checked.

27. Click Next

28. Click Store

29. Select the secret you just created, and copy the Secret ARN

The screenshot shows the AWS Secrets Manager interface. At the top, there's a breadcrumb navigation: AWS Secrets Manager > Secrets > SalesforceCredentials. Below the navigation, the secret name 'SalesforceCredentials' is displayed in large bold letters. Underneath the name, there's a section titled 'Secret details' which includes fields for 'Encryption key' (set to 'SalesforceCredentialsSecretsManagerKey'), 'Secret name' ('SalesforceCredentials'), and a redacted 'Secret ARN'. There's also a 'Secret description' field containing a single dash. On the right side of this section, there's a 'Actions' button with a dropdown arrow. The entire screenshot is framed by a light gray border.

30. You should now have all of the information you need to install the package

Install the Amazon Connect Salesforce Lambda package

1. In a new browser tab, login to the [AWS console](#)

2. Make sure you are in the same region as your Amazon Connect instance

3. Once you have selected the region, navigate to the [Amazon Connect Console](#)

4. Verify that the Amazon Connect instance that you wish to configure is listed

5. Once you have verified your Amazon Connect instance, Open the [Serverless Application Repository Console](#)

6. In the left navigation, select **Available Applications**

Serverless Application Repository

X

Available applications

Published applications

7. In the search area, make sure that **Public applications** is selected, check the box for **Show apps that create custom IAM roles or resource policies**, and enter **Salesforce** in the search field, this will automatically filter the available packages

The screenshot shows the 'Available applications' section of the Serverless Application Repository. At the top, there are two tabs: 'Public applications (4)' (which is selected) and 'Private applications'. Below the tabs is a search bar containing the text 'Salesforce'. Underneath the search bar is a checked checkbox labeled 'Show apps that create custom IAM roles or resource policies'. The main area displays a list of applications, with the third item, 'AmazonConnectSalesForceLambda', highlighted by a red box.

8. Select AmazonConnectSalesForceLambda

The screenshot shows the details page for the 'AmazonConnectSalesForceLambda' application. The application name is at the top, followed by a description: 'Creates custom IAM roles or resource policies'. Below the description is a paragraph explaining the functionality: 'The AWS Serverless application package contains a set of common Lambda functions to be used by Amazon Connect to interact with Salesforce, allowing lookup, create and update operations for different Salesforce objects, like Contacts and Cases.' There are several tags listed below the description: 'Integration', 'Connect', 'Amazon', 'Salesforce'. At the bottom of the card, it says 'AmazonConnectSalesforceln...' and '685 deploy...'. To the right of this card, there is another card for 'alexa-salesforce-notes-sample' with its own description and tags.

9. When the Application loads, scroll down to the **Application settings** section

10. Fill in the parameters using the data you gathered in your notepad in the previous section using the following notes:

- a. **Application name:** You can accept the default here or change it as desired

- b. **CTRKinesisARN:** This is the ARN for the Kinesis stream that was configured for Contact Trace Record streaming in Amazon Connect. This is the complete ARN. Amazon Kinesis Firehose is not supported.
- c. **ConnectRecordingS3BucketName:** This is the name of the S3 bucket used to store recordings for your Amazon Connect instance. This is ONLY the bucket name, no sub-folders or suffixes
- d. **ConnectReportingS3BucketName:** This is the name of the S3 bucket used to store exported reports for your Amazon Connect instance. This is ONLY the bucket name, no sub-folders or suffixes
- e. **HistoricalReportingImportEnabled:** true | false - if set to true, the package will include a feature to import Amazon Connect Queue and Agent Historical Metrics into your Salesforce Org. This feature requires you to provide **ConnectReportingS3BucketName**
- f. **LambdaLoggingLevel:** DEBUG | INFO | WARNING | ERROR | CRITICAL - Logging level for Lambda functions
- g. **PrivateVpcEnabled:** Set to true if functions should be deployed to a private VPC. Set VpcSecurityGroupList and VpcSubnetList if this is set to true.
- h. **RealtimeReportingImportEnabled:** true | false - if set to true, the package will include a feature to publish Amazon Connect Queue Metrics into your Salesforce Org. This feature requires you to provide **AmazonConnectInstanceId**
- i. **SalesforceAdapterNamespace:** This is the namespace for CTI Adapter managed package. The default value is **amazonconnect**. If a non-managed package is used, leave this field blank.
- j. **SalesforceCredentialsKMSKeyARN:** This is the ARN for KMS customer managed key that you created in the previous section.
- k. **SalesforceCredentialsSecretsManagerARN:** This is the ARN for the Secrets Manager Secret that you created in the previous section.
- l. **SalesforceHost:** The full domain for your salesforce org. For example `https://mydevorg-dev-ed.my.salesforce.com`. Please make sure that the host starts with `https`, and that the url ends with `.my.salesforce.com`. This url can be found in `Setup` -> `My Domain`.
- m. **SalesforceProduction:** true | false - True for Production Environment, False for Sandbox
- n. **SalesforceUsername:** The username for the API user that you configured in the previous section. Salesforce usernames are in the form of an email address.
- o. **SalesforceVersion:** This is the Salesforce.com API version that you noted in the previous section. The pattern of this value is `vXX.X`.

p. **VpcSecurityGroupList:** The list of SecurityGroupIds for Virtual Private Cloud (VPC). Not required if PrivateVpcEnabled is set to false.

q. **VpcSubnetList:** The list of Subnets for the Virtual Private Cloud (VPC). Not required if PrivateVpcEnabled is set to false.

r. **AmazonConnectInstanceId:** Your Amazon Connect Instance Id. Only required if you enable real time reporting

s. **AmazonConnectQueueMaxRecords:** Enter record set size for list queue query. Max is 100.

t. **ContactLensImportEnabled:** true | false - Set to false if importing Contact Lens into Salesforce should not be enabled.

u. **CTREventSourceMappingMaximumRetryAttempts:** Maximum retry attempts on failure for lambdas triggered by Kinesis Events.

v. **AmazonConnectQueueMetricsMaxRecords:** Enter record set size for queue metrics query. Max is 100.

w. **PostcallCTRImportEnabled:** true | false - Set to false if importing CTRs into Salesforce should not be enabled on the package level. This setting can be disabled on a call-by-call basis.

x. **PostcallRecordingImportEnabled:** true | false - Set to false if importing call recordings into Salesforce should not be enabled on the package level. This setting can be disabled on a call-by-call basis.

y. **PostcallTranscribeEnabled:** true | false - Set to false if post-call transcription should not be enabled on the package level. This setting can be disabled on a call-by-call basis.

z. **TranscribeOutputS3BucketName:** This is the S3 bucket where Amazon Transcribe stores the output. Typically, this is the same bucket that call recordings are stored in, so you can use the same value as found in **ConnectRecordingS3BucketName**. Not required if PostcallRecordingImportEnabled, PostcallTranscribeEnabled, ContactLensImportEnabled set to false.

z. **TranscriptionJobCheckWaitTime:** Time between transcription job checks

11. Once you have completed the form, select **Deploy**

12. Deployment will take some time, with status updates being provided by the UI. Once it has completely deployed, you will receive a notification on the screen

Deployment status for serverlessrepo-SFConsolidatedLambdaPackage

[Create a new app](#)[Test app](#)

Your application has been deployed

Review the application's README for what to do next.

[Permissions](#)[Resources](#)[View CloudFormation Stack](#)

Test the Core Functionality

The package provides a core Lambda function (`sflInvokeAPI`) that supports multiple operations, like lookup, create and update. For the initial validation, sample events are provided within the function. Validating this function provides a good check that the installation and configuration is correct.

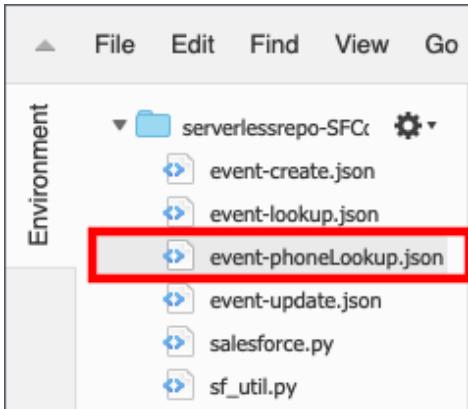
Validating the lambda functions requires the use of test events to simulate data coming into the function as it would in a typical deployment. Each function has a set of test event samples included to make validation easier.

Validate the core functionality

1. In a new browser tab, login to the [AWS console](#)
2. Open the [AWS Lambda Console](#)
3. In the Filter field, enter `sflInvokeAPI` and press enter, this will filter your list out to the core function that we just installed

Functions (77)			
<input type="button" value="C"/> Actions ▾			
<input type="button" value="Add filter"/> <input type="text"/> Keyword : <code>sflInvokeAPI</code> <input type="button" value="X"/>			
Function name	Description	Runtime	Code size
<input type="radio"/> serverlessrepo-SFConsolidatedLambdaPac-sflInvokeAPI-5504EV6KL9E8		Python 3.7	32.1 kB

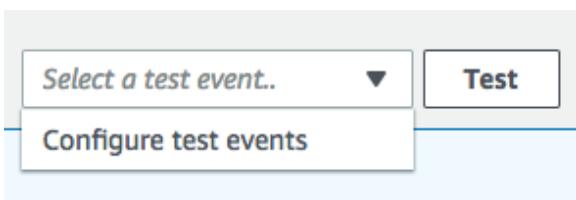
4. Select the **function name**. First, we will validate a phone number lookup.
5. In the Environment pane, double-click the `event-phoneLookup.json` file



6. The test even JSON will open in the Lambda editor
7. Modify the value for sf_phone to match the phone number of the test contact you created when you setup the CTI adapter or for any valid contact in your Salesforce org\ NOTE: The phone number must be in [E.164](#) format

```
1 {
2     "Details": {
3         "Parameters": {
4             "sf_operation" : "phoneLookup",
5             "sf_phone": "+14155551212",
6             "sf_fields": "Id, Name, Email"
7         }
8     }
9 }
```

8. Select the entire JSON event and copy it, then close the **event-phoneLookup.json** tab.
9. In the top-right corner, select drop-down arrow next to **Test** and choose **Configure test events**



10. Select the radio button for **Create new test event** and provide an event name, for example: **phoneLookup**
11. Select the existing event JSON and **delete** it. Paste the modified JSON payload you copied from the **event-phoneLookup.json** file

Configure test event



A function can have up to 10 test events. The events are persisted so you can switch to another computer or web browser and test your function with the same events.

- Create new test event
- Edit saved test events

Event template

Hello World



Event name

phoneLookup

```
1 [{}]
2 "Details": {
3     "Parameters": {
4         "sf_operation": "phoneLookup",
5         "sf_phone": "+14155551212",
6         "sf_fields": "Id, Name, Email"
7     }
8 }
9 }
```

12. Select **Create** to save your test event

13. By default, your new test event should be selected in the drop-down list to the left of the Test button.

phoneLookup ▾ Test Save

14. Select **Test**

15. If successful, the result will contain fields defined in "sf_fields" parameter in the invocation event

Execution result: succeeded ([logs](#))

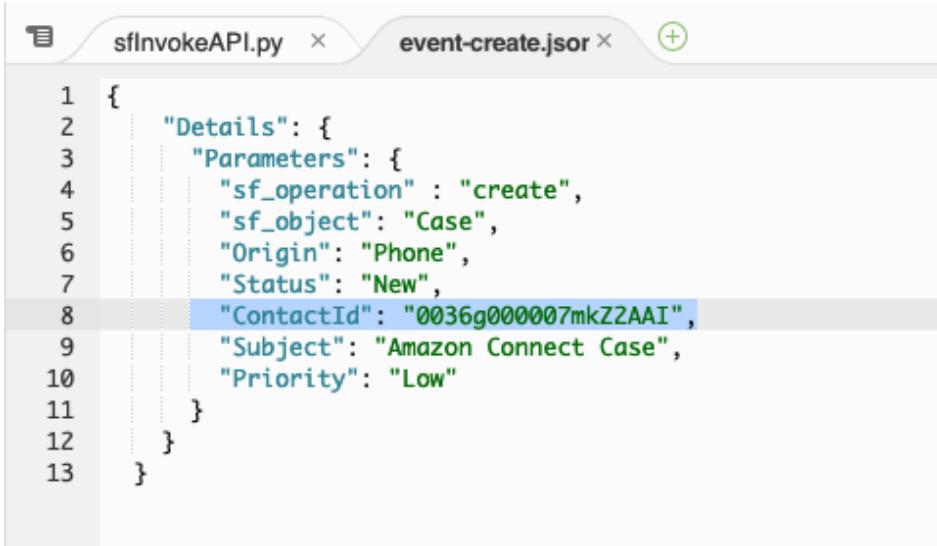
▼ Details

The area below shows the result returned by your function execution. [Learn more](#)

```
{{
  "Id": "0036g000007mkZ2AAI",
  "Name": "John Smith",
  "Email": null,
  "sf_count": 1
}}
```

16. Copy the value for the **Id** key in the response. Next, we are going to use that Id to create a Case in Salesforce.

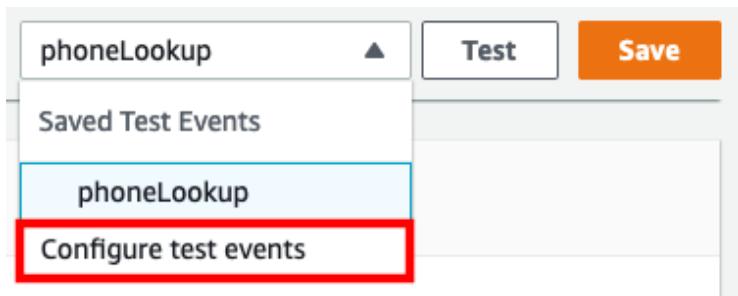
17. In the Environment pane, double-click the **event-create.json** file. Replace the existing ContactId value with the ID value you copied previously.



```
1  {
2      "Details": {
3          "Parameters": {
4              "sf_operation" : "create",
5              "sf_object": "Case",
6              "Origin": "Phone",
7              "Status": "New",
8              "ContactId": "0036g000007mkZ2AAI",
9              "Subject": "Amazon Connect Case",
10             "Priority": "Low"
11         }
12     }
13 }
```

18. Select the entire JSON event and copy it, then close the **event-create.json** tab.

19. In the top-right corner, select drop-down arrow next to **Test** and choose **Configure test events**



20. Select the radio button for **Create new test event** and provide an event name, for example:
createCase

21. Select the existing event JSON and **delete** it. Paste the modified JSON payload you copied from the **event-create.json** file

Configure test event

X

A function can have up to 10 test events. The events are persisted so you can switch to another computer or web browser and test your function with the same events.

- Create new test event
- Edit saved test events

Event template

phoneLookup



Event name

createCase

```
1  [{}  
2  "Details": {  
3  "Parameters": {  
4  "sf_operation": "create",  
5  "sf_object": "Case",  
6  "Origin": "Phone",  
7  "Status": "New",  
8  "ContactId": "0036g000007mkZ2AAI",  
9  "Subject": "Amazon Connect Case",  
10 "Priority": "Low"  
11 }  
12 }  
13 }
```

22. Select **Create** to save your test event

23. By default, your new test event should be selected in the drop-down list to the left of the Test button.



24. Select **Test**

25. If successful, the result will contain the Case Id

Execution result: succeeded ([logs](#))

Details

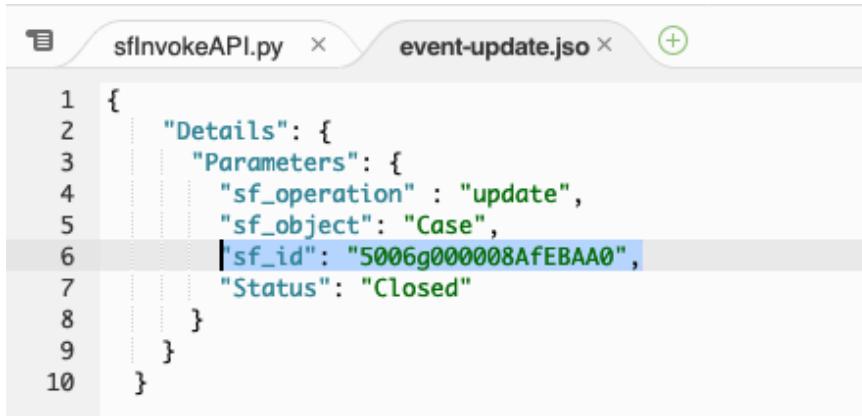
The area below shows the result returned by your function execution. [Learn](#)

```
{  
  "Id": "5006g000008AfEBAA0"  
}
```

26. Copy the value for the **Id** key in the response.

27. When we created the case, the **Status was set to New** and the **Priority to Low**. We are going to use the update operation to close the case.

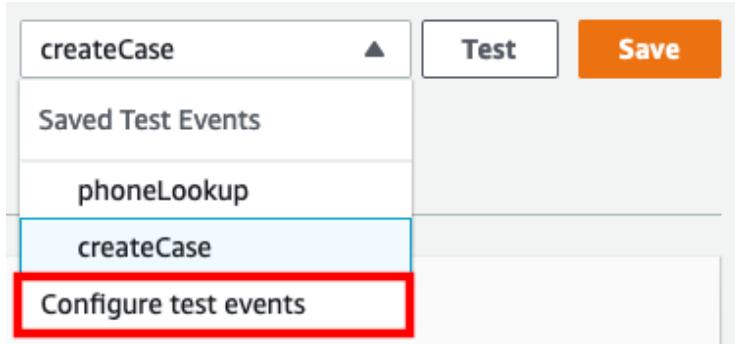
28. In the Environment pane, double-click the **event-update.json** file and replace the existing Case Id in "sf_id" parameter with the new one you copied from the last test result



```
1 {
2     "Details": {
3         "Parameters": {
4             "sf_operation" : "update",
5             "sf_object": "Case",
6             "sf_id": "5006g000008AfEBAA0",
7             "Status": "Closed"
8         }
9     }
10 }
```

29. Select the **entire JSON event** and copy it, then close the **event-update.json** tab.

30. In the top-right corner, select drop-down arrow next to **Test** and choose ****Configure test events**



31. Select the radio button for **Create new test event** and provide an event name, for example:
updateCase

32. Select the existing event JSON and **delete** it. Paste the modified JSON payload you copied from the **event-update.json** file

Configure test event



A function can have up to 10 test events. The events are persisted so you can switch to another computer or web browser and test your function with the same events.

- Create new test event
- Edit saved test events

Event template

createCase



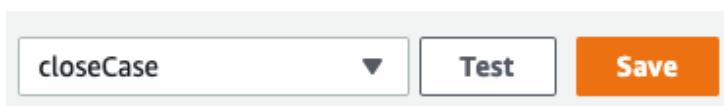
Event name

closeCase

```
1  [{}  
2  "Details": {  
3  "Parameters": {  
4  "sf_operation": "update",  
5  "sf_object": "Case",  
6  "sf_id": "5006g000008AfEBAA0",  
7  "Status": "Closed"  
8  }  
9  }  
10 }
```

33. Select **Create** to save your test event

34. By default, your new test event should be selected in the drop-down list to the left of the Test button.



35. Select **Test**

36. If successful, the result will be the **HTTP 204 No Content** success status response code

✓ Execution result: succeeded ([logs](#))

▼ Details

The area below shows the result returned by your function:

```
{  
  "Status": 204  
}
```

37. Log in into your Salesforce org and go to the **Service Console**

38. In the search box, change the object type to Cases and type Amazon Connect Case, then press enter

Cases ▾



Amazon Connect Case

39. You should find 1 case opened by the API user, and the status should be closed

Cases					
1 Result					
Case Number	Subject	Status	Date/Time Opened	Case Owner Alias	
00001026	Amazon Connect Case	Closed	1/23/2020, 10:13 PM	apiuser	▼

40. You have completed core function validation

Allow Amazon Connect to Access the sflInvokeAPI Lambda Function

Once you have validated function, you can use the Amazon Connect console to add the sflInvokeAPI Lambda function to your Amazon Connect instance. This automatically adds resource permissions that allow Amazon Connect to invoke the function.

Add the Lambda function to your Amazon Connect instance

1. In a new browser tab, login to the [AWS console](#)
2. Navigate to the [Amazon Connect Console](#)
3. Select your **Instance Alias**
4. In the navigation pane, choose **Contact flows**.

[Amazon Connect](#) > sfctifinal022020

The screenshot shows the Amazon Connect navigation pane. The 'Contact flows' option is highlighted with a red box. Other options like Overview, Telephony, Data storage, Data streaming, Application integration, and Contact flows are also listed.

5. For **AWS Lambda**, select the function that includes sflInvokeAPI in the name

AWS Lambda

Amazon Connect can interact with your own systems and take different paths in IVR dynamically. To achieve this, invoke AWS Lambda functions in contact flows to interact with your own systems or other services, then build personalized and dynamic experiences based on data returned.

Note: By adding Lambda functions, you are granting Amazon Connect permission to invoke them [Create a new Lambda function](#)

Function serverlessrepo-AmazonConnectSalesforce-sfInvokeAPI-[REDACTED] [+ Add Lambda Function](#)

6. Choose **Add Lambda Function**. Confirm that the ARN of the function is added under **Lambda Functions**.

Lambda Functions

serverlessrepo-AmazonConnectSalesforce-sfInvokeAPI-[REDACTED]	arn:aws:lambda:us-west-2:[REDACTED]function:serverlessrepo-AmazonConnectSalesforce-sfInvokeAPI-[REDACTED]	Edit	Remove
---	---	----------------------	------------------------

7. The AWS Lambda function has been added to your Amazon Connect instance.

[Edit this page](#)

Upgrading from an Earlier Version

If you are upgrading from an earlier version of CTI Adapter, there are a few additional things you need to do.

1. Go to the **Setup** section and search for **Object Manager**.

2. In Object Manager section, search for "AC CTI"

The screenshot shows the AWS Lambda function configuration page. At the top, there is a dropdown menu set to "serverlessrepo-AmazonConnectSalesforce-sfInvokeAPI-[REDACTED]". Below the dropdown, there is a link "+ Add Lambda Function". The main area shows a table of Lambda functions:

Label	API Name	Description	Last Modified	Dep
AC CTI Adapter	amazonconnect__AC_CtiAdapter__c		8/6/2020	✓
AC CTI Attribute	amazonconnect__AC_CtiAttribute__c		8/6/2020	✓
AC CTI Flow	amazonconnect__AC_CtiScript__c		8/6/2020	✓

3. Open up **AC CTI Adapter**

4. On the left sidebar, click on **Page Layouts**

5. Click on Page Layout Assignment

6. On the next page, click on Edit Assignments

7. Click on the grey bar at the top of the table to select all rows.

SETUP > OBJECT MANAGER
AC CTI Adapter

Edit Page Layout Assignment
AC CTI Adapter

The table below shows the page layout assignments for different profiles. Use SHIFT + click or click and drag to select a range of adjacent cells. Use CTRL + click to select multiple cells that are not adjacent. Then choose a new page layout from the drop-down.

Details Page Layouts Help for this Page

Fields & Relationships

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Search Layouts for Salesforce Classic

Triggers

Save Cancel

Page Layout To Use: -- Select Page Layout -- 0 Selected 0 Changed

Profiles	Page Layout
Analytics Cloud Integration User	AC CTI Adapter Layout
Analytics Cloud Security User	AC CTI Adapter Layout
Chatter External User	AC CTI Adapter Layout
Chatter Free User	AC CTI Adapter Layout
Chatter Moderator User	AC CTI Adapter Layout
Contract Manager	AC CTI Adapter Layout
Cross Org Data Proxy User	AC CTI Adapter Layout
Custom: Marketing Profile	AC CTI Adapter Layout
Custom: Sales Profile	AC CTI Adapter Layout
Custom: Support Profile	AC CTI Adapter Layout
Force.com - App Subscription User	AC CTI Adapter Layout
Force.com - Free User	AC CTI Adapter Layout
Gold Partner User	AC CTI Adapter Layout
Identity User	AC CTI Adapter Layout
Marketing User	AC CTI Adapter Layout
Minimum Access - Salesforce	AC CTI Adapter Layout
Partner App Subscription User	AC CTI Adapter Layout

SETUP > OBJECT MANAGER
AC CTI Adapter

Edit Page Layout Assignment
AC CTI Adapter

The table below shows the page layout assignments for different profiles. Use SHIFT + click or click and drag to select a range of adjacent cells. Use CTRL + click to select multiple cells that are not adjacent. Then choose a new page layout from the drop-down.

Details Page Layouts Help for this Page

Fields & Relationships

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Save Cancel

Page Layout To Use: -- Select Page Layout -- 26 Selected 0 Changed

Profiles	Page Layout
Analytics Cloud Integration User	AC CTI Adapter Layout
Analytics Cloud Security User	AC CTI Adapter Layout
Chatter External User	AC CTI Adapter Layout
Chatter Free User	AC CTI Adapter Layout
Chatter Moderator User	AC CTI Adapter Layout
Contract Manager	AC CTI Adapter Layout
Cross Org Data Proxy User	AC CTI Adapter Layout
Custom: Marketing Profile	AC CTI Adapter Layout
Custom: Sales Profile	AC CTI Adapter Layout
Custom: Support Profile	AC CTI Adapter Layout
Force.com - App Subscription User	AC CTI Adapter Layout
Force.com - Free User	AC CTI Adapter Layout

8. Open the Page Layout to Use dropdown and select AC CTI Adapter Layout -- August 2020.

9. Click Save and go back to Page Layouts.

10. Click on the dropdown next to the item labelled AC CTI Adapter Layout and click Delete.

11. Confirm Yes in the next dialogue where you will be asked "Are you sure?"

12. If you see a screen titled Deletion Problems, find and click Delete.



Deletion problems

[Back to Previous Page](#)

The attempted delete was invalid for your session. Please refresh your page and try again.

[Delete](#)

13. You will be asked which layout you want to replace it with. Select **AC CTI Adapter Layout -- August 2020** and click **Replace**.

Page Layout Delete
AC CTI Adapter Layout

In order to delete a Page Layout, you must choose another Page Layout to replace it with.

Page Layout to be deleted AC CTI Adapter Layout
Replace with Page Layout **AC CTI Adapter Layout - August 2020**

Replace **Cancel**

Now we are going to do the same thing for **AC CTI Script Layout**.

1. Open up **AC CTI Script Layout**
2. On the left sidebar, click on **Page Layouts**
3. Click on **Page Layout Assignment**
4. On the next page, click on **Edit Assignments**
5. Click on the grey bar at the top of the table to select all rows.

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Edit Page Layout Assignment
AC CTI Flow

Help for this Page ?

The table below shows the page layout assignments for different profiles. Use SHIFT + click or click and drag to select a range of adjacent cells. Use CTRL + click to select multiple cells that are not adjacent. Then choose a new page layout from the drop-down.

Save Cancel

Page Layout To Use: -- Select Page Layout -- 0 Selected 0 Changed

Profiles

Analytics Cloud Integration User
Analytics Cloud Security User
Chatter External User
Chatter Free User
Chatter Moderator User
Contract Manager
Cross Org Data Proxy User
Custom: Marketing Profile

Page Layout

AC CTI Script Layout
AC CTI Script Layout



Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Edit Page Layout Assignment
AC CTI Flow

Help for this Page ?

The table below shows the page layout assignments for different profiles. Use SHIFT + click or click and drag to select a range of adjacent cells. Use CTRL + click to select multiple cells that are not adjacent. Then choose a new page layout from the drop-down.

Save Cancel

Page Layout To Use: -- Select Page Layout -- 26 Selected 0 Changed

Profiles

Analytics Cloud Integration User
Analytics Cloud Security User
Chatter External User
Chatter Free User
Chatter Moderator User
Contract Manager
Cross Org Data Proxy User
Custom: Marketing Profile

AC CTI Script Layout
AC CTI Script Layout

6. Open the **Page Layout to Use** dropdown and select **AC CTI Flow Layout**.

7. Click **Save** and go back to **Page Layouts**.

8. Click on the dropdown next to the item labelled **AC CTI Script Layout** and click **Delete**.

9. Confirm **Yes** in the next dialogue where you will be asked "Are you sure?"

10. If you see a screen titled **Deletion Problems**, find and click **Delete**.

**Deletion problems**[Back to Previous Page](#)

The attempted delete was invalid for your session. Please refresh your page and try again.

[Delete](#)

11. You will be asked which layout you want to replace it with. Select **AC CTI Flow Layout** and click **Replace**.



SETUP

Page Layout Delete

AC CTI Script Layout

In order to delete a Page Layout, you must choose another Page Layout to replace it with.

Page Layout to be deleted	AC CTI Script Layout
Replace with Page Layout	<input type="button" value="AC CTI Flow Layout ▾"/>
<input type="button" value="Replace"/> <input type="button" value="Cancel"/>	

12. Go to your **CTI Adapter**.

13. Click on any of the CTI Flows and scroll down to the section labeled **CTI Flow**. You should see something like this:

Invalid Script

Please note that starting from version 4.6, your scripts will need to be migrated to our new CTI Flows.

You can download your current script below



When you are ready to try out the CTI Flow editor, click Continue.

14. Click **Download** and save your script before clicking **Continue**.

15. Use the CTI Block primitives in the editor to re-create your script as a CTI Flow.

16. Refer to the Sample Flows in the Appendix of this manual.

CTI Adapter Installation Troubleshooting and Common Issues

I upgraded my adapter to v5.10, but I cannot see the CCP Config changes

There is a bug with Salesforce that doesn't update a page layout when you upgrade a package. To fix this, go to Setup and search for **Object Manager**. Once you're on the Object Manager page, search for the **AC CTI Adapter** object and click on it. Then go into **Page Layouts** and click on the layout you are using (Typically **AC CTI Adapter Layout – August 2020**). Then, drag and drop the **Audio Device Settings** and **Page Layout Settings** into the desired spot on the page. Finally, hit save.

The screenshot shows the Salesforce Object Manager interface for the 'AC CTI Adapter' object. The left sidebar lists various setup categories, and the main area shows the 'Page Layouts' tab selected. On the right, the 'AC CTI Adapter Detail' page is displayed, showing fields like 'CTI Adapter Name', 'Amazon Connect Instance', 'Custom Ringtone', 'Softphone Popup Enabled', 'Medialess', and 'Phone Type Settings'. The 'Phone Type Settings' field is highlighted with a red box. At the bottom of the page, there is a section titled 'Audio Device Settings' which is also highlighted with a red box.

Error “refused to run the JavaScript URL because it violates the following Content Security Policy directive...”

This is an allowlisting issue, please review the installation and ensure that both URLs are properly allowlisted.

Error “refused to frame” Visualforce page

s.com/feature/5633521622188032.

BeaconLibrary.js:38

▶ Object

✖ Refused to frame 'https://[REDACTED]amazonconnect.[REDACTED].visual.force.com/' because an ancestor violates the following Content Security Policy directive: "frame-ancestors 'self'" [REDACTED]

▶ Object

BeaconLibrary.js:38

⚠ DevTools failed to load SourceMap: Could not load content for https://c.la1-c1.cs-ord.salesforceliveagent.com/content/dev/resources/js/scrt.min.js.map: HTTP

This can happen if the customer has checked “Enable clickjack protection” on Salesforce session settings. The solution is to uncheck that.

The screenshot shows the Salesforce Setup interface with the 'Session Settings' page selected. In the 'Clickjack Protection' section, two checkboxes are highlighted with a red box and an arrow pointing to them:

- Enable clickjack protection for Setup pages
- Enable clickjack protection for non-Setup Salesforce pages

A tooltip for the second checkbox reads: "Protect against clickjack attacks and allow framing on whitelisted external domains".

What are the Disable X Trigger options in the Custom Settings?

The screenshot shows the 'Edit Toolkit for Amazon Connect' page under 'Toolkit for Amazon Connect Information'. The 'Location' section contains four trigger options, each with a checked checkbox:

- Disable the CCA Case Trigger
- Disable the CCA Contact Trigger
- Disable the Case Contact CCA Trigger
- Disable the Task Trigger

Below these triggers is a 'Url' input field.

These are options we provide that allow you to toggle certain functionality in the adapter.

- CCA Case Trigger - This trigger looks for any ContactChannelAnalytics records that could be related to a updated/inserted Case, and creates a relationship between the two records. This trigger uses batching to process the update requests.
- CCA Contact Trigger - This trigger looks for any ContactChannelAnalytics records that could be related to a updated/inserted Contact, and creates a relationship between the two records. This trigger uses batching to process the update requests.
- Case Contact CCA Trigger - This trigger looks for any Case/Contact records that could be related to an updated/inserted ContactChannelAnalytics record, and creates a relationship between the records.
- Task Trigger - This trigger creates a ContactChannel record for any inserted/updated task that with a `CallObject` field that does not currently have a ContactChannel record created before.

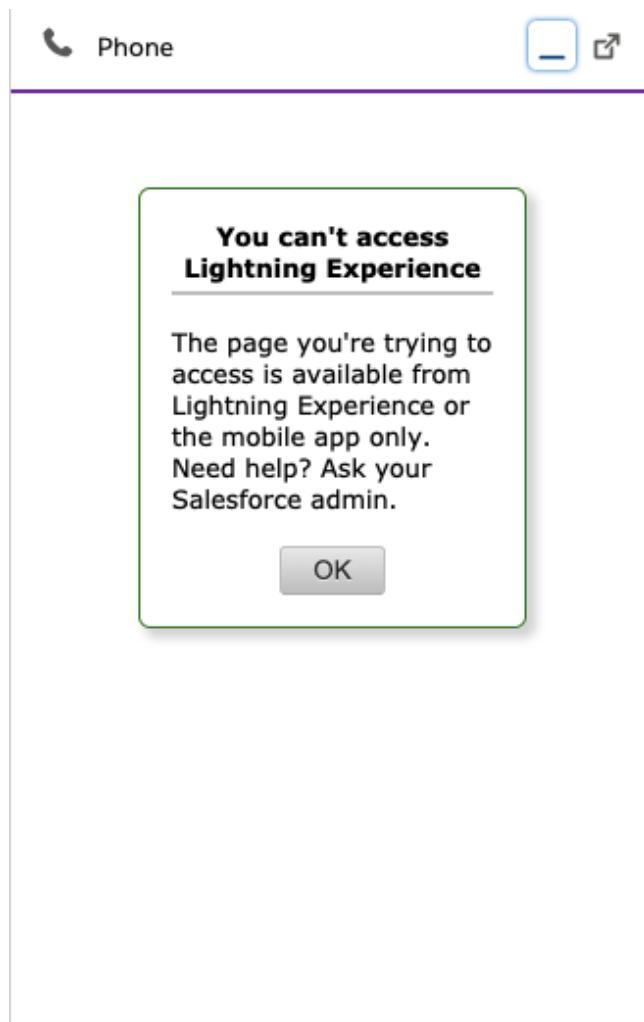
I upgraded my adapter to v5, but I don't see the CTI Flows feature.

See the [Upgrading from an Earlier Version](#) section of the installation guide.

I upgraded my adapter from v3 to v5 and we lost some screenpop functionality.

All screenpop functionality native to v3 now needs to be recreated using CTI Flows. Please review the [CTI Flow Examples](#) for more details, all screenpop functionality from v3 has been recreated.

The CCP doesn't show up in service console and I instead see the following image:



Copy the full url of the lightning adapter visualforce page into the call center.

Certain picklists are missing picklist items.

When upgrading from a version of the package to a higher version of the package in which new picklist items were added to a picklist, those new picklist items won't be installed. This is a [known Salesforce issue](#).

How to remove permissions to Visualforce pages, Apex classes for a desired profile

1. Navigate to **Setup** and search for "Profiles".
2. Select the desired profile.
3. Select either **Visualforce Page Access** or **Apex Class Access**.

The screenshot shows the Salesforce Setup interface. In the top navigation bar, 'Setup' is selected. Below it, there are tabs for 'Home' and 'Object Manager'. A search bar on the left contains the text 'profiles'. On the left sidebar, under the 'Users' section, 'Profiles' is highlighted. The main content area has a blue header 'SETUP Profiles'. Below the header, there are two permission sections: 'Apex Class Access' (Permissions to execute Apex classes) and 'Visualforce Page Access' (Permissions to execute Visualforce pages). Both sections have a note indicating they are managed through permission sets, not profiles.

4. Select **Edit** and remove any desired permissions. All permissions can be removed because permissions are managed through permission sets, not through profiles.

[Edit this page](#)

CTI Adapter Details

The CTI Adapter configuration begins with the adapter details. These fields provide the basic information needed to relate the Adapter to the call center configuration in Salesforce and, ultimately, to the agents and supervisors that will be using the platform.

The screenshot shows the 'Details' tab of the CTI Adapter configuration. It lists various settings:

- CTI Adapter Name: ACLightningAdapter
- Amazon Connect Instance: https://sfadaptest.awsapps.com/
- Custom Ringtone
- Softphone Popout Enabled:
- Medialess:
- Audio Device Settings:
- Owner: [REDACTED]
- Amazon Connect Instance Region: us-east-1
- Call Center Definition Name: ACLightningAdapter
- Debug Level: Off
- Presence Sync Enabled:
- Phone Type Settings:

A collapsed section at the bottom is labeled 'Single SignOn (SSO)'.

Update the CTI Adapter Details

1. **CTI Adapter Name:** provide a unique name for this CTI adapter definition
2. **Amazon Connect Instance:** This was configured in a previous section. This is the instance url for your Amazon Connect instance.

3. Amazon Connect Instance Region: This is the code for the region that you have deployed your Amazon Connect instance to. This is required for the Amazon Connect chat APIs to work correctly. If you do not use the chat feature of Amazon Connect, this field is not necessary

4. Custom Ringtone: This allows for overriding the built-in ringtone with any browser-supported audio file accessible by the user.

5. Call Center Definition Name: This was configured in a previous section. This is the internal name of the Call Center configured in Salesforce setup. This value links the CTI Adapter to the Call Center, and ultimately to the agents.

6. Softphone Popout Enabled: Salesforce supports softphone pop out in Console and Lightning Experience modes. When the softphone is popped out, it opens in a new browser window external to the Salesforce UI. This is helpful in use cases where the call controls are regularly needed but the agent also needs full access to the entire console.

7. Debug Level: For future use

8. Medialess: Amazon Connect supports running in VDI environments, however best practice is to send the actual audio stream via a separate CCP. Selecting the medialess option will configure the Salesforce CCP to run in medialess mode, which provides the data that Salesforce needs for screenpop while the audio is streamed to a local CCP.

9. Presence Sync Enabled: This setting allows the adapter to use the presence rules to sync state from Amazon Connect to Salesforce Omni-Channel.

10. Audio Device Settings Turning this setting on allows the Agent to setup a custom audio device for their speaker, microphone and ringer in the adapter (Speaker and Ringer settings not available on Firefox). You may have to add this field to the layout manually. [See troubleshooting](#).

11. Phone Type Settings Turning this setting on allows the Agent to change their Phone Type in the CCP. You may have to add this field to the layout manually. [See troubleshooting](#).

Medialess Popout CCP

To enable a popout CCP for agents to use, you need to enable it using [Features](#).

1. Open the CTI Adapter that you have medialess enabled on.
2. In the bottom tabs, select the [Features](#) section and click [New](#).
3. Set the [AC Feature Name](#) to be **EnableMedialessPopout**
4. Set the [Value](#) to be **Enabled:true**
5. Ensure that the [Active](#) checkbox is checked, then hit Save.
6. Now refresh your page, and you should see the a popup created, which you can use to handle media.

Single Sign On Settings

The Amazon Connect CTI Adapter supports single sign on(SSO) via SAML integration. This allows customers that use a SAML provider for authentication into Amazon Connect. You will need the SSO URL for your provider and the Relay State settings for your Amazon Connect instance.

For general information on configuring SAML for Amazon Connect, please refer to: [Amazon Connect Administrator Guide: Configure SAML for Identity Management in Amazon Connect](#).

If you wish to use **Salesforce** as your identity provider for Single Sign On, please follow the setup instructions in [Appendix B - Configuring Salesforce as Your Identity Provider](#).

For information about configuring specific SAML providers to work with Amazon Connect:

- [AWS Single Sign-On](#)
- [Okta](#)

Once you have your SAML integration working with Amazon Connect, you will need to create the Amazon Connect Single Sign On URL and validate that it works correctly, then configure the Lightning CTI adapter and login the agent.

Note: With the new Amazon Connect instance urls (`*.my.connect.aws`) you must put the full URL into the `Amazon Connect Instance` field in the AC CTI Adapter record for SSO to work. Ex: using `https://myinstance.my.connect.aws` instead of `my instance`.

Identify the SSO URL components

In order to authenticate with Amazon Connect, you need your IdP login URL from your SAML provider and a relay state URL that will redirect the authenticated user to your Amazon Connect instance.

Your IdP Login URL will resemble the following (Salesforce is shown):

```
https://m*****run-dev-ed.my.salesforce.com/idp/login?app=0sp0N000000Caid
```

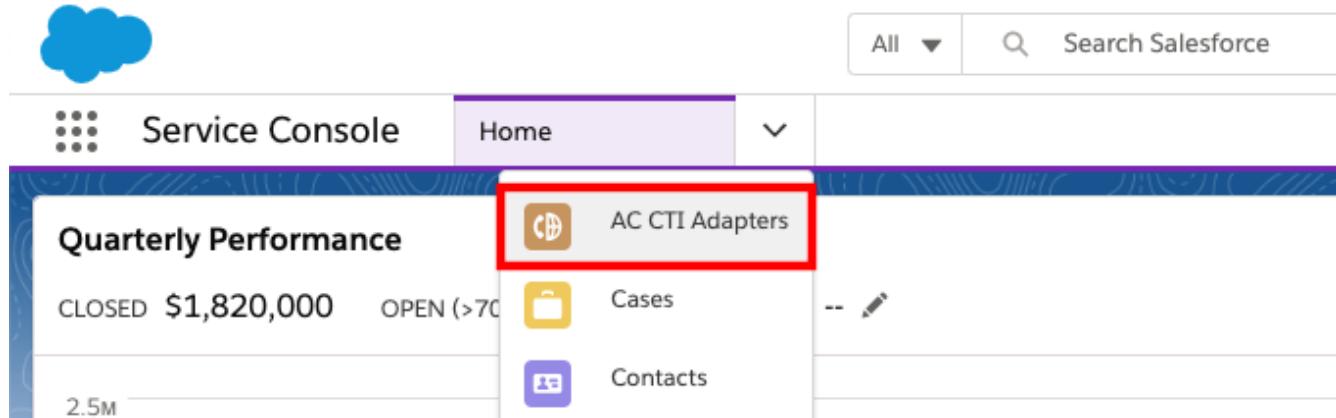
The 'RelayState' will be in the following format (replace `us-west-2` with the region you are using):

```
https://us-west-2.console.aws.amazon.com/connect/federate/[object Object]?destination=%2Fconnect%2Fccp
```

Configure the CTI Lightning Adapter in Salesforce

Now we are ready to complete the last step in the configuration process: Adding the SSO settings to the Lightning Adapter. This will configure the adapter to authenticate via SSO and redirect to the Amazon Connect Contact Control Panel once authentication completes.

1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose **AC CTI Adapters**.



3. Select **ACLightningAdapter**

4. Scroll down to the Single SignOn (SSO) section and choose the pencil icon of either field to edit

▼ Single SignOn (SSO)

SSO Url

SSO Relay State



5. For the SSO Url, paste your IdP login URL up to the first question mark (if one exists). A couple of examples are provided: Salesforce:

```
https://m*****run-dev-ed.my.salesforce.com/idp/login?app=0sp0N00000Caid
```

Microsoft ADFS:

```
https://sts.yourcorp.com/adfs/ls/idpinitiatedsignon.aspx
```

6. Paste this portion of the URL into the **SSO Url** field

▼ Single SignOn (SSO)

SSO Url

```
https://sample-dev-ed.my.salesforce.com/idp/login
```

7. For the SSO Relay State: IF you had a question mark in your login URL, paste everything AFTER the question mark into the SSO Relay state field, then add &RelayState= to the end, and append your relay state URL. For example:

```
app=0sp0N00000Caid&RelayState=https://us-west-2.console.aws.amazon.com/connect/federate/[object Object]?destination=%2Fconnect%2Fccp
```

IF you did not have a Question Mark, then enter &RelayState= into the SSO Relay State field and append your relay status URL to it. For example:

```
&RelayState=https://us-west-2.console.aws.amazon.com/connect/federate/[object Object]?destination=%2Fconnect%2Fccp
```

8. Example of a completed SSO section (Salesforce is shown)

▼ Single SignOn (SSO)

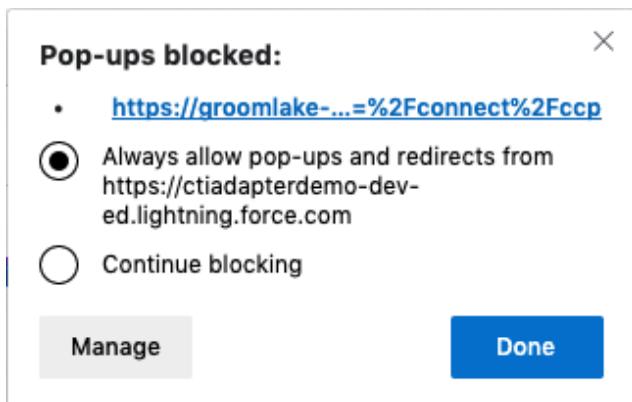
SSO Url
https://sample-dev-ed.my.salesforce.com/idp/login

SSO Relay State
app=0sp6g000000Xzd&RelayState=https://us-west-2.console.aws.amazon.com/connect/federate/YOUR-INSTANCE-ID?destination=%2Fconnect%2Fccp

9. Choose **Save**

10. **Refresh** your browser to make the changes take effect

- NOTE:** If you receive a blocked popup warning, select the warning and change the setting to always allow popups from your Salesforce org, then refresh the browser again



11. Select the **phone icon** in the console toolbar to open the CCP Note: You may also receive popups to allow notifications and microphone access. Please accept both.

12. Click the Sign into CCP button

13. You should now see the authenticated and logged in CCP

The screenshot shows the CCP Service Console interface. At the top, there are browser tabs for 'ACLightningAdapter | Sales' and 'Lightning'. Below the tabs, the URL is https://ctiadapterdemo-dev-ed.i... and the page title is 'AdapterTest - Burner Accounts - ...'. A blue cloud icon is visible on the left.

The main area has a purple header bar with the text 'Service Console' and 'AC CTI Adapters'. Below this is a 'Recently Viewed' section with a dropdown arrow, a search bar containing 'Search this list...', and a single item listed: 'Amazon Connect'. The status bar below the header shows 'Offline' and a dropdown menu.

The main workspace displays a welcome message 'Welcome Jason' above two blue speech bubble icons. At the bottom of the workspace are two buttons: 'Quick connects' and 'Number pad'. At the very bottom of the screen are navigation links: 'Amazon Connect' (highlighted in blue), 'History', and a small gear icon.

14. SSO Configuration is complete

CTI Attributes

CTI Attributes provide the ability to reference and display contact attribute data within the Amazon Connect Contact Control Panel (CCP). This allows for easy access to data or URLs that may be necessary for agents to perform tasks external to Salesforce. Adding attributes does not import data directly into Salesforce. Instead, it is simply available in the CCP for the life of the contact.

Attribute Properties

When configuring CTI attributes, you will need to complete the configuration with the following information:

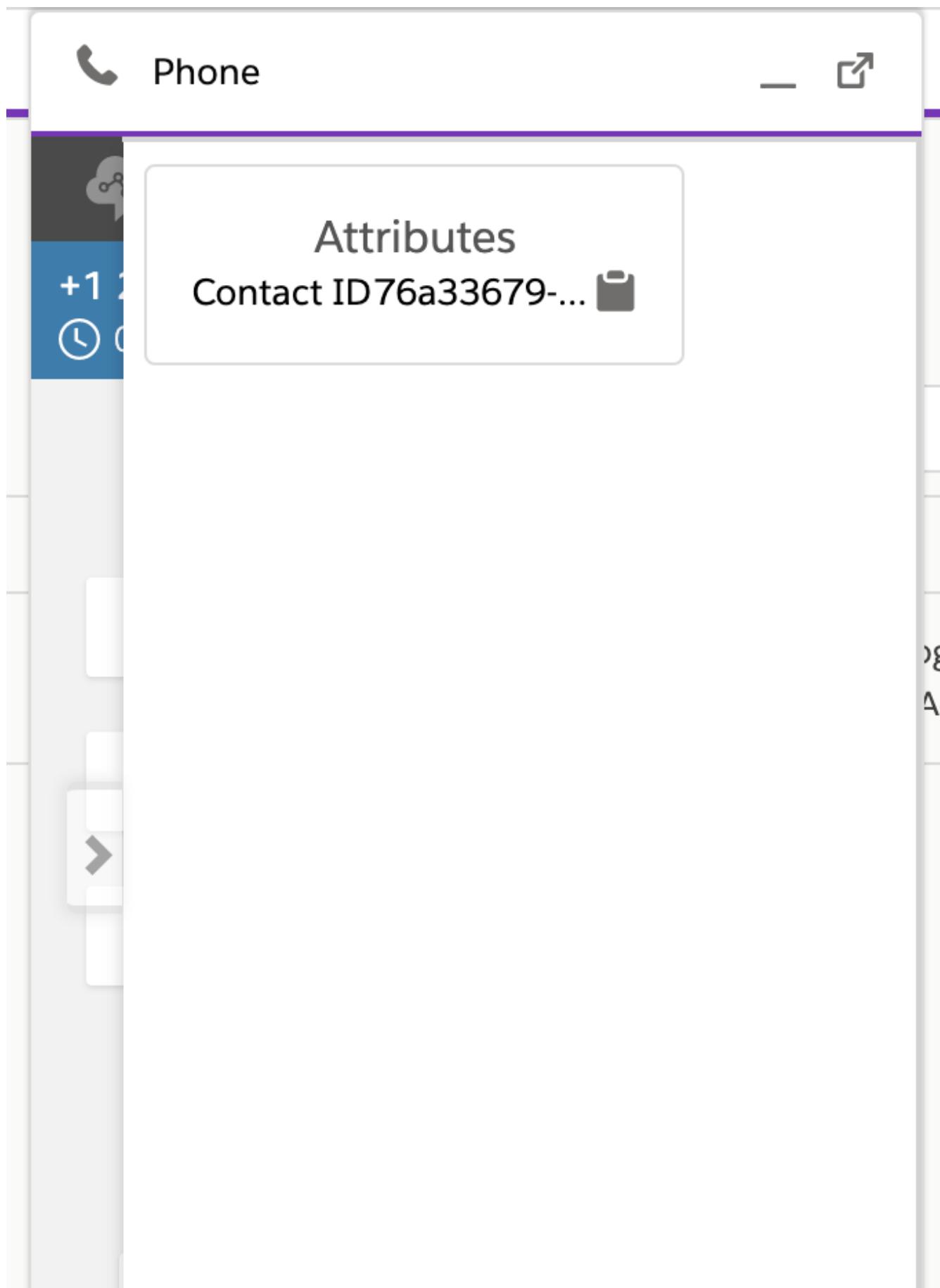
- **CTI Attribute Name:** the user-friendly name that will identify this attribute configuration. This is not the name or key of the attribute itself.

Note: in v5.16 there is a bug where this has to be the same as the contact attribute name/key.

- **Label:** will be displayed in the CCP as the label for the attribute value.
- **Display:** indicates how this attribute should be displayed. Options are:
 - --None--: this attribute will not be displayed, however it will be available for use. Typically, this is used to define attributes that will be used in URLs.
 - Key-Value: the attribute label and value will both be displayed as a key-value pair
 - Key: only the label is displayed. This can be used to create sections in the attribute list. For example, you could have an "Address" label followed by individual attributes for street, city, state, country, postal code, etc
 - Value: only the value is displayed. This can be used when displaying several values under one section or when displaying a URL that needs no label.
- **Type:** indicates if this is a text or URL attribute
- **Style:** allows you to specify a CSS style rule for the display of this attribute. The style will apply to both the label and the value.
- **Format:** the format allows you to define which contact attributes will be used in the value of this CTI attribute. Contact attributes are referenced by their key name enclosed in double curly braces. For example, an Amazon Connect contact attribute of accountId would be referenced as `accountId`.

- **Active (checkbox):** indicates if this CTI attribute is active
- **Default Value:** value to be displayed if the contact attribute referenced is not found

Once you set the CTI attributes, you access them by choosing the appropriate icon during a connected contact



 Phone

 History

 Notes

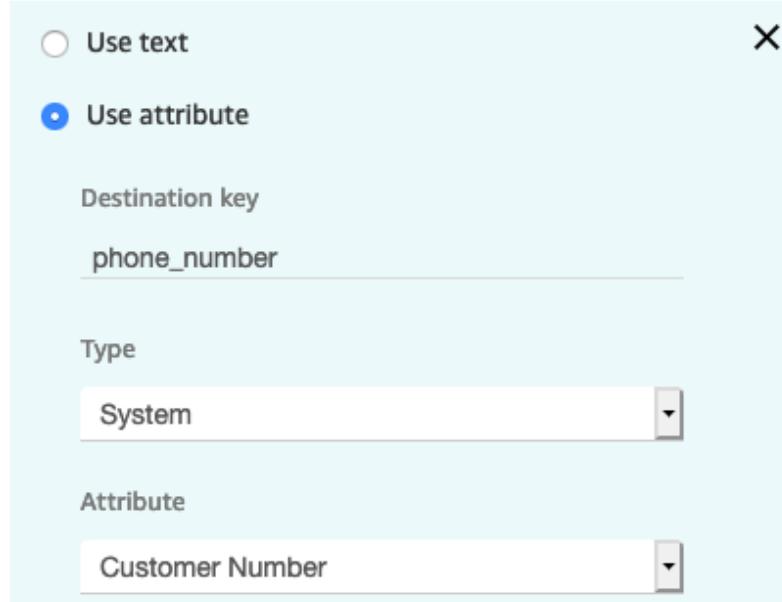
 Macros

CTI Attributes Example Walkthrough

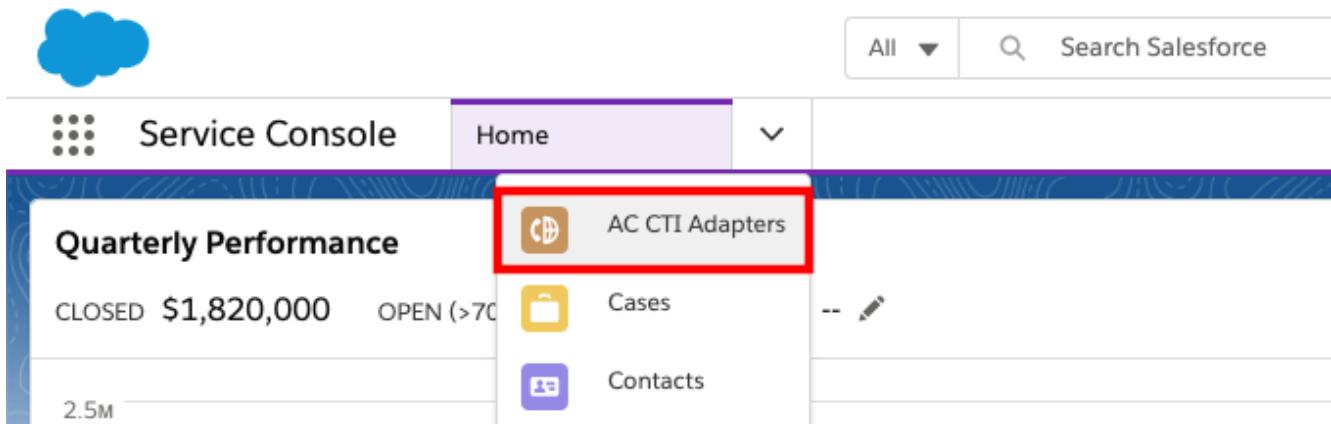
Since there are endless use cases for CTI attributes, this guide will walk through a couple examples that show you how both text and hyperlink based attributes are configured, presented, and used. These examples are not intended to remain in your configuration and are instead designed to provide you with the experience of configuring a functional attribute.

Adding a Text-based CTI Attribute

In this example, we will walk through creating a new CTI Attribute based on a contact attribute named "phone_number" and add it to the CCP. In our scenario, the contact flow has set this attribute using input from the customer to indicate their phone number of record. In order for this example to work, your contact flow must also set a contact attribute named "phone_number"



1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose **AC CTI Adapters**.



3. Select **ACLightningAdapter**

4. Scroll down to the **Attributes** section and select New

Attributes (0)
0 items · Sorted by CTI Attribute Name · Updated a few seconds ago

New

5. Provide a **CTI Attribute Name** value, for example: customer_phone

6. Provide the **Label** name, for example: Callback Phone

7. Select the **Display** option, in this case: Key-Value

8. Select Text as the **Type**

9. For **Style**, enter the following: color: red

10. In the **Format** field, enter `phone_number` to reference the incoming contact attribute

11. Set **Default Value** to unk

12. Choose Save

CTI Adapter

ACLightningAdapter

* CTI Attribute Name

customer_phone

* Label

Callback Phone

* Display

Key-Value

* Type

Text

Style

color: red

* Format

{phone_number}

Active



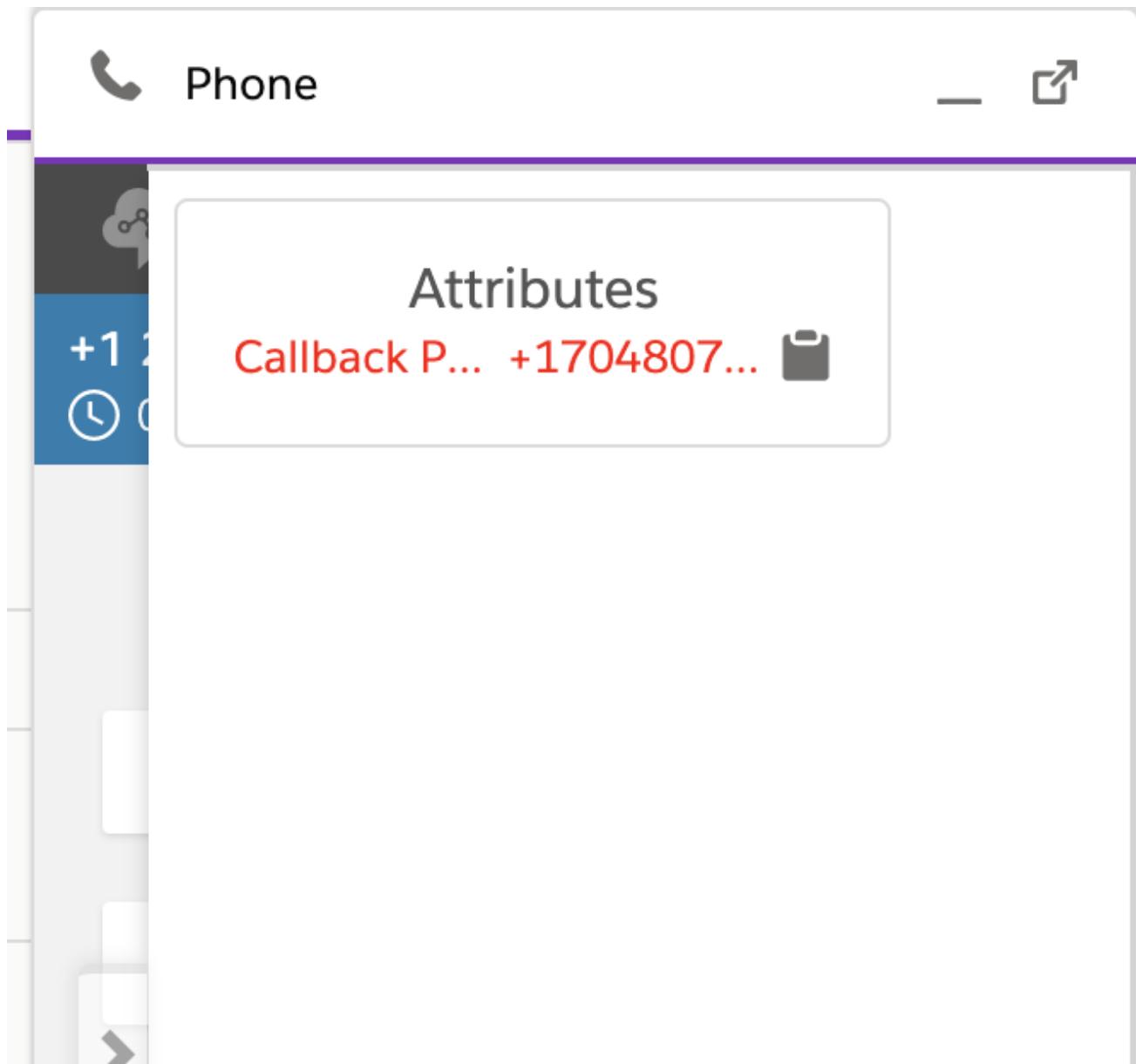
Default Value

unk

13. Refresh your browser

14. Place a new call into your Amazon Connect instance and accept the call as an agent

15. Once the call is connected, select the text attribute icon to expand the CTI Attributes



16. Note the Style formatting. Also note that you can quickly copy the content of the attribute by selecting the clipboard icon.

17. Disconnect the contact.

Adding a Hyperlink-based CTI Attribute

In this example, we will walk through creating a new hyperlink CTI Attribute that incorporates a contact attribute named "postal_code" and add it to the CCP. In our scenario, the contact flow has set this attribute using a data query into Salesforce. In order for this example to work, your contact flow must also set a contact attribute named "postal_code"

Use text

Use attribute

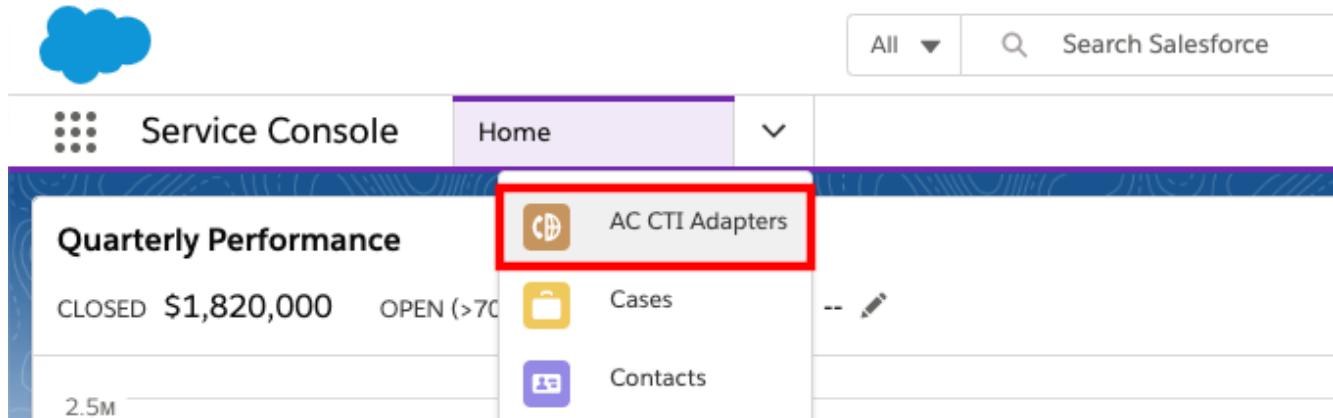
Destination key
postal_code

Type
External

Attribute
postCode

1. Log in into your Salesforce org and go to the **Service Console**

2. Expand the **navigation menu** by selecting the down arrow and choose **AC CTI Adapters**.



3. Select **ACLightningAdapter**

4. Scroll down to the **Attributes** section and select New

This screenshot shows the 'Attributes' section of the AC CTI Adapters configuration. It has a header 'Attributes (0)' and a note '0 items · Sorted by CTI Attribute Name · Updated a few seconds ago'. On the right side, there's a 'New' button, which is highlighted with a red box.

5. Provide a **CTI Attribute Name** value, for example: postal_code

6. Provide the **Label** name, for example: MapIt

7. Select the **Display** option, in this case: Key-Value

8. Select Hyperlink as the **Type**

9. Leave **Style** blank

10. In the **Format** field, enter

[https://www.google.com/maps/search/\[object Object\]](https://www.google.com/maps/search/[object Object])

to append the incoming contact attribute to the URL

11. Set **Default Value** to unk

12. Choose Save

Cross-origin resource sharing (CORS)

The CORS configuration, written in JSON, defines a way for client web applications that are loaded in one domain to interact with resources in a different domain. [Learn more](#)

[Edit](#) [Copy](#)

```
[  
  {  
    "AllowedHeaders": [  
      "Access-Control-Allow-Origin"  
    ],  
    "AllowedMethods": [  
      "GET"  
    ],  
    "AllowedOrigins": [  
      "https://[REDACTED].visualforce.com",  
      "https://[REDACTED].lightning.force.com"  
    ],  
    "ExposeHeaders": []  
  }  
]
```

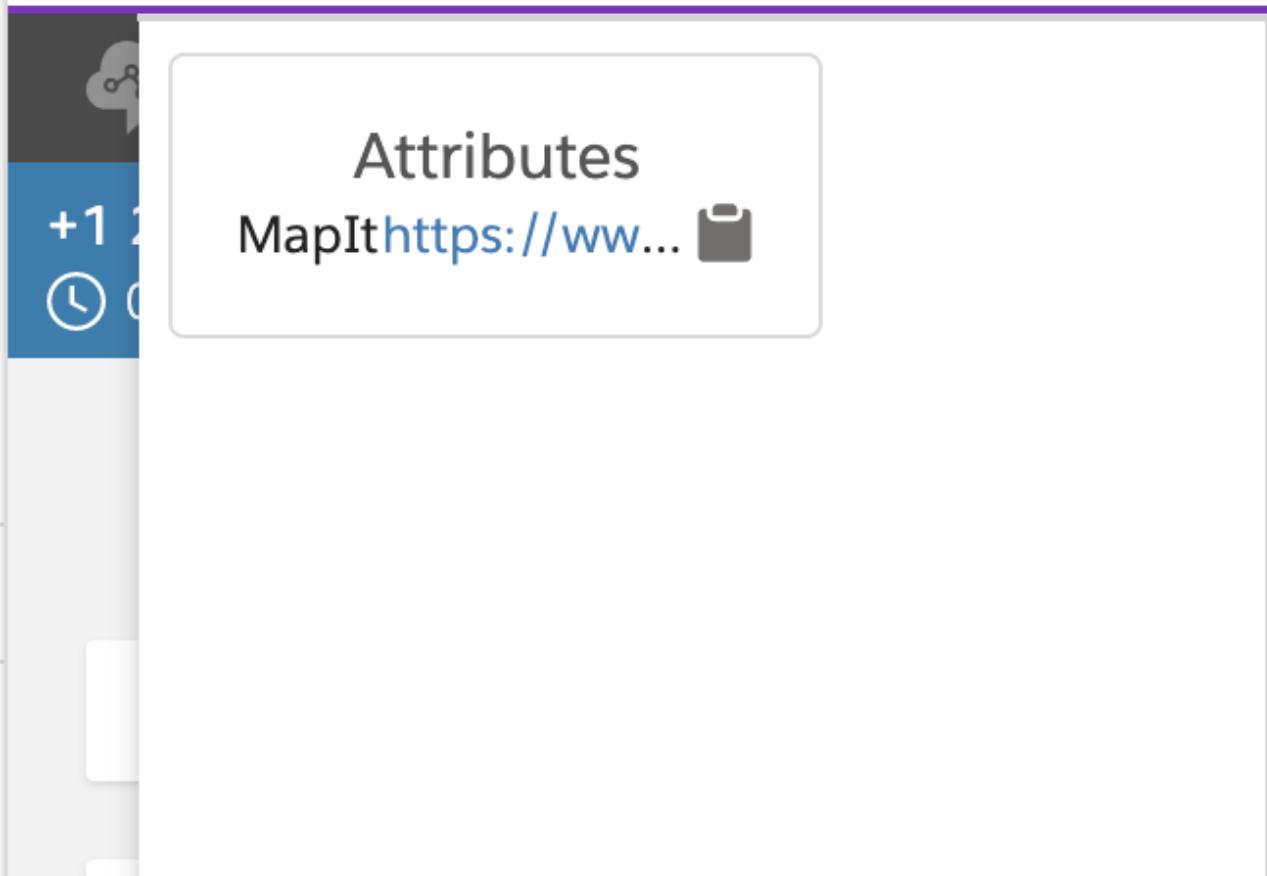
13. Refresh your browser

14. Place a new call into your Amazon Connect instance and accept the call as an agent

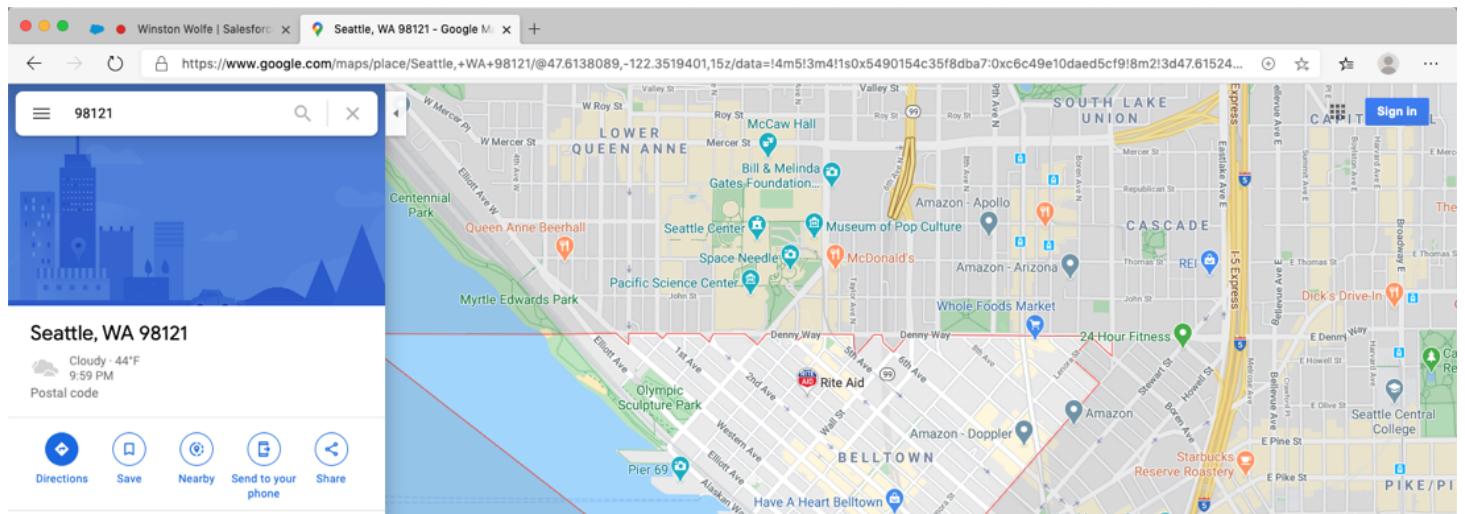
15. Once the call is connected, select the hyperlink attribute icon to expand the CTI Attributes



Phone



16. Select the URL and observe the page load



17. Disconnect the contact.

CTI Attribute Additional Features

Enabling CTI Attribute Additional Features

The additional CTI Attribute features allow you to further customize CTI Attributes.

1. In Service Console, navigate to your CTI Adapter

The screenshot shows the Service Console interface with the 'AC CTI Adapters' tab selected. On the left, there's a 'Recently Viewed' sidebar with 'ACLightningAdapter' listed. The main panel displays the details for 'ACLightningAdapter', including its name, instance alias, and various configuration options. A 'Single SignOn (SSO)' section is also present.

2. Scroll down to the features section of your AC CTI Adapter and select **new**

The screenshot shows the 'Features' tab selected in the AC CTI Adapter configuration. It displays a section titled 'Features (0)' with a prominent 'New' button highlighted by a red box.

3. Set the AC Feature Name to **FEATURE_CTI_ATTRIBUTES**

4. Fill the value text box to contain the following settings:

- ShowAttributesIfEmpty** (Boolean, default true): show attributes text box when contact has no attributes
- ShowAllAttributes** (Boolean, default false): show all attributes, including attributes with no values

* AC Feature Name

FEATURE_CTI_ATTRIBUTES

Value

```
ShowAttributesIfEmpty: true  
ShowAllAttributes: true
```

Active



CTI Adapter

ACLightningAdapter

5. Select Save

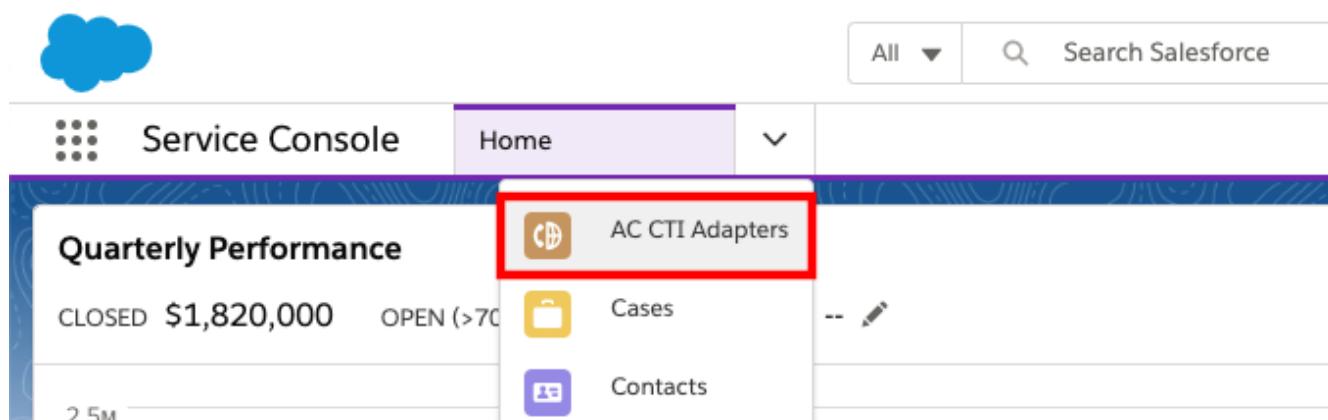
 [Edit this page](#)

CTI Flow

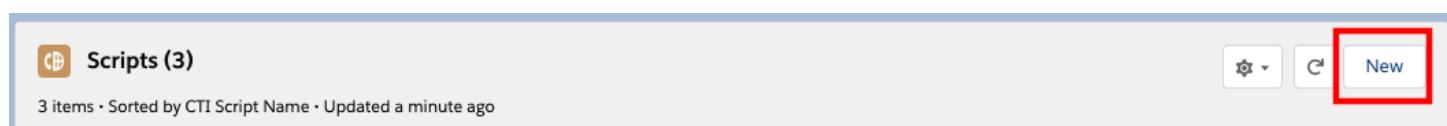
The CTI Adapter provides a mechanism to customize the behavior of the adapter based on your business needs without needing to edit the underlying Visualforce pages, which could negatively impact overall adapter function. This is accomplished through CTI Flows.

A CTI Flow consists of "actions" that represent an API call to parts of Salesforce or Amazon Connect API. Like a JavaScript function, each action can take inputs and provide outputs, or return values, that you can use from other actions.

To create a new CTI Flow, log in into your Salesforce org and go to the **Service Console**. Expand the **navigation menu** by selecting the down arrow and choose **AC CTI Adapters**.



Select **ACLightningAdapter**. Scroll down to the **CTI Flows** section and select New to create a new CTI Script.



Provide a user-friendly name in the **CTI Flow Name** field. And click **Save**.

New CTI Script

Information

CTI Script Name

* CTI Adapter



ACLightningAdapter



Active



Debugger Breakpoint



* Source

* Event



Description

Script to set agent to Offline when first logging in.

This will take you to a form where you can fill in name and adapter of the CTI Flow. There are a couple of fields that you may be unfamiliar with: **Source** and **Event**.

Let's look at **Source** field first.

* Source

Amazon Connect Voice Contact



--None--

Initialization

Amazon Connect Agent

✓ Amazon Connect Voice Contact

Amazon Connect Queue Callback Contact

Amazon Connect Chat Contact

Salesforce Agent

You can think of Source as the "origin" of the CTI Flow. There are currently 7 sources: Initialization, an Agent on Connect, Voice Contact on Connect, Queue Callback Contact on Connect, Chat on Connect, Salesforce Agent or Salesforce UI.

Each source comes with a set of events that you can hook into, i.e. your CTI Flow will be executed when one of these events fire. Typically, you will have only one flow for a combination of a source and an event. (You can find out more about sources and events in [Appendix C - CTI Flow Sources and Events](#).)

For the purposes of this example, we selected **Amazon Connect Voice Contact** source and **onConnecting** event. Now click Save and on the next page scroll down till you find the **CTI Flow** section.

Details

▼ Information

CTI Flow Name

Create Screenpop

Source

Amazon Connect Voice Contact

Description

Created By



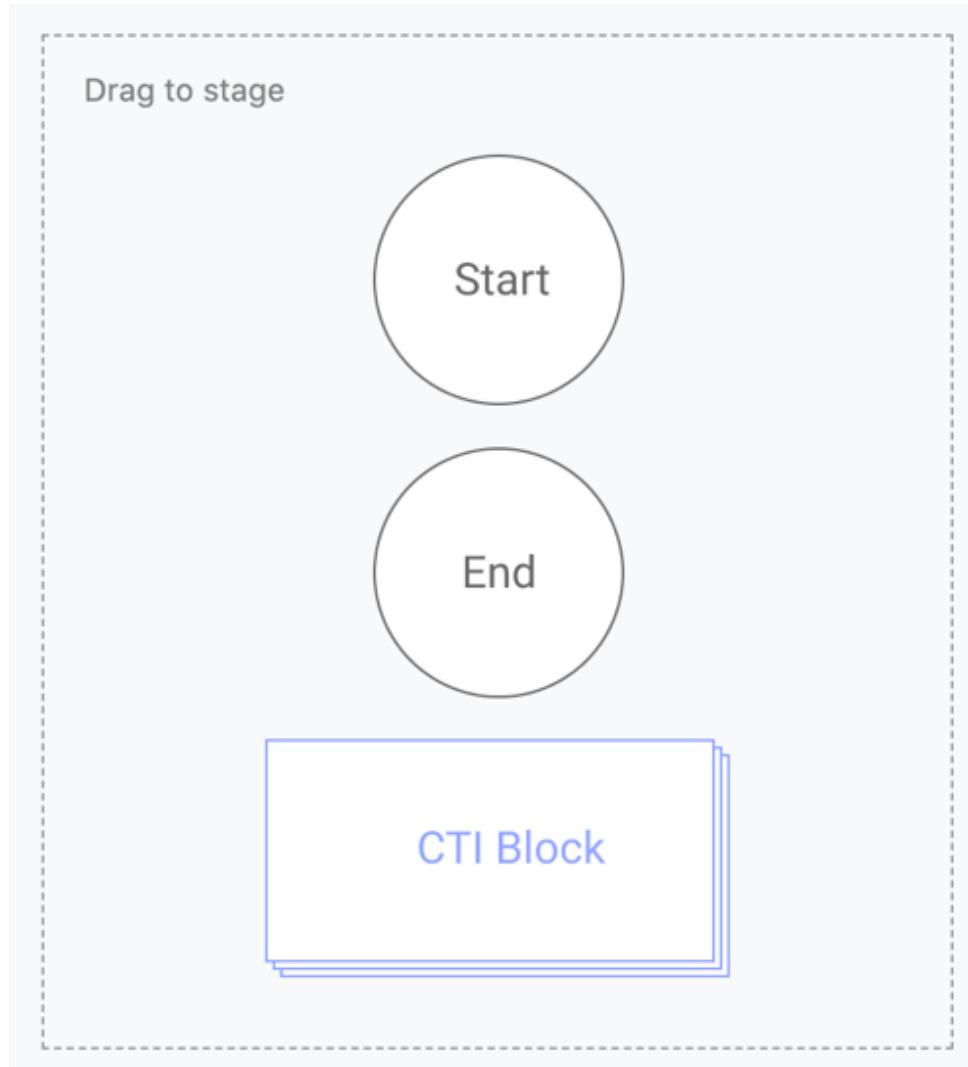
Amazon Connect, 7/23/2020 9:10 AM

▼ CTI Flow

Main Menu

Save

Let's build a CTI Flow that opens a screenpop in Salesforce when a voice call comes.



You can start using by dragging the item called **CTI Block** from the sidebar in the Main Menu over the stage, which is marked by a grid pattern.

When you drop the block, you will see a modal titled **Explorer**. This modal contains a list of actions you can choose from.

Explorer

The sidebar shows a search field with 'phone' entered, a categories dropdown, and a tags dropdown. Below the search results, there are sections for 'Format Phone Number', 'Format Phone Number (E164)', 'Get Softphone Layout', and 'Show Softphone Panel'. Each section includes a brief description, a 'Parameters' button, and a 'Select' button.

In the **Search** field, search for **Phone** and Select the action called **Get Customer Phone Number** from the results on the right.

The screenshot shows the 'Get Customer Phone Number' action details. It includes a 'Remove' button, an ID: uid-0, and a link to 'About this action'. Below, the 'Return Values' section lists 'phone' (Phone number of the caller) and 'country' (Country of the phone number). To the right, a blue-bordered node labeled 'Get Customer Phone Number' is being dragged over a grid stage, with circular handles visible at its corners.

You should now see a block on the stage for the action you selected, and the sidebar will display some information about this action, including its return value.

(Note: If you'd like to change the label of the action, doubleclick on it. This will open a text editor. Make your changes and when you're finished click outside the node to save your label.)

Some actions can be configured using input fields to provide arguments to function calls, as well. This action does not have any input fields, and returns two values ---- **phone** and **country**.

Now let's drag another CTI Block over the stage and find an action called **Search and Screenpop**.

Change type ▾

Search And Screenpop

ID: uid-9

 Remove

 About this action

Arguments

searchParams 

Enter a value

queryParams 

Enter a value

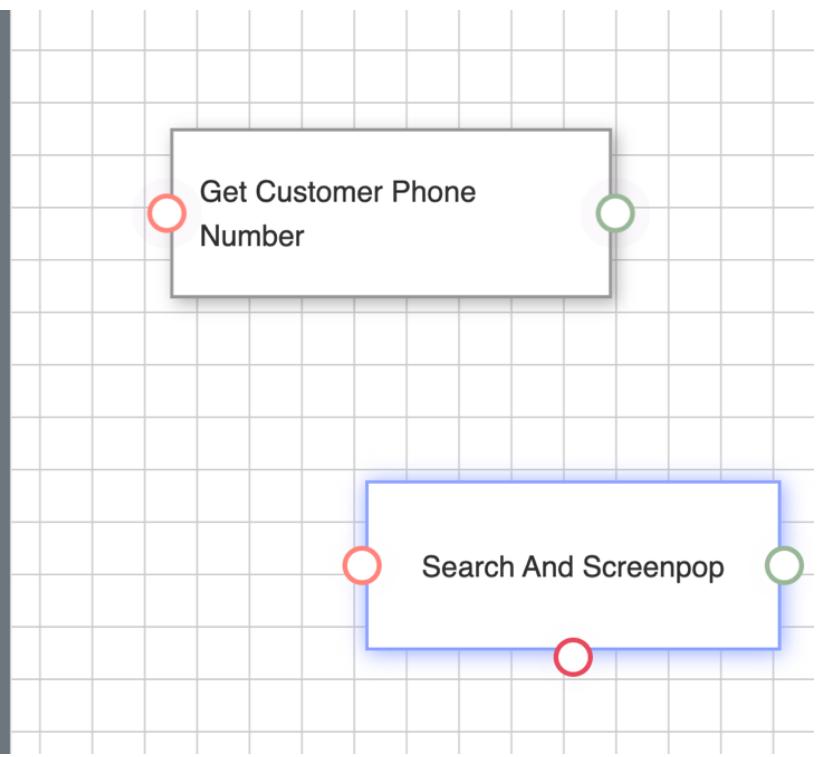
defaultFieldValues 

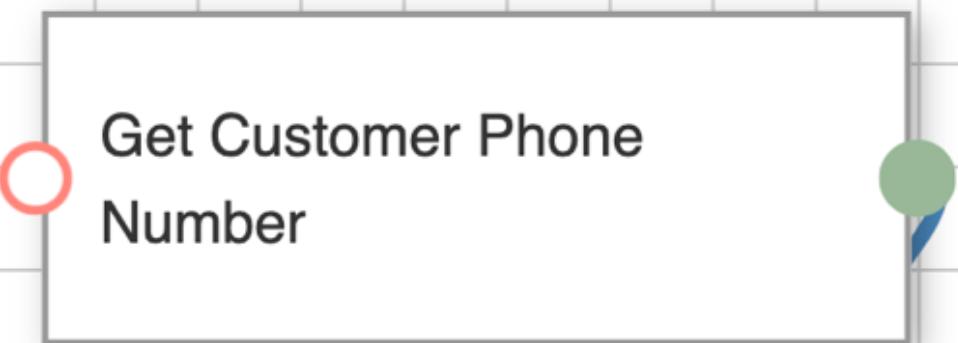
Add a field

deferred 

Connect these blocks by clicking the green socket (green means "done") on **Get Customer Phone Number**, which will display a blue line that tracks your mouse cursor around the stage.

Now, click on the pink socket, i.e. the **input** socket, which is to the left of the **Search and Screenpop** block. If the connection is successful, the sockets will turn into a solid color and the blue line will connect them. (There are some restrictions on which sockets you can connect together. For example, you cannot connect output of an action to its own input socket or connect two inputs.) If you are not happy with this connection, you can hover over it and double click to remove.





Search And Screenpop

Now we'd like to get the phone number of the customer and use it in **Search and Screenpop**. Here is a tip: if two actions are connected, you can use the return values of the first action in the input fields of the next action. (You can even use the return values of actions connected to the last action, and the ones connected to that, and so on.)

This action has only two options, and we want to use the one called "phone" for this field.

Change type ▾

Search And Screenpop

ID: uid-2

Remove

About this action

Arguments

searchParams

GET CUSTOMER PHONE NUMBER (UID-0)

phone

country

Add a field

deferred

callType

Search And Screenpop

ID: uid-9

Remove

About this action

Arguments

searchParams

ValueOf

queryParams

Add New Value

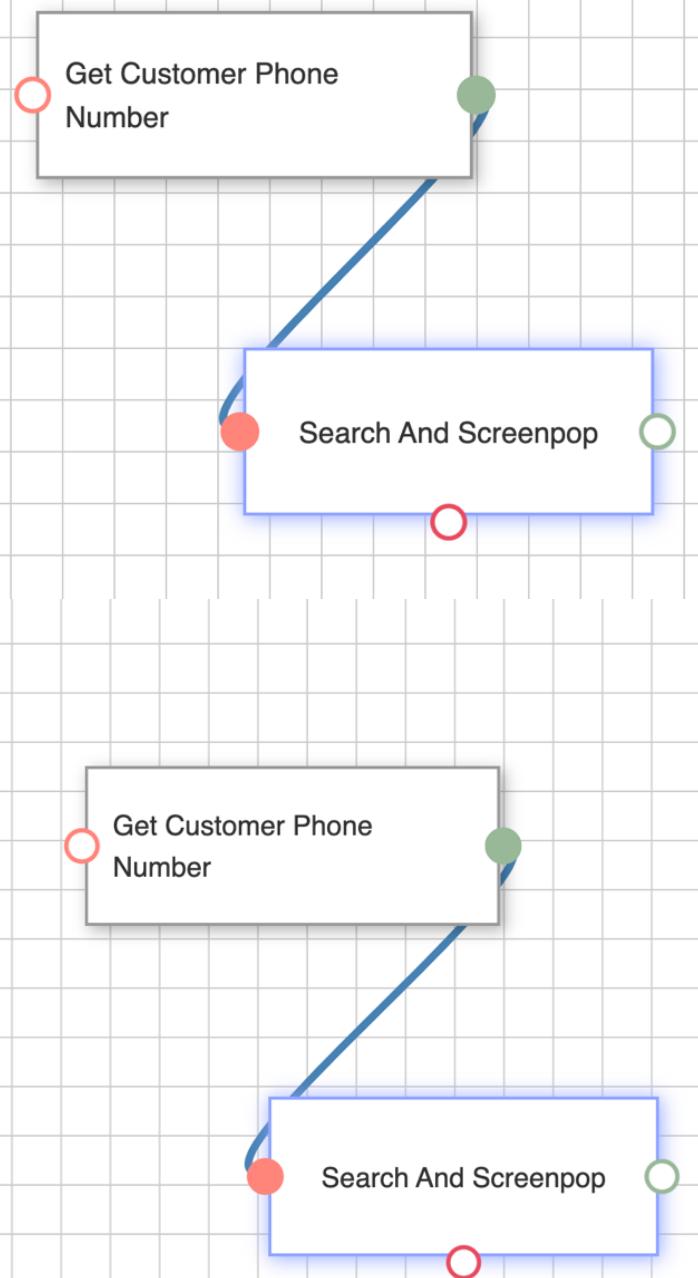
Add a field

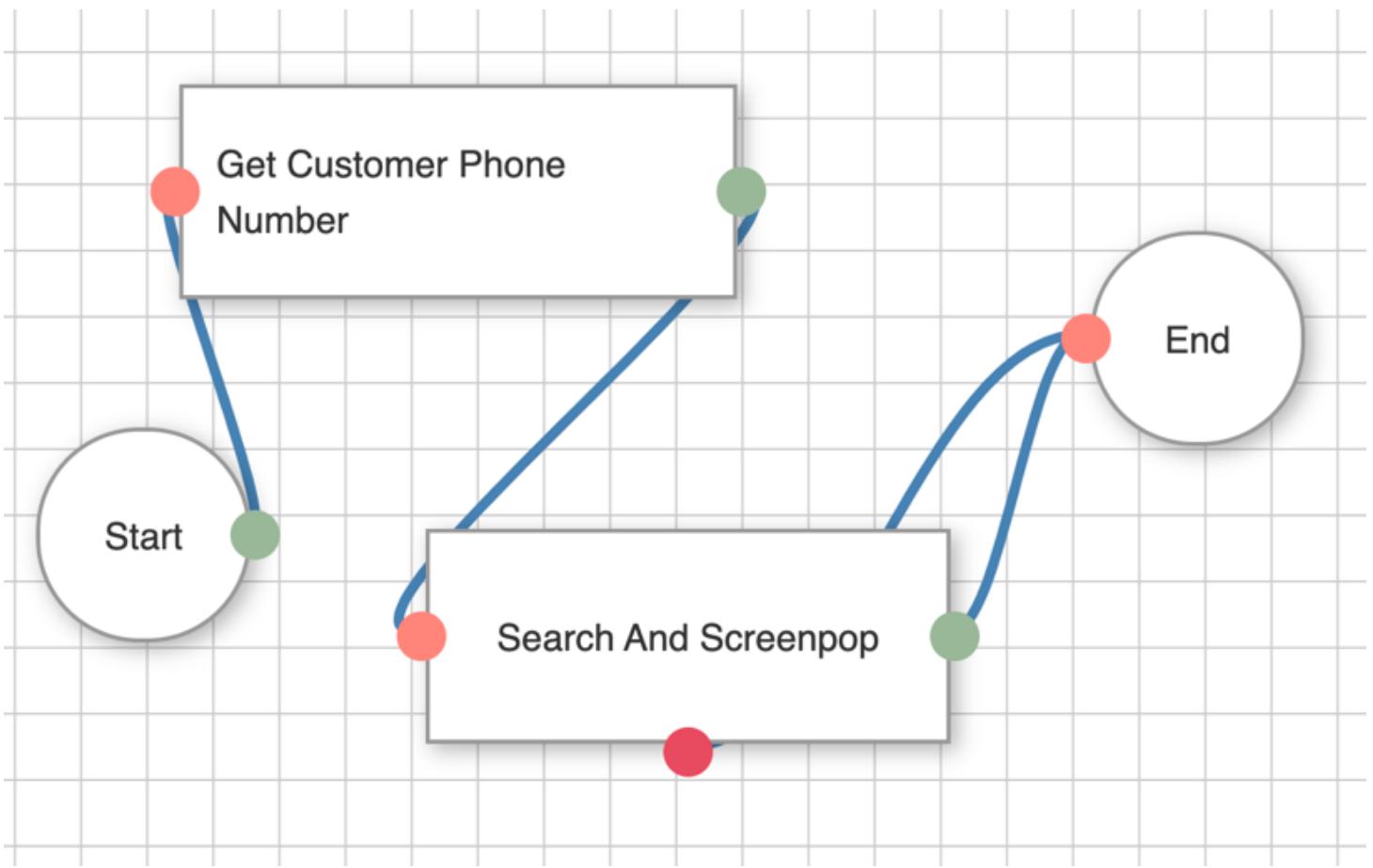
deferred

callType

If you want to enter a custom input value, you can type that, and select **Add New Value** from the dropdown.

And make sure to set **callType** to "inbound." Finally, add the **Start** and **End** nodes and connect everything together.





When you're finished, click **Save** in the sidebar. That's it. You created your first CTI Flow.

To test your flow, go to your **Service Console**, and make a call from a number that is in the profile of a Contact. As the call is displayed in your CCP dashboard, Salesforce will pop open the contact of the caller in a separate tab.

[Edit this page](#)

Presence Sync Rules

The CTI Adapter supports bidirectional synchronization of agent state between Amazon Connect and Salesforce Omnichannel. This allows you to tightly control agent availability for different contact/media types dependent on current agent state. This section of the guide assumes that you have Omnichannel configured appropriately. If you do not and wish to test this function, please refer to the section [Configure Salesforce Omnichannel for Testing](#).

NOTE: In order for Presence Sync to work, the CTI Adapter must be configured to allow it. See [CTI Adapter Details](#) for more information.

NOTE: After Salesforce Winter '22 Release, users need to have View Setup and Configuration OR View DeveloperName permission via a profile or permission set to use this feature. See [New Permission Requirements for DeveloperName Field](#) for more information.

Presence Sync Rules are evaluated based on specific events. The available events are:

- **Connect Agent State Change:** The Connect agent's state has changed.
- **Salesforce Agent State Change:** The Salesforce agent's state has changed.
- **Salesforce Agent Logout:** The Salesforce agent has logged out.
- **Salesforce Work Accepted:** The Salesforce agent has accepted work.
- **Salesforce Workload Changed:** The Salesforce agent's workload has changed.

Once the event is triggered, the CTI adapter will evaluate the provided criteria. The criteria is established by comparing Operand A, using standard comparator options, against Operand B. Possible options for Operand A and B are:

- **Connect Agent New State:** The Connect agent's new state value
- **Connect Agent Old State:** The Connect agent's old (previous) state value
- **Salesforce Agent New State:** The Salesforce agent's new state value
- **Salesforce Service Channel:** The service channel upon which the Salesforce agent has accepted work
- **Salesforce Previous Workload:** The Salesforce agent's previous workload
- **Salesforce Previous Workload Pct:** The Salesforce agent's previous workload expressed as a percent of configured capacity
- **Salesforce New Workload:** The Salesforce agent's new workload
- **Salesforce New Workload Pct:** The Salesforce agent's new workload expressed as a percent of configured capacity
- **Salesforce Configured Capacity:** The Salesforce agent's configured capacity
- **Static Value:** The user may provide a value. For example, a custom agent state name or other alphanumeric value. When Static Value is selected a "Value" field becomes visible to accept the users static value input.

Available comparators are:

- **Equal to:** Are Operand A and Operand B equal
- **Not equal to:** Are Operand A and Operand B not equal
- **Greater than:** Is Operand A greater than Operand B

- **Greater than or equal to:** Is Operand A greater than or equal to Operand B
- **Less than:** Is Operand A less than Operand B
- **Less than or equal to:** Is Operand A less than or equal to Operand B

Configuring Statuses

Presence Sync Rules require statuses in both Amazon Connect and Salesforce. In this example, we will add two additional statuses to each side of the configuration and prepare rules that sync both clients to the same state regardless of which agent sets the status. Essentially, you will configure the status sync similar to the following example:

When a sets status to b	Set x to y
Amazon Connect sets status to Available	Omnichannel to Available
Omnichannel sets status to Available	Amazon Connect to Available
Amazon Connect sets status to Working -- Phone	Omnichannel to Working -- Phone
Omnichannel sets status to Working -- Media	Amazon Connect to Working - Media

Amazon Connect System Statuses

The following Amazon Connect CCP statuses are system statuses that can be used in presence sync. Please note however that these statuses are restricted and you cannot set the Amazon Connect status to the below.

- Busy - agent is in a call
- Pending - agent is receiving a request for a queue callback
- PendingBusy - agent is receiving call
- CallingCustomer - agent is calling customer
- AfterCallWork - agent is in the after call work screen

Create Presence Statuses in Amazon Connect

Agents are responsible for setting their status in the Contact Control Panel (CCP). Typically, the only time an agent's status changes is when they manually change it in the CCP however Presence Sync Rules can automate the process when conditions are met.

Amazon Connect provides two default status values:

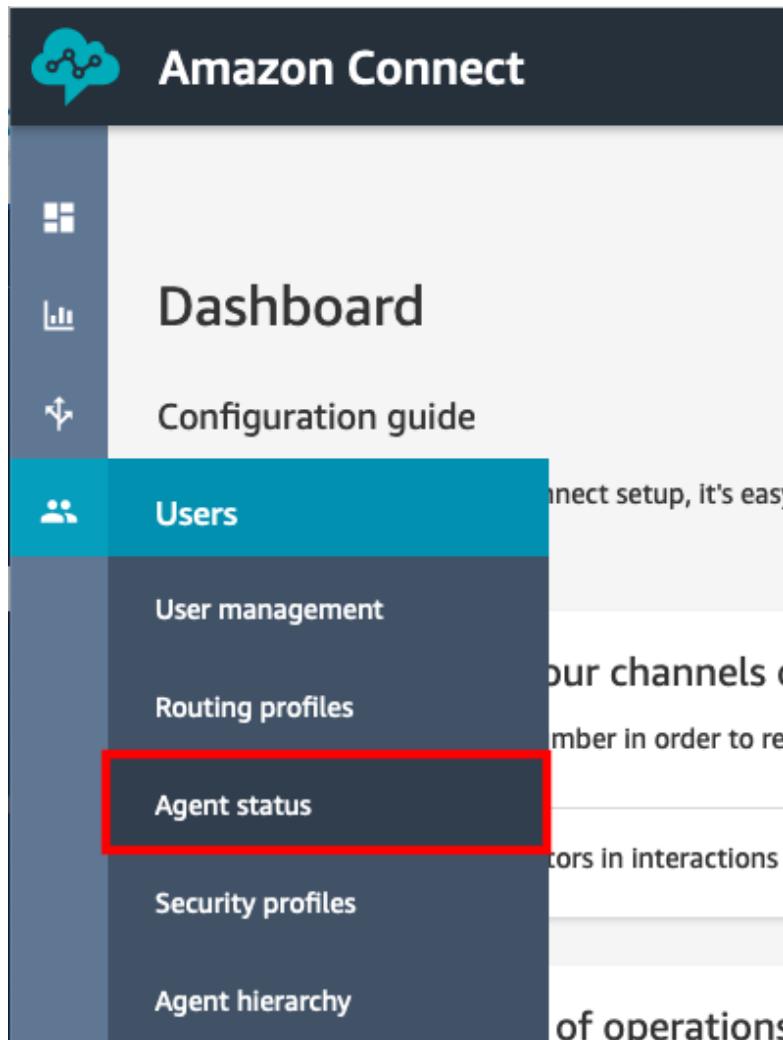
- Available
- Offline

You can change the name of these values, and you can add new ones. For example, you might add a status for Lunch, and another for Training. These and the default status values will be used for reporting, metrics, and resource management.

Note: When you add a new status, it will always be **Custom**, not routable.

Create an Amazon Connect status

1. Login to your Amazon Connect instance as an Administrator
2. From the left navigation, choose **Users**, then select **Agent status**



3. Select **Add new agent status**
4. Provide a Status name and Description. Leave the Enabled checkbox selected.

Status name	Description	Type	Enabled for use in CCP
Lunch	Lunch	Custom	<input checked="" type="checkbox"/>

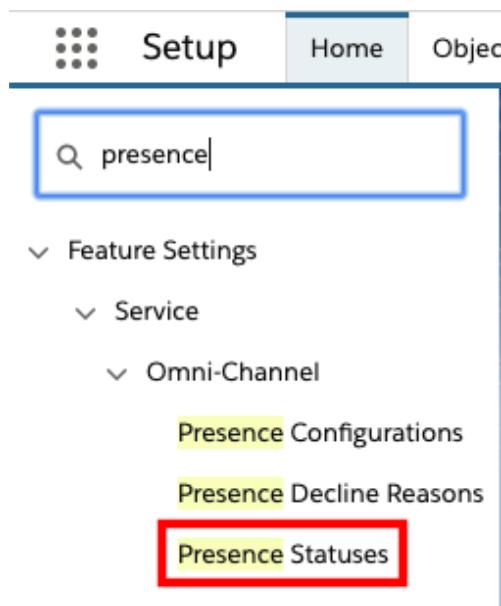
5. Select Save. Repeat as desired for the remaining statuses that you wish to add.

Create Presence Statuses in Salesforce

You will need to configure presence statuses to reflect the different presence states that you wish your Omni-Channel agents to enter. These do not need to match agent statuses in Amazon Connect exactly, but it does make it easier to track what you are doing.

Create a Salesforce presence status

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, enter presence and choose **Presence Statuses** from the results



3. In the Presence Statuses page, choose New
4. Provide a status name, for example Lunch
5. Set the Status options appropriately, for example, Busy
 - a. For Online statuses, you will need to provide a channel. Please reference the [Omni-Channel documentation](#) for details
6. Choose Save

Presence Statuses

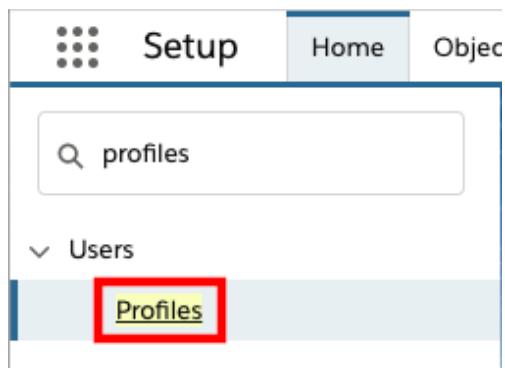
Let agents indicate when they're online and available to receive work items from a specific service channel, or whether they're away or offline.

The screenshot shows a configuration page for a presence status named "Lunch". Under "Basic Information", the "Status Name" is "Lunch" and the "Developer Name" is also "Lunch". In the "Status Options" section, there is a note: "Choose whether agents are online or busy when they use this status. Online statuses let agents receive new work items. Busy statuses make them unavailable." Below this, two radio buttons are shown: "Online" (unchecked) and "Busy" (checked). At the bottom right are "Save" and "Cancel" buttons.

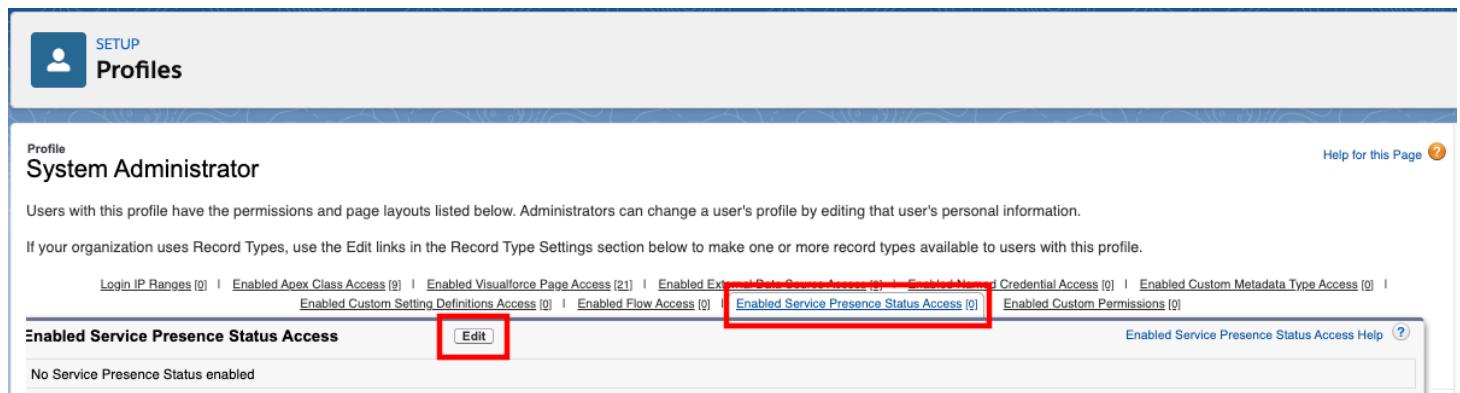
7. Repeat as necessary for all desired statuses

Configure Enabled Service Presences Status Access in Salesforce

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, enter profiles and choose **Profiles** from the results

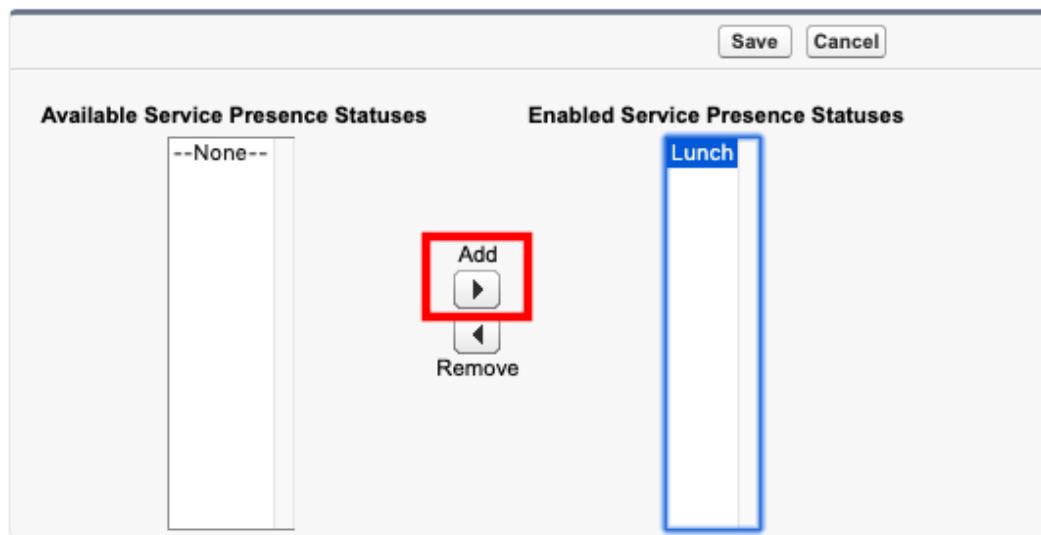


3. Select the profile assigned to your users
4. Hover over the Enabled Service Presence Status link and choose Edit



5. Select the available status from the left, then choose the Add button to add it to the Enabled Service Presence Statuses field

Enable Service Presence Status Access



6. Select Save
7. Repeat as necessary for other statuses or profiles.

Configure Presence Sync Rules

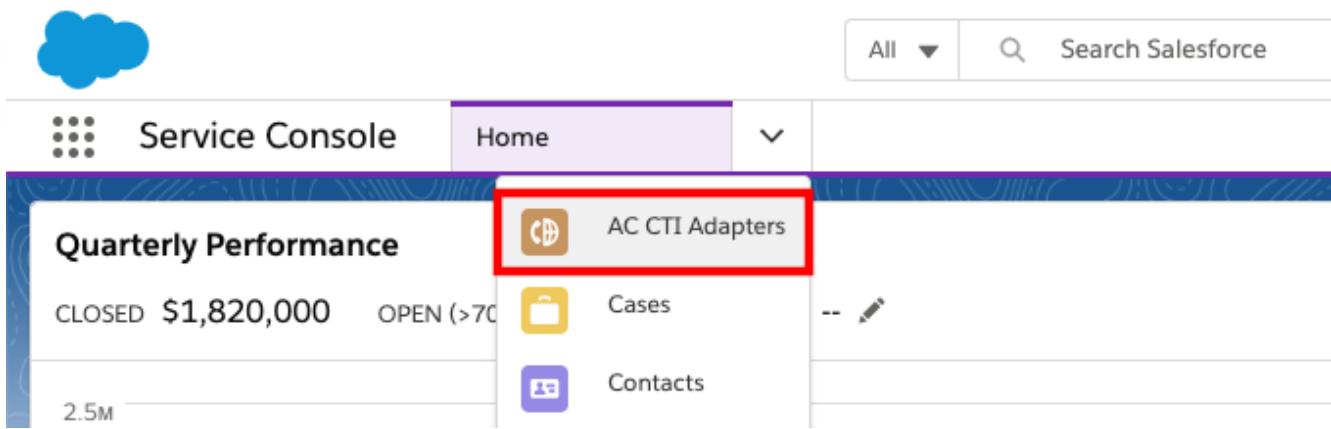
The CTI Adapter provides a rules-based presence status synchronization system allowing for flexibility in mapping agent states between Amazon Connect and Salesforce Omni-Channel.

Presence synchronization actions may be configured based upon manual agent state changes (agent goes on break), system agent state changes (answering a call), omnichannel agent work (agent accepts an email), and omnichannel workload changes (agent completes an email) as examples.

As the scope of presence sync rules can vary wildly, this example will show you how to change state based on Amazon Connect agent state change and Salesforce agent state change.

Create a Presence Sync Rule

1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose **AC CTI Adapters**.



3. Select **ACLightningAdapter**

4. Scroll down to the **Presence Sync Rules** section

5. Select **New** to create a new presence sync rule

6. Provide a **Presence Sync Rule Name** to identify the use case of this rule. For example: Connect agent switches to Lunch

Provide a user friendly name for this presence sync rule and specify if this rule is currently active.

* Presence Sync Rule Name
Connect agent switches to Lunch

Active

7. Select **Next**

8. For Source, select **Connect Agent State Change**, and select **Next**

9. For Operand A, choose **Connect Agent New State**

10. Set the Comparator to **Equal to**

11. Set Operand B to **Static Value**

12. For Operand B Value, enter **Lunch** (Or whatever state you have created in Amazon Connect)**

Configure the criteria that is evaluated to determine if the rule's action should be applied.

If the expressions configured here evaluates to 'true", the rule's action is applied. If the expression configured here evaluates to 'false', the rule's action is not applied.

* Operand A

Connect Agent New State

* Comparator

Equal to

* Operand B

Static Value

* Operand B Value

Lunch

13. Select **Next**

14. For Destination, choose **Salesforce Agent State**

15. Set the Value to **Lunch** (Or whatever state you have configured in Salesforce) **NOTE:** the static value for Salesforce Omni-Channel status is the Developer Name, not the Status Name

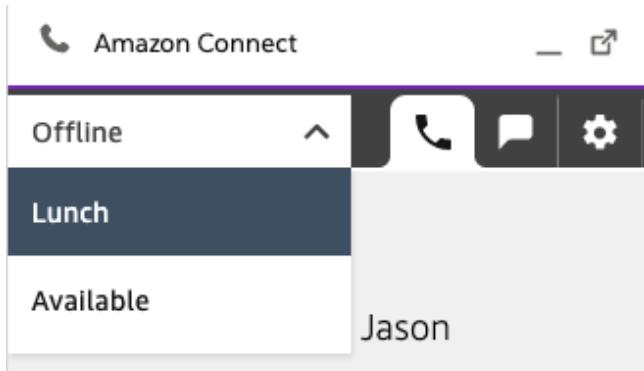
16. Select **Save**.

17. Refresh your browser

18. In the bottom left corner of the Service Console, select the CTI Softphone icon



19. Set your Amazon Connect agent status to Lunch



20. Observe that the Omni-Channel status switches to Lunch

The screenshot shows the top navigation bar of the CTI Adapter. It includes the 'Omni-Channel' tab, a status indicator for 'Lunch' (orange dot), a message 'You have no active requests.' with a close button, and links for 'New (0)' and 'My work (0)'. A blue underline is under the 'New (0)' link.

21. Repeat this process as desired to configure your presence sync rules.

[Edit this page](#)

Localization

Prerequisites

CTI Adapter will use Translation Workbench to maintain translated values for metadata and data labels in your Salesforce org. In order for that to work, you need to enable Translation Workbench in your org.

1. From Setup, in the Quick Find box, enter Translation Language Settings, and then select Translation Language Settings.
2. On the welcome page, click Enable.

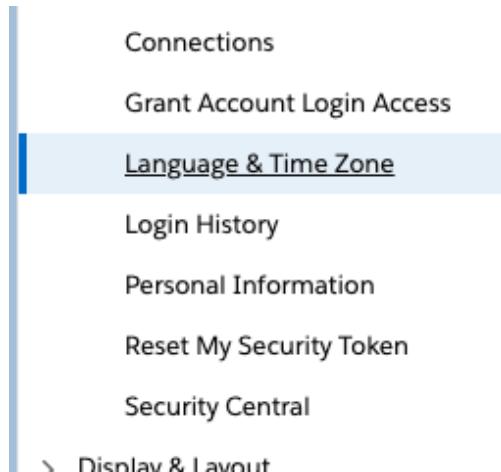
Setting your preferred language

Starting from v5.6, Amazon Connect Salesforce CTI adapter is localized in nine new languages: Spanish, French, Brazilian Portuguese, Korean, Italian, German, (Simplified/Traditional) Chinese, and Japanese.

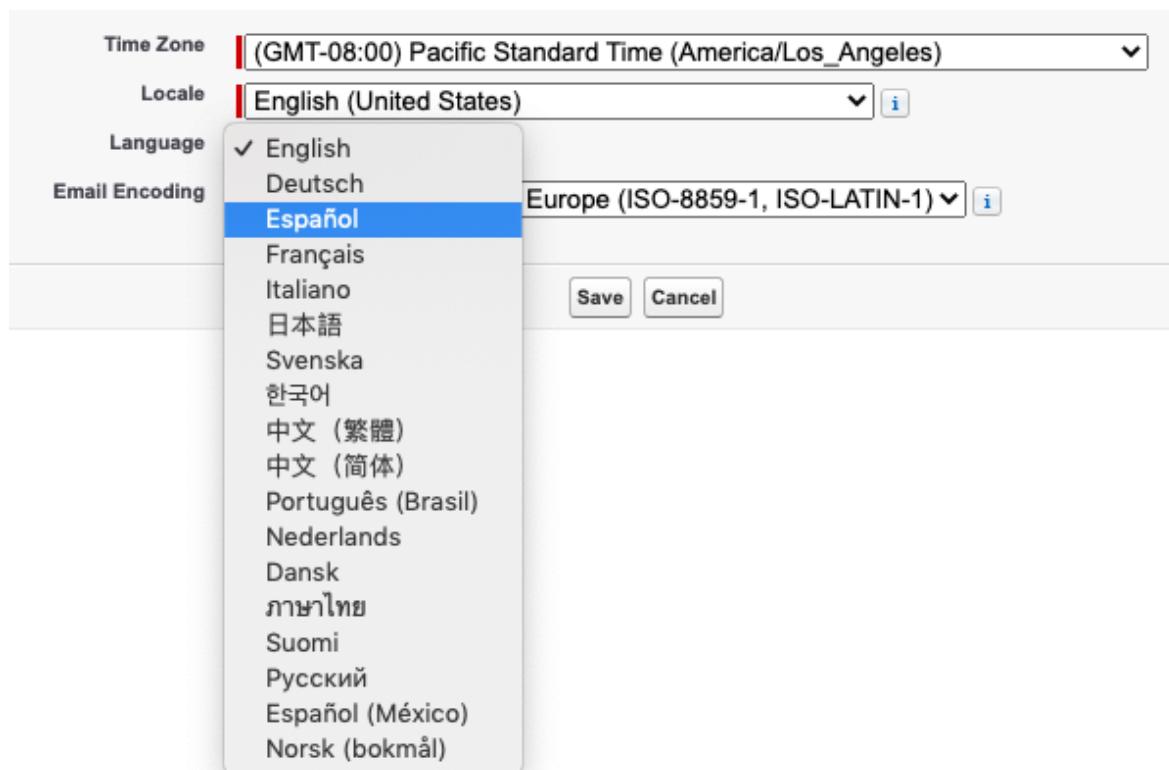
Change the language by selecting the username in the top right corner, then click on "My Settings".

The screenshot shows the user profile settings menu. At the top, there are icons for star, plus, question mark, gear, and bell, followed by a user icon. Below this is a dropdown menu with a blue profile picture, the text 'cticanarycell-1sydprod-dev-ed.my.salesfor...', and links for 'Settings' and 'Log Out'. A blue arrow points from the text 'My Settings' in the previous step to the 'Settings' link in the menu. At the bottom, there is a 'Quick Find' search bar and a 'USERNAMES' section.

On the setting page on the left panel go to "Personal" and then select "Language & Time Zone".



You can then select your preferred language. Note that CTI adapter only have nine languages built within the package.



Click save and the page will reload. That's it. You can check in other pages to see if it actually applies your change. For example here is a screenshot of CTI Flow Editor in Spanish.

Explorer



Buscar

Buscar por nombre



Categorías

Filtrar por categoría



Etiquetas

Filtrar por etiqueta



Mostrar 100 acciones

Guardar búsqueda

If-else

Cambie el flujo del script en función del valor de los campos que obtenga o almacene. Se trata de una utilidad "if-else" sencilla para el flujo.

Parámetros >

Qué llama:

```
ac.Utils.Common.decision(..  
.)
```

Seleccionar

CoreCast

Cast an input value to a Javascript type, such as Number or String.

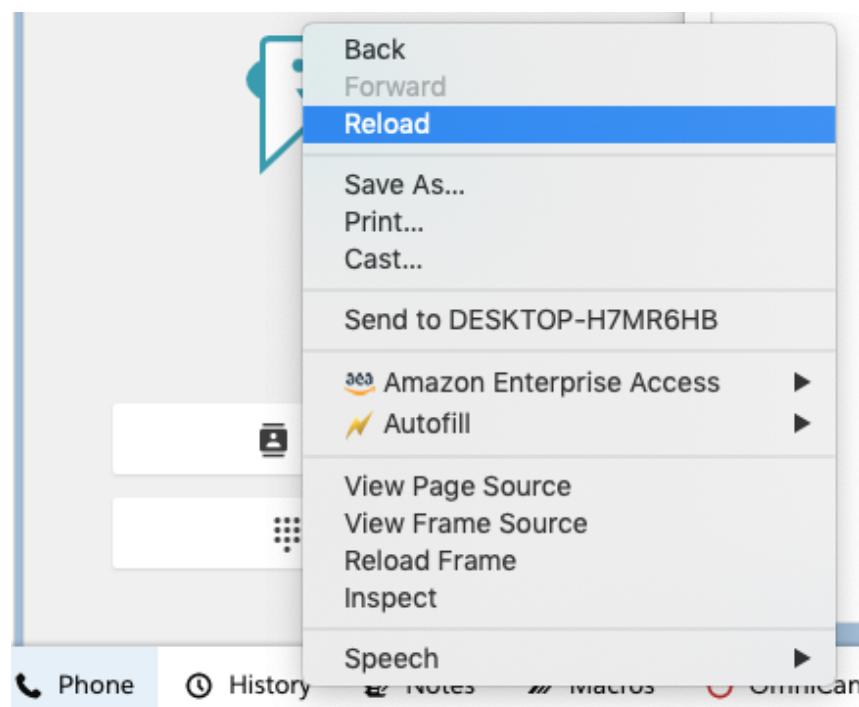
Parámetros >

Seleccionar

Solicitud HTTP

Obtener la propiedad

Click on Phone pannel on the bottom to see if CCP has been localized. If not right click on CCP and reload.



Additional Notes

Please note that not all fields can be localized to different languages due to a couple reasons. Here are places that cannot be localized:

- Dashboard. Salesforce dashboards do not support localization.
- Flexipages. This means the page with tabs that you can find in AC CTI Adapter page in lightning.

The screenshot shows a navigation bar with four tabs: Attributes, CTI Flows, Presence Sync Rules, and Features. The Attributes tab is underlined, indicating it is active. Below the tabs, there is a section titled "Attributes (0)" with a small icon of a database table.

- Reports. This is a missing functionality in Salesforce.

[Edit this page](#)

Set Agent Status on Session End

This feature automatically sets the status of the agent to "Offline" --- or to any status you choose --- when the agent closes all his Salesforce tabs. **Disclaimer:** This feature will popup a window to perform the logout functionality. This window must stay open for the feature to work, but it does not have to be visible (i.e. can be put in the background).

You can configure this feature by heading to the feature panel on your CTI Adapter and clicking new.

The screenshot shows a navigation bar with four tabs: Attributes, CTI Flows, Presence Sync Rules, and Features. The Features tab is underlined. Below the tabs, there is a section titled "Features (0)" with a small icon of a database table. A red arrow points to a "New" button located at the bottom right of the panel.

Then for "AC Feature Name", enter: `SetAgentStatusOnSessionEnd`

New AC Feature

Information

* AC Feature Name

SetAgentStatusOnSessionEnd

Value

Active



* CTI Adapter



ACLightningAdapter



You can optionally specify which status the agents should be changed to when they end the session. By default, this is "Offline," but you can configure it using the **Status** setting of the feature.

* AC Feature Name

SetAgentStatusOnSessionEnd

Value

Status:Away

When turned on, the feature will apply to all agents. If you'd rather have it apply to a small subset, you can configure **IfProfileNameIncludes** setting.

* AC Feature Name



SetAgentStatusOnSessionEnd



Value

Status:Away

IfProfileNameIncludes:On-Call

Now only the agents that have "On-Call" in their Connect routing profile name will be shown as "Offline" when they end their session. This setting can accept multiple, comma-separated profile names, as well.

If you would also like to control this feature based on the current state of the agent, you can add the `IfCurrentAgentState` tag to the feature, and assign a comma separated list of statuses that you would like the feature to execute on.

* AC Feature Name

SetAgentStatusOnSessionEnd

Value

Status:Offline
SessionEndTimer:20
IfCurrentAgentState:Available, At Lunch

From this example, only agents who have a current status of "Available" or "At Lunch" will be moved to a state of "Offline" when they end their session.

The example above also utilizes the `SessionEndTimer` feature as well. This delays the state change for the desired amount of time (default of 5 seconds). In the example above it sets the delay to 20 seconds. This feature is useful to account for agent's with slow internet refreshing their page - with 5 seconds, it may change the state of the agent before the refresh loads all of the assets again, while 20 seconds could be enough time for the assets to load, and stop the state change.

You can also have the Status be set to `Logout`, which will append the functionality of the logout feature mentioned [here](#) - logging the agent out of the CCP upon session ending. It will not log the user out if a call is ongoing.

When your agents log back in, they will be shown as "Available" by default. If you'd like to control which status to set your agents, you can configure it with `InitialAgentState` setting.

Note that this feature does not work with Salesforce Pop-Out utilities. This means that it won't be working if CCP is popped out from utility bar. This is because the pop-out window is a different window managed

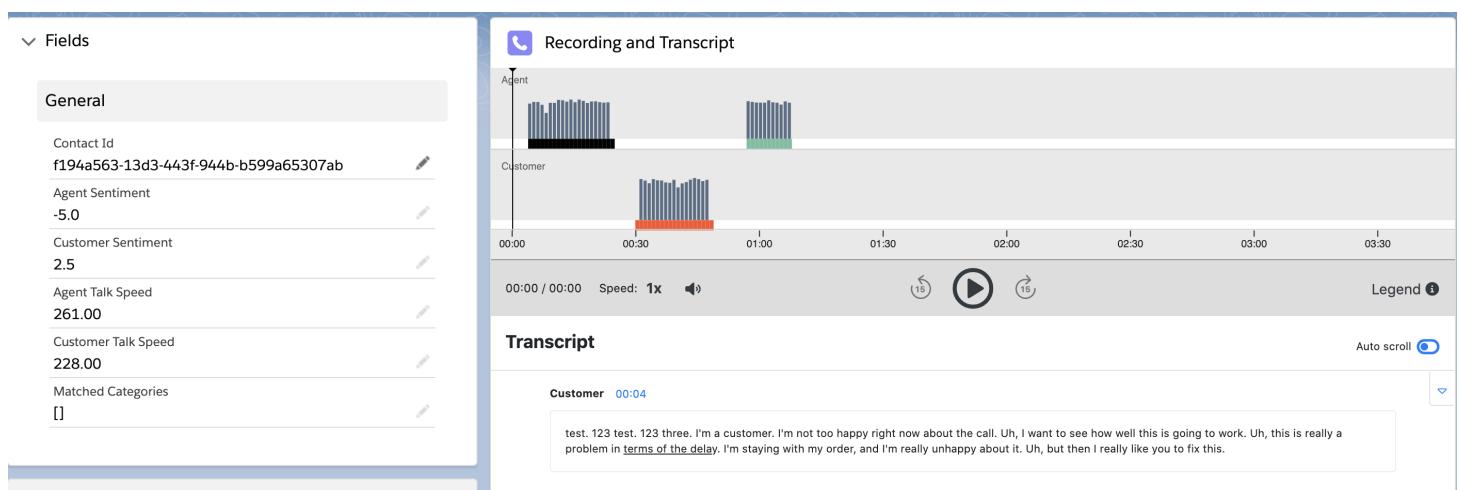
by Salesforce and we are not able to track any session on that window.

 [Edit this page](#)

Contact Lens

CTI Adapter now gives you access to your post-call Contact Lens data on your Salesforce instance. To configure this feature, you must have installed and configured the AWS Serverless application.

Three or four minutes after the call, a new Contact Channel Analytics record is created with the recording url with only the call recording. In another three minutes, this record is updated with Contact Lens recording, transcript and other metadata.



The new record is also associated automatically with a Case and Contact through their Amazon Connect contact id. This means that you will be able to configure your case record page with a related list that lists all the calls related to a case.

Please note: to have access to the recording, the user must have an active session with Amazon Connect. This can be achieved by either logging in to the CCP softphone, or by logging in to Amazon Connect outside of Salesforce. After the session is established, a page refresh should allow the user to play the audio.

Prerequisites

In order to set up Contact Lens you must first follow the steps detailed in the below sections:

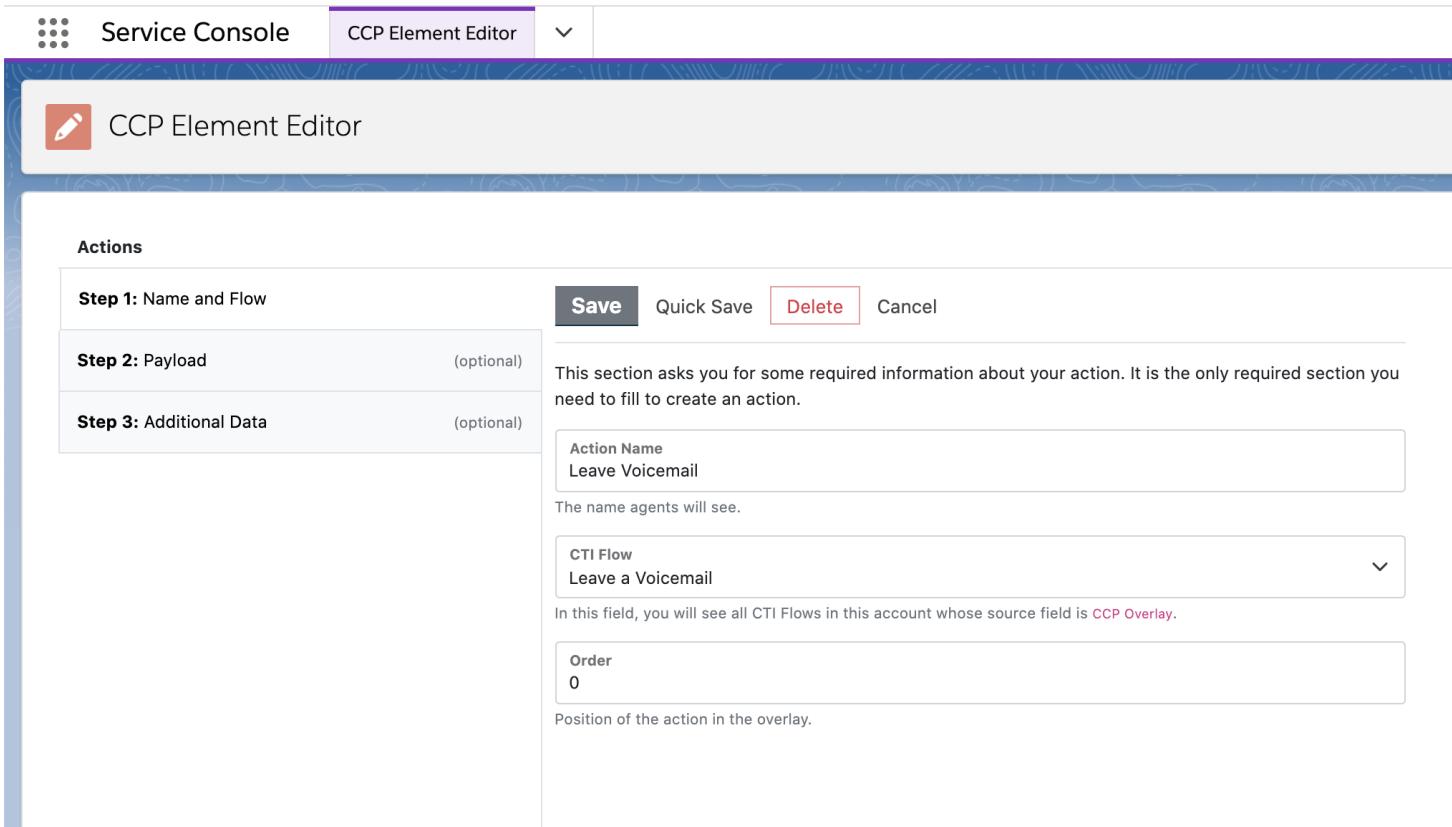
1. [Postcall Contact Lens Import](#)
2. [Set up Contact Channel Analytics](#)

 Edit this page

CTI Actions

Customers can now extend their Contact Control Panel (CCP) with customizable buttons called CTI Actions. These buttons can be configured in Salesforce and used to simplify common agent actions. For example, you can add a button that transfers calls to a manager, start and stop recordings, automate case creation, or start a customer refund process. CTI Actions are configured in the CTI Adapter's Actions Admin panel to execute [CTI Flows](#) which are process blocks that enable you to easily design agent workflows within our Salesforce integration.

You can configure a CTI Action in the CCP Element Editor page.



The screenshot shows the CCP Element Editor interface with the title "CCP Element Editor" at the top. Below it, there's a navigation bar with tabs: "Service Console" and "CCP Element Editor". The main content area is titled "Actions". It has three sections: "Step 1: Name and Flow", "Step 2: Payload (optional)", and "Step 3: Additional Data (optional)".

Step 1: Name and Flow

Contains fields for "Action Name" (set to "Leave Voicemail") and "CTI Flow" (set to "Leave a Voicemail"). A note says: "In this field, you will see all CTI Flows in this account whose source field is CCP Overlay." There is also a dropdown menu for "Order" (set to "0").

Step 2: Payload (optional)

This section is currently empty.

Step 3: Additional Data (optional)

This section is currently empty.

At the top right of the "Actions" section, there are buttons for "Save" (highlighted in blue), "Quick Save", "Delete", and "Cancel".

Make sure that you have created a CTI Flow and it uses the source "CTI Action." Only these CTI Flows will be displayed in the dropdown field.

You can optionally specify a payload to pass to the CTI Flow. This allows your agents to enter additional data about the customer or information about the call to pass into the CTI Flow. The CCP Element Editor gives you the ability to add input fields into your form. These fields can be accessed in the CTI Flow through `$.payload.fieldKey`.

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel
Step 2: Payload (optional)	In this section, you will build a form that will be displayed to the agents prior to triggering the CTI Flow. The form data will be passed as a payload to the executed flow.
Step 3: Additional Data (optional)	Overview Form fields New field +

This section collects some basic information about the form, such as title and instructions. Both fields are optional.

(optional)

Title
Enter a short title for the form.

(optional)

Instructions
Enter a few lines about how to fill out this form.

Form fields ▶

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel
Step 2: Payload (optional)	In this section, you will build a form that will be displayed to the agents prior to triggering the CTI Flow. The form data will be passed as a payload to the executed flow.
Step 3: Additional Data (optional)	Overview Form fields New field +

Field Name
This is the name of the field in your payload. It should be a camelCased word.

Label
The label is a human readable text shown to the agent next to the input field.

Field Type Text **Order** 0
You have the option to select a text input or a dropdown.

Field Required

Cancel **Finish**

◀ Overview

CCP Overlay

The **Actions** panel in the CCP overlay drawer displays the CTI Action buttons where your agents have easy access to them as they are interacting with customers.

The screenshots below are showcasing the CTI Actions and their behavior in the CCP Overlay panel, not the individual CTI Flows shown.



Attributes	Actions	
Send Customer Giftcard		▶
Activate Customer Account	Execute	
Transfer to Manager	Execute	
Give customer refund	Execute	
Open a Case	Execute	
▶ Find Cases for Customer	Execute	
Create Task and Contact and Screenpop	Execute	
VIP	Execute	
Transfer to Manager	Execute	
Transfer to Peer	Execute	

If a CTI Action requires additional input by the agent, its name will be followed by an arrow and when the agent clicks on this button, it will open the configured form. Otherwise, it will be shown with an "Execute" button next to its name.

Phone

Attributes Actions

Go back

Customer Gift Card

Please fill in these details about the user.

First name*

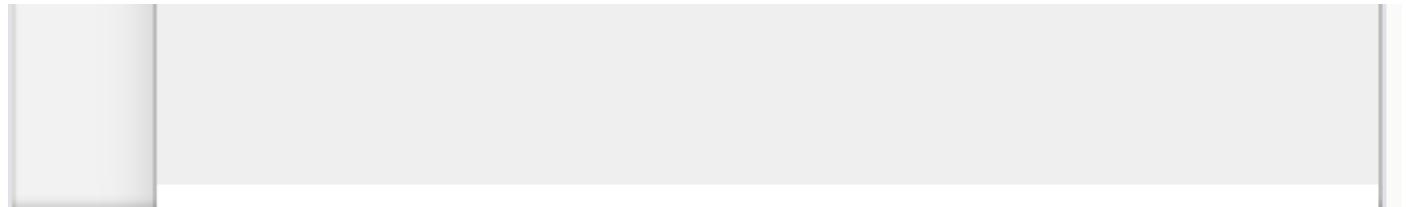
John

Last name*

Doe

Telephone

Submit



Example

In this section we demonstrate how to use CTI Actions and how they interact with CTI Flows through an example.

Here we setup a CTI Action and Flow to create a Salesforce Task to callback a customer and pop it. The end goal is to have a Task with the subject *Callback - FirstName - LastName* and the number to callback in the comments section of the Task. If a contact exists for that number, we will also link it in the Task. We use a CTI Action to do this to let the agent enter the customer's first and last name and callback number if it is different from the number used to call in. This action looks like this in the CCP Overlay.

[Go back](#)

Customer Callback Information

If the callback number is the different from the number used to dial in enter it in the form, otherwise keep it empty.

First Name*

- is a required property

Last Name*

- is a required property

Callback Number

[Submit](#)

To achieve this, we need to setup a CTI Action then a CTI Flow.

First, we setup the CTI Action. To do that we need to have created a CTI Flow with the **CTI Actions** as source. For now we create an empty Flow, which we will build later, just to reference it in the Action.

The first step is to name and link the Action to a Flow.

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel						
Step 2: Payload (optional)	This section asks you for some required information about your action. It is the only required section you need to fill to create an action.						
Step 3: Additional Data (optional)	<table border="1"><tr><td>Action Name Create Callback Task</td></tr><tr><td>The name agents will see.</td></tr><tr><td>CTI Flow Create Callback Task</td></tr><tr><td>In this field, you will see all CTI Flows in this account whose source field is CCP Overlay.</td></tr><tr><td>Order 0</td></tr><tr><td>Position of the action in the overlay.</td></tr></table>	Action Name Create Callback Task	The name agents will see.	CTI Flow Create Callback Task	In this field, you will see all CTI Flows in this account whose source field is CCP Overlay.	Order 0	Position of the action in the overlay.
Action Name Create Callback Task							
The name agents will see.							
CTI Flow Create Callback Task							
In this field, you will see all CTI Flows in this account whose source field is CCP Overlay.							
Order 0							
Position of the action in the overlay.							

The second step is to add hardcoded fields to the payload, if desired. In this example we add part of the Task subject as hardcoded fields to demonstrate the functionality.

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel						
Step 2: Payload (optional)	The payload allows you to pass hardcoded values to the CTI Flow. Your payload may include values that are specific to this action and are not already available through a CTI Flow block.						
Step 3: Additional Data (optional)	<table border="1"><tr><td colspan="2">Payload (optional)</td></tr><tr><td>Key SubjectPrepend</td><td>Value Callback</td></tr><tr><td colspan="2">New key</td></tr></table>	Payload (optional)		Key SubjectPrepend	Value Callback	New key	
Payload (optional)							
Key SubjectPrepend	Value Callback						
New key							

Finally, as shown previously, the action is a form, that means it has additional data that the agent can provide. Below are images showing how they are setup for this example.

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel
Step 2: Payload <small>(optional)</small>	In this section, you will build a form that will be displayed to the agents prior to triggering the CTI Flow. The form data will be passed as a payload to the executed flow.
Step 3: Additional Data <small>(optional)</small>	Overview Form fields New field +

This section collects some basic information about the form, such as title and instructions. Both fields are optional.

Title (optional)
Customer Callback Information

Enter a short title for the form.

Instructions (optional)
If the callback number is the different from the number used to dial in enter it in the form, otherwise keep it empty.

Enter a few lines about how to fill out this form.

Form fields ▶

Step 1: Name and Flow	Save Quick Save Delete Cancel
Step 2: Payload <small>(optional)</small>	In this section, you will build a form that will be displayed to the agents prior to triggering the CTI Flow. The form data will be passed as a payload to the executed flow.
Step 3: Additional Data <small>(optional)</small>	Overview Form fields New field +

This is a list of fields that will appear in your form. They are shown in the order they will appear.

First Name
Last Name
Callback Number

◀ Overview

Step 1: Name and Flow	Save Quick Save Delete Cancel
Step 2: Payload <small>(optional)</small>	In this section, you will build a form that will be displayed to the agents prior to triggering the CTI Flow. The form data will be passed as a payload to the executed flow.
Step 3: Additional Data <small>(optional)</small>	Overview Form fields New field +

Field Name FirstName
This is the name of the field in your payload. It should be a camelCased word.

Label First Name
The label is a human readable text shown to the agent next to the input field.

Field Type Text
You have the option to select a text input or a dropdown.

Field Required

Cancel **Finish**

◀ Overview

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel
Step 2: Payload	(optional)
Step 3: Additional Data	(optional)

In this section, you will build a form that will be displayed to the agents prior to triggering the CTI Flow. The form data will be passed as a payload to the executed flow.

Overview Form fields

Field Name LastName	Label Last Name
This is the name of the field in your payload. It should be a camelCased word.	
Field Type Text	Order 1
You have the option to select a text input or a dropdown.	
<input checked="" type="checkbox"/> Field Required	

Cancel **Finish**

Overview

Actions

Step 1: Name and Flow	Save Quick Save Delete Cancel
Step 2: Payload	(optional)
Step 3: Additional Data	(optional)

In this section, you will build a form that will be displayed to the agents prior to triggering the CTI Flow. The form data will be passed as a payload to the executed flow.

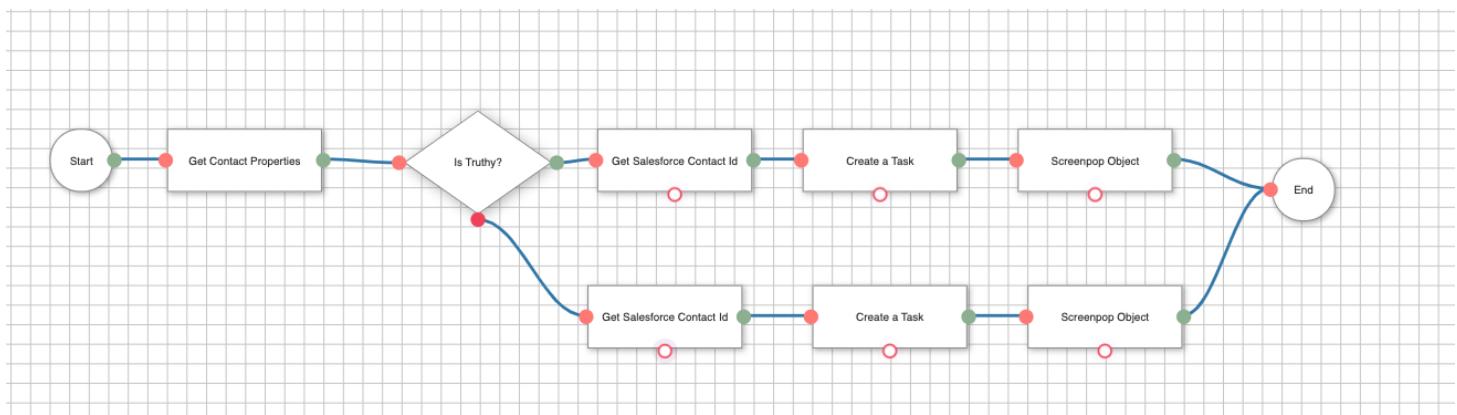
Overview Form fields

Field Name CallBackPhone	Label Callback Number
This is the name of the field in your payload. It should be a camelCased word.	
Field Type Text	Order 2
You have the option to select a text input or a dropdown.	
<input type="checkbox"/> Field Required	

Cancel **Finish**

Overview

Then, we setup the CTI Flow. As mentioned above, it's possible to have the callback number different from the number used to call in, or it could be the same. If it's the same, we don't want the agent to enter the number again, in fact we can get that number in the CTI Flow. In the flow we use the **Get Contact Properties** block to get the phone number of the contact. Then using the **Is Truthy?** block, we check if the agent entered a callback number in the form or not. Depending on whether they did or not, we get the Salesforce Contact and create a Task using the correct callback number. In the Flow we reference the CTI Action fields by using `$.payload.fieldKey` for both the hardcoded payload and the fields in the additional data form (Take a look at the **Create a Task** blocks in the flow below).

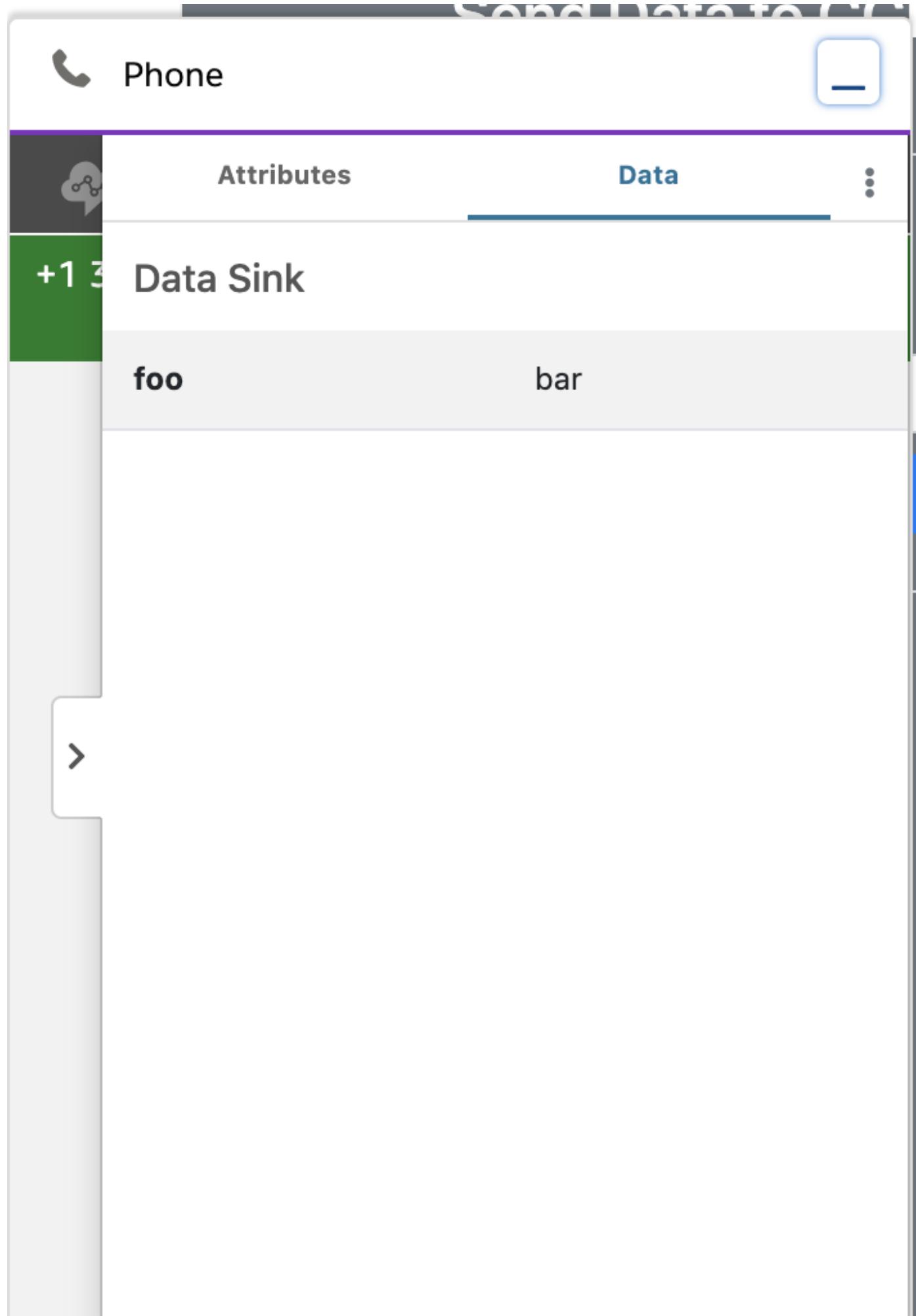


[Download Flow](#)

To test this action, you can place or accept a call from the CCP, open the overlay, fill in the form then submit it. If everything is setup correctly, a Task should pop up with the desired information.

Receiving Data from CTI Flows

In addition to agents sending data to the CTI Flow, they can also receive data from a CTI Flow.. When a CTI Flow sends some information to the CCP overlay, it will be displayed in the Data panel.



Here is how you would configure your CTI Flow to send data back to the CCP overlay.

Send Data to CCP Overlay

ID: uid-9 ⓘ

Arguments

value ⓘ optional

foo

bar



Add a field

Upgrading from an earlier version

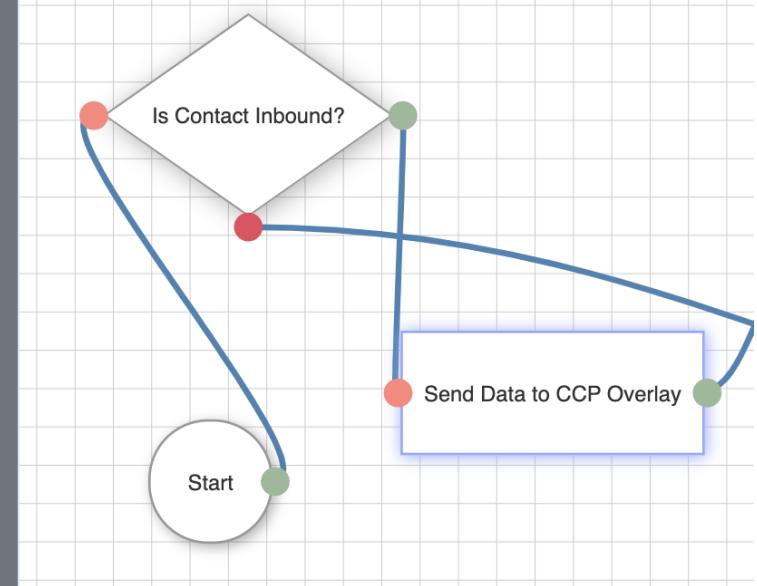
If you are upgrading the Salesforce package from an earlier version of CTI Adapter, there are a few additional steps to follow:

1. Go to Setup
2. In "Quick Find," search for "Picklist Value Sets" and click on the result.
3. Select "AC_CtiScriptSource" on "Picklist Value Sets" page.
4. Scroll down to "Values" section
5. Click "New" to add a new value.
6. In the textarea, enter "ctiAction" and save
7. Scroll down to the new field you added, "ctiAction," and click "Edit."
8. Update the label to "CTI Action" and save.

Edit this page

Recording Controls

Recording Controls panel in the CCP Overlay allows your agents to control the recording behavior of the call.



Phone



Attributes

Recording Controls



Start recording

Pause recording



This panel integrates to Amazon Connect [call recording API](#). To use it, make sure to add [Set recording behavior block](#) in your Contact Flow. The controls will be activated during a call.

This can be useful when you don't want to record every call, and give the agent the ability to pause and resume a recording.

Note that once a recording is stopped, it cannot be restarted. After starting a recording, you should use pause/resume button to control it.

This panel is disabled by default. You can enable it by adding `FEATURE_RECORDING_PANEL` feature flag to your CTI Adapter, with the setting `Enabled:true`.

Setup

First, create an IAM user and give it the managed policy `AmazonConnect_FullAccess`.

The screenshot shows the AWS IAM Permissions Policies page. At the top, there are tabs for **Permissions**, **Groups**, **Tags**, and **Security credentials**. The **Permissions** tab is selected. Below the tabs, a section titled **▼ Permissions policies (1 policy applied)** is shown. A blue button labeled **Add permissions** is visible. Under the policy list, there is a row for the **Policy name** **AmazonConnect_FullAccess**, which is highlighted with a blue background. The row also includes a small orange icon and a dropdown arrow. Below this, another section titled **Attached directly** lists the same policy.

Copy the access key and secret of this user (from the "Security credentials" tab.) Next, go to your Salesforce instance Setup section. Search for Named Credentials in the left sidebar, and create a new credential named `AmazonConnectAPI`. (The name and the label should be identical.)

Named Credential Edit: AmazonConnectAPI

Specify the callout endpoint's URL and the authentication settings that are required for

The screenshot shows the 'Named Credential Edit' interface. At the top right are 'Save' and 'Cancel' buttons. Below them are three fields: 'Label' (AmazonConnectAPI), 'Name' (AmazonConnectAPI), and 'URL' (https://connect.us-east-1.amazonaws.com). A section titled 'Authentication' is expanded, showing fields for 'Certificate' (empty), 'Identity Type' (Named Principal), 'Authentication Protocol' (AWS Signature Version 4), 'AWS Access Key ID' (AKIAUYVLTXECVPW5), 'AWS Secret Access Key' (redacted), 'AWS Region' (us-east-1), and 'AWS Service' (connect).

Label	AmazonConnectAPI
Name	AmazonConnectAPI
URL	https://connect.us-east-1.amazonaws.com
Authentication	
Certificate	[Empty]
Identity Type	Named Principal
Authentication Protocol	AWS Signature Version 4
AWS Access Key ID	AKIAUYVLTXECVPW5
AWS Secret Access Key	[Redacted]
AWS Region	us-east-1
AWS Service	connect

Fill in https://connect.us-east-1.amazonaws.com as the url. For Identity Type, select "Named Principal" and for "Authentication Protocol" select "AWS Signature Version 4." Then fill in the "AWS Access Key Id" and "AWS Access Secret" fields with your IAM user credentials. And for AWS Region, use the region of your Connect instance. And for the AWS Service, fill in connect.

Synchronizing Recording State with Contact Attributes

The Connect API does not provide a way for us to check that the recording has already been started when a call is answered. This may result in the UI panel falling out of sync with the actual state of the contact. If

you have configured your contacts to be recorded automatically, using the Contact Flow, you must take care to add a contact attribute to indicate that:

Attribute Name: RECORDING_STARTED Attribute Value: true

If you have configured this attribute, then the recording controls will be in sync with the recording state.

 [Edit this page](#)

Voicemail Drops

You can find the complete documentation for this feature [in this pdf](#).

 [Edit this page](#)

Chat Widget Integration

SalesForce Experience Cloud allows you to setup a website for your customers easily, with the included template, you can setup a help center, or a customer service website with just a few clicks. Amazon Connect CTI Adapter now provides you a chat-widget component, and you can use it in the Experience Cloud Builder App to add the Amazon Connect Chat Widget to any page you want.

The screenshot below shows an example of having the chat widget added to a help center website. Please note that this feature does not support **Build Your Own(LWR)** and **Salesforce Tabs + Visualforce** template.

The image shows a dark, textured background resembling coffee beans. In the center, there is a white rounded rectangular search bar. Inside the search bar, the text "What can we help you with?" is displayed in a large, bold, white sans-serif font. To the right of the text is a small white magnifying glass icon. Below the search bar, there is a white input field containing the placeholder text "Search the help center...". In the top left corner, there is a logo consisting of a hexagonal shape with a black border. Inside the hexagon, the word "CAPRICORN" is written in a bold, black, sans-serif font. Above "CAPRICORN", in a smaller font, is the text "est. 2015". Below "CAPRICORN", the word "Coffee" is written in a cursive, lowercase font.

Account Support	FAQ	Return Policy	How can we help?
Shipping Fees			Customer has joined the chat
		Timing has joined the chat	Customer Sent at 9:40 AM
		Hello, I need help with my order shipment.	Timing 9:40 AM
		What is your order number?	
		Type a message	
			End chat

powered by **salesforce**

To start using this feature, you can either follow the steps below to setup an Experience Cloud Site for testing purpose, or you can skip to the next section if you are already familiar with SalesForce Experience Cloud. ****Setup experience cloud site:****

- Go to Setup
 - Search for Digital Experience
 - Enable Digital Experience

 **SETUP**
Settings

Experiences

Build pixel-perfect websites, portals, communities, and forums with Experience Cloud. [Learn More](#)

To get started with digital experiences, you must first enable it and select a domain. If enhanced domains are enabled, your org's My Domain name is the subdomain for any site you create.

Enable Digital Experiences

After you enable digital experiences in your org, you must still create, configure, customize, and then activate a site before it's live and available to users.

Enable Digital Experiences

Select a domain name

Important: The domain name is used in all of your digital experiences and can't be changed after you save it.

Sample Domain Name
MyCompany.na162.force.com

Sample Experience URLs

→ MyCompany.na162.force.com/customers
→ MyCompany.na162.force.com/developers
→ MyCompany.na162.force.com/partners

Domain Name -developer-edition.na162.force.com

- Create a new Site by clicking New button

Project Manager ▾

Digital Experiences

Success! You can now create new Experience Cloud sites.

The list shows Experience Cloud sites in your org. Clicking on the URL takes you directly to the site. If you're not a member, the URL isn't linked.

Maximum number of sites (including active, inactive, and preview): 100

All Sites	New
No Sites	

- Choose Help center template to create a new site

[← Back to Setup](#) [Help & Training](#)

Choose the Experience You Love

BROWSE BY:

All Sales Service Commerce Installed

Build Your Own (LWR)
by Salesforce

Unparalleled Performance • Standards-Based Customization •

Develop blazing fast digital experiences, such as websites, microsites, and portals, using the Lightning...

B2C Commerce
by Salesforce

Live search • Product filtering • Einstein Product Recommendations •

Create a responsive ecommerce store that provides easy customization of store layout and template, configure...

Help Center
by Salesforce

Self-Service • Curated Knowledge • Case Deflection • Guest Case Creation

Give your customers the answers they're looking for. Customers can search for and read articles and contact...

Customer Account Portal
by Salesforce

Customer Service
by Salesforce

Build Your Own
by Salesforce

- Go to Builder of the new site

The screenshot shows the 'My Workspaces' section of the Experience Cloud Site Builder. It displays seven workspace cards:

- Builder**: Build, brand, and customize your site's pages.
- Moderation**: Monitor posts and comments, create rules.
- Content Management**: Organize, manage, and build collections for your Experience Cloud site.
- Gamification**: Keep your members engaged with recognition badges.
- Dashboards**: Examine the health of your site with reports and dashboards and engage with members.
- Administration**: Configure settings and properties for your experience.
- Guided Setup**: Configure features and integrations with step-by-step instructions.

- This will be the place to setup chat widget feature in the following sections. You can get yourself familiar with this Builder before moving to the next section.

Setup chat widget for your experience cloud sites.

- Option 1: Setting up using out-of-box VisualForce page. Choose this if you need the chat widget only on one specific page.
- Option 2: Setting up using Lightning Component based on VisualForce page. Choose this if you need the chat widget only on one specific page but you don't have the license for the VisualForce page component in the experience cloud builder. It is a workaround for Option1.
- Option 3: Setting up using custom header. Choose this if you want the chat widget exists across all pages.

Option 1: Setting up using VisualForce page.

- Follow instructions [here](#) to setup your Chat Widget and copy the script to a text editor.
- Go to Service Console
- Go to AC CTI Adapter. If the CTI Adapter Owner is [Amazon Connect – Universal Package](#), please update it to yourself or any other real user.
- Go to Features tab
- Click New to create a new Feature

- In the Name field, put FEATURE_CHAT_WIDGET
- In the Value field, input the following key value pairs based on your chat widget script. If you didn't enable the security feature of chat widget, you don't need to add the key value pair for authEndpoint

Example ChatWidget key value pairs input

```
{
  "cloudfrontId": "dg9yx063wiht",
  "widgetId": "5338d219-92c7-427e-8b10-26a8f4dfb3d1",
  "openChatColor": "white",
  "openChatBackgroundColor": "#826359",
  "closeChatColor": "white",
  "closeChatBackgroundColor": "#940eb9",
  "snippetId": "QVFJREFIaUpTVGJkNWhNc0Q1WHpHYnFQTkJyYXN0.....",
  "authEndpoint": "https://www.yourdomain.com/yourAuthEndpoint"
}
```

The input above is for the following example ChatWidget Script

```
<script type="text/javascript">
(function(w, d, x, id){
  s=d.createElement('script');
  s.src='https://dg9yx063wiht.cloudfront.net/amazon-connect-chat-interface-client.js';
  s.async=1;      cloudfrontId
  s.id=id;
  d.getElementsByTagName('head')[0].appendChild(s);
  w[x] = w[x] || function() { (w[x].ac = w[x].ac || []).push(arguments) };      widgetId
})(window, document, 'amazon_connect', '5338d219-92c7-427e-8b10-26a8f4dfb3d1');
amazon_connect('styles', { openChat: { color: 'white', backgroundColor: '#826359' },
closeChat: { color: 'white', backgroundColor: '#940eb9' } });
amazon_connect('snippetId', 'QVFJREFIaU...');

</script>          snippetId

```

script:

```
<script type="text/javascript">
  (function(w, d, x, id){
    s=d.createElement('script');
    s.src='https://dg9yx063wiht.cloudfront.net/amazon-connect-chat-
interface-client.js';
    s.async=1;
    s.id=id;
    d.getElementsByTagName('head')[0].appendChild(s);
    w[x] = w[x] || function() { (w[x].ac = w[x].ac || []).push(arguments) };

  })(window, document, 'amazon_connect', '5338d219-92c7-427e-8b10-
```

```

26a8f4dfb3d1');
    amazon_connect('styles', { openChat: { color: 'white', backgroundColor: '#826359' }, closeChat: { color: 'white', backgroundColor: '#940eb9' } });
    amazon_connect('snippetId',
'QVFJREFIaUpTVGJkNWhNc0Q1WHpHYnFQTkJyYXN0.....=');
</script>

```

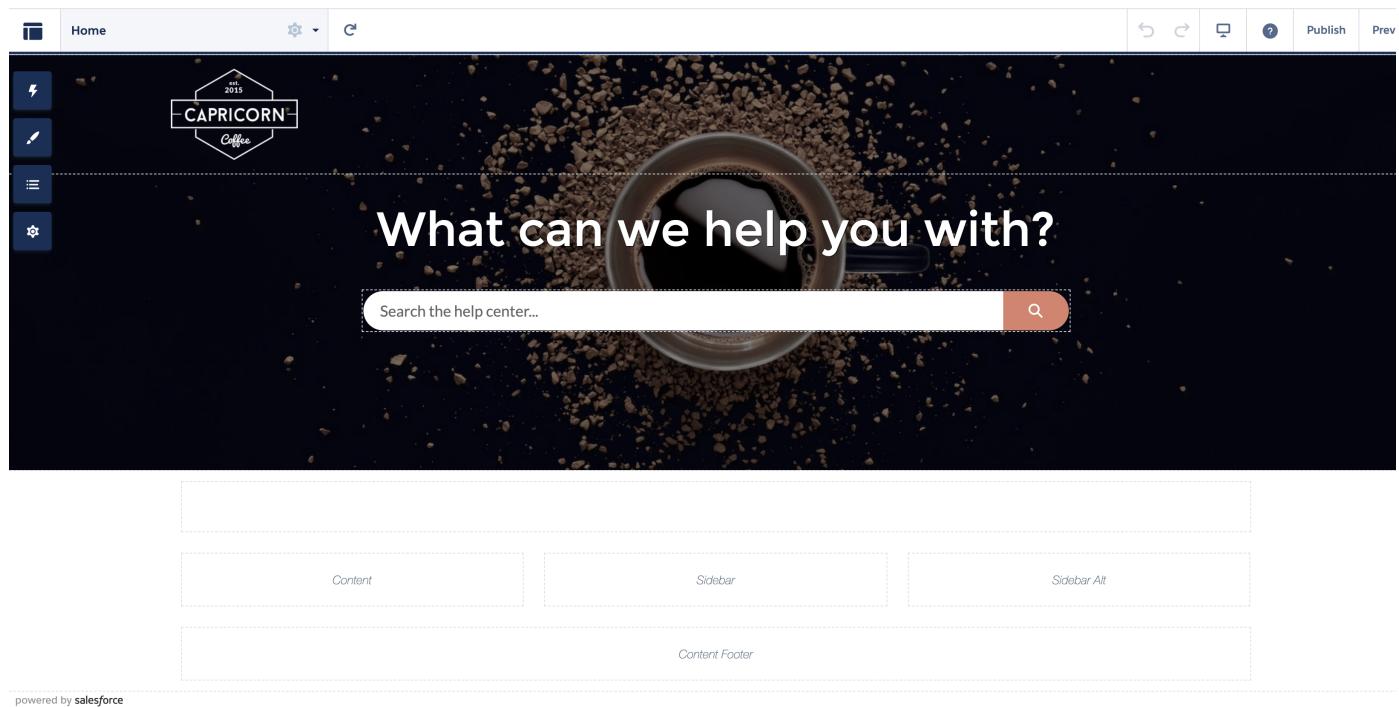
Example Call back function for JWT

```

amazon_connect('authenticate', function(callback) {
  window.fetch('https://www.yourdomain.com/yourAuthEndpoint').then(res => {
    res.json().then(data => {
      callback(data.data);
    });
  });
});

```

- Click Save
- Go to Setup
- Go to VisualForce page
- Select AC_ChatWidget
- Click Preview
- You should see a chat icon on the right bottom corner. If not, check browser console for error messages
- Copy the AC_ChatWidget visualforce page URL.
- Go to your Experience Cloud Builder



- Open Components

IT

Home

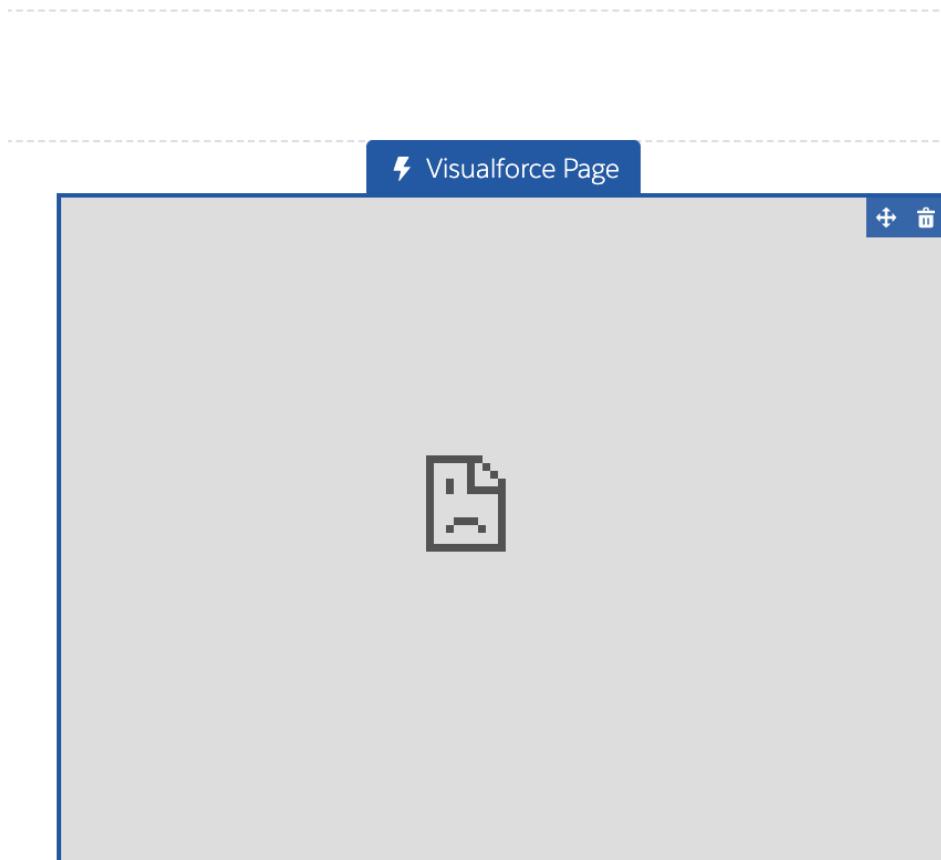
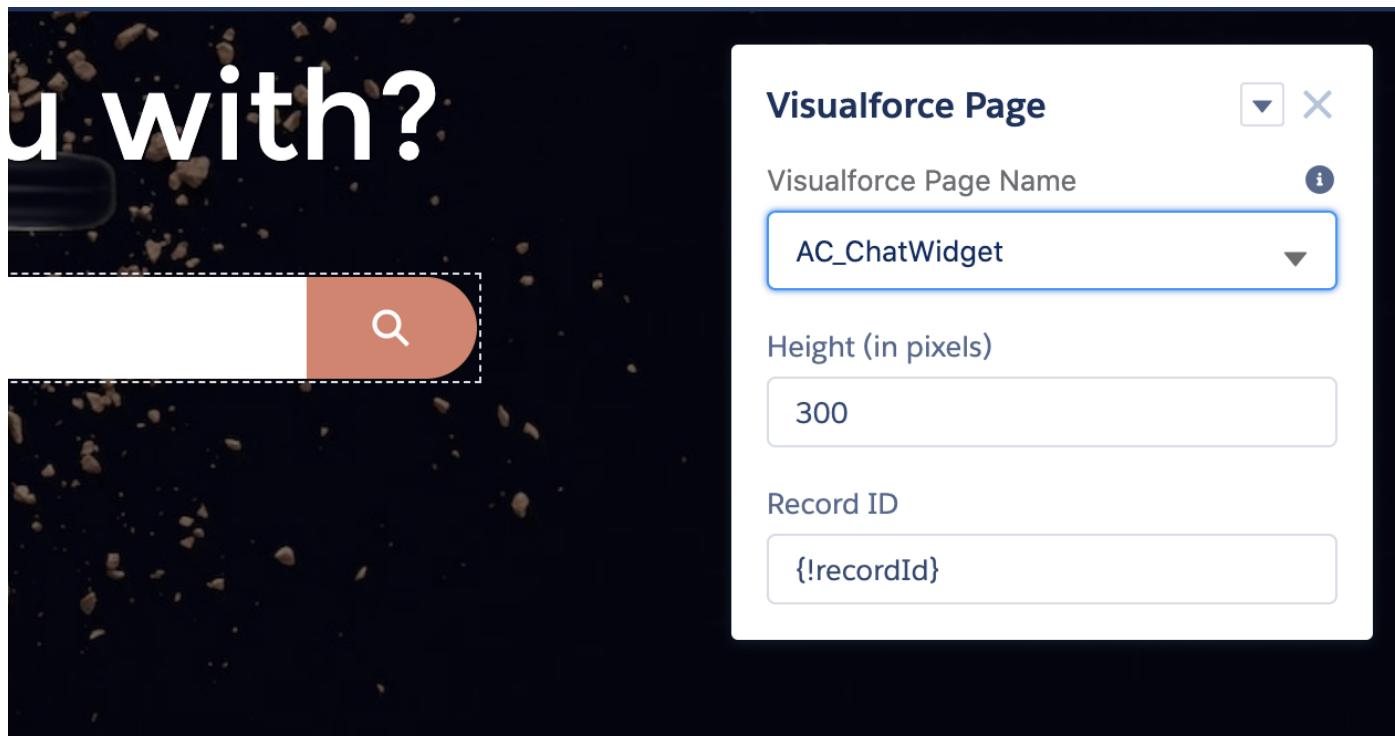
Components

Search...

CONTENT (12)

- CMS Collection
- CMS Connect (HTML)
- CMS Connect (JSON)
- CMS Single Item
- Headline
- HTML Editor
- Language Selector
- Recommendations Carousel
- Rich Content Editor
- Tabs
- Tile Menu
- Visualforce Page

- Drag and drop Visualforce Page to your page. If you didn't enable chat widget security, you need to change the Visualforce Page Name to AC_ChatWidget. If you enabled security for ChatWidget, change it to AC_ChatWidgetWithJWT



- Go to Settings→General→Guest User Profile and click in to the Guest User Profile

Guest User Profile

Configure access for guest or unauthenticated users. [Learn More](#)
[dev3test Profile](#)

- Inside Guest user profile, go to Enabled Visualforce Page Access
- Add amazonconnect.AC_ChatWidget(or AC_ChatWidgetWithJWT if you have enabled security for chat widget)

Enable Visualforce Page Access

Select the Visualforce pages that you want to make accessible at this Salesforce site.

The screenshot shows a configuration interface for enabling Visualforce pages. At the top right are 'Save' and 'Cancel' buttons. Below them are two main sections: 'Available Visualforce Pages' and 'Enabled Visualforce Pages'. The 'Available' section contains a long list of page names, many of which begin with 'amazonconnect.AC_'. The 'Enabled' section contains a similar list, also with many entries starting with 'amazonconnect.AC_'. The 'amazonconnect.AC_ChatWidget' page is specifically highlighted with a blue border around its entry in the 'Enabled' list, indicating it has been selected. Between the two sections are 'Add' and 'Remove' buttons with arrows.

Available Visualforce Pages		Enabled Visualforce Pages	
amazonconnect.ACSCFCCP_ObjectType	CommunitiesLogin		
amazonconnect.ACSCFCCP_PostCallUpdateTask	CommunitiesSelfReg		
amazonconnect.AC_AgentStatusSessionEnd	CommunitiesSelfRegConfirm		
amazonconnect.AC_CCPElementEditor	CommunitiesTemplate		
amazonconnect.AC_CallRecordingTask	Exception		
amazonconnect.AC_ClassicAdapter	FileNotFoundException		
amazonconnect.AC_ClassicScriptIncludes	ForgotPassword		
amazonconnect.AC_ConsoleAdapter	ForgotPasswordConfirm		
amazonconnect.AC_ConsoleScriptIncludes	InMaintenance		
amazonconnect.AC_CtiFlowEditor	SiteLogin		
amazonconnect.AC_CtiScriptEditor	SiteRegister		
amazonconnect.AC_HelperIncludes	SiteRegisterConfirm		
amazonconnect.AC_HelperIncludesCcpV1	UnderConstruction		
amazonconnect.AC_HelperIncludesCcnV2	amazonconnect.AC_ChatWidget		

- Click Save

- Go to Enable Apex Class Access and add amazonconnect.AC_ChatWidgetController

Enable Apex Class Access

Select the Visualforce pages that you want to make accessible at this Salesforce site.

Available Apex Classes

- amazonconnect.AC_CTCF_PostComputeTaskController
- amazonconnect.AC_AmazonConnectAPI
- amazonconnect.AC_CCAContactLens
- amazonconnect.AC_CCPElementEditorController
- amazonconnect.AC_CCPOverlayController
- amazonconnect.AC_CTIFlowController
- amazonconnect.AC_CaseCCATriggerBatch
- amazonconnect.AC_ContactCCATriggerBatch
- amazonconnect.AC_ContactChannelController
- amazonconnect.AC_ContactChannelWrapper
- amazonconnect.AC_CtiScriptExtension
- amazonconnect.AC_PhoneCallController
- amazonconnect.AC_PhoneCallWrapper
- amazonconnect.AC_PostInstallHandler
- amazonconnect.AC_QueueMetricsController

Enabled Apex Classes

- amazonconnect.AC_ChatWidgetController

Add Remove

Save Cancel

- Click Publish button on the top right to publish the website

Home

General

View and edit the main properties of your site.

Site Details

Template

Help Center

Public Access

Public can access the site

Publish

- Copy the published website URL in Settings→Published Status
- Go back to Amazon Connect Chat Widget website, add following url to the allow-list Domains:
 - The AC_ChatWidget visualforce page URL, remove everything after .com
 - The published website URL to chat widget allow-list origin, remove everything after .com
- Go to Setup→Sharing Settings. Search for AC CTI Adapter Sharing Rules. Create a new Rule for Guest user so that they have the object access. Make sure in Step2 the Rule Type is Guest user access, the Steps 3 you put a proper criteria, for testing purpose you can put CTI Adapter Name not equal to 1. In Step 4 Share with the Guest user profile of the community website you are working on, and change

the Access level to Read Only

SETUP

Sharing Settings

Setup Help for this Page ?

AC CTI Adapter Sharing Rule

Use sharing rules to make automatic exceptions to your organization-wide sharing settings for defined sets of users.

Note: "Roles and subordinates" includes all users in a role, and the roles below that role. This includes portal roles that may give access to users outside the organization.

You can use sharing rules only to grant wider access to data, not to restrict access.

Step 1: Rule Name |= Required Information

Label	<input type="text" value="test"/>
Rule Name	<input type="text" value="test"/> <small>i</small>
Description	<input type="text"/>

Step 2: Select your rule type

Rule Type Based on record owner Based on criteria Guest user access, based on criteria

Step 3: Select which records to be shared

This sharing rule grants access to guest users without login credentials. By modifying the default settings in accordance with these criteria, you're allowing immediate and unlimited access to all records matching these criteria to anyone accessing the site, even without logging in. To secure your site and its data from guest users, consider all the use cases and implications, and implement security controls that you think are appropriate for the sensitivity of your data. Salesforce isn't responsible for any exposure of your data to guest users related to this change from default settings.

Criteria	Field	Operator	Value	
	--None--	--None--		AND
	--None--	--None--		AND
	--None--	--None--		AND
	--None--	--None--		AND
	--None--	--None--		

[Add Filter Logic...](#)

Additional Options Include records owned by high-volume users i

Step 4: Select the users to share with

Share with

Step 5: Select the level of access for the users

Access Level

Verify the change: Open your published website in a incognito window, you should be able to use chat widget to chat as a customer and chat to your agent without login Note: If you want to setup chat widget for authorized user group only, you could change the settings to the guest profile to the authorized user profile.

Option 2: Setting up using out-of-box Lightning Component.

- Follow instructions [here](#) to setup your Chat Widget and copy the script to a text editor.
- Go to Service Console
- Go to AC CTI Adapter. If the CTI Adapter Owner is [Amazon Connect – Universal Package](#), please update it to yourself or any other real user.

- Go to Features tab
- Click New to create a new Feature
- In the Name field, put FEATURE_CHAT_WIDGET
- In the Value field, input the following key value pairs based on your chat widget script. If you didn't enable the security feature of chat widget, you don't need to add the key value pair for authEndpoint

Example ChatWidget key value pairs input

```
{
  "cloudfrontId": "dg9yx063wiht",
  "widgetId": "5338d219-92c7-427e-8b10-26a8f4dfb3d1",
  "openChatColor": "white",
  "openChatBackgroundColor": "#826359",
  "closeChatColor": "white",
  "closeChatBackgroundColor": "#940eb9",
  "snippetId": "QVFJREFIaUpTVGJkNWhNc0Q1WHpHYnFQTkJyYXN0.....=",
  "authEndpoint": "https://www.yourdomain.com/yourAuthEndpoint"
}
```

The input above is for the following example ChatWidget Script

```
<script type="text/javascript">
(function(w, d, x, id){
  s=d.createElement('script');
  s.src='https://dg9yx063wiht.cloudfront.net/amazon-connect-chat-interface-client.js';
  s.async=1;           cloudfrontId
  s.id=id;
  d.getElementsByTagName('head')[0].appendChild(s);
  w[x] = w[x] || function() { (w[x].ac = w[x].ac || []).push(arguments) };      widgetId
})(window, document, 'amazon_connect', '5338d219-92c7-427e-8b10-26a8f4dfb3d1');
amazon_connect('styles', { openChat: { color: 'white', backgroundColor: '#826359' },
  closeChat: { color: 'white', backgroundColor: '#940eb9' } });
amazon_connect('snippetId', 'QVFJREFIaU...');           snippetId
</script>
```

script:

```
<script type="text/javascript">
  (function(w, d, x, id){
    s=d.createElement('script');
    s.src='https://dg9yx063wiht.cloudfront.net/amazon-connect-chat-
interface-client.js';
    s.async=1;
    s.id=id;
    d.getElementsByTagName('head')[0].appendChild(s);
```

```

w[x] = w[x] || function() { (w[x].ac = w[x].ac || []).push(arguments) };
})(window, document, 'amazon_connect', '5338d219-92c7-427e-8b10-
26a8f4dfb3d1');
amazon_connect('styles', { openChat: { color: 'white', backgroundColor:
'#826359' }, closeChat: { color: 'white', backgroundColor: '#940eb9' } });
amazon_connect('snippetId',
'QVFJREFIaUpTVGJkNWhNc0Q1WHpHYnFQTkJyYXN0.....=');
</script>

```

Example Call back function for JWT

```

amazon_connect('authenticate', function(callback) {
  window.fetch('https://www.yourdomain.com/yourAuthEndpoint').then(res => {
    res.json().then(data => {
      callback(data.data);
    });
  });
});

```

- Click Save
- Go to Setup
- Go to VisualForce page
- Select AC_ChatWidget
- Click Preview
- You should see a chat icon on the right bottom corner. If not, check browser console for error messages
- Copy the AC_ChatWidget visualforce page URL.

- Go to your Experience Cloud Builder

The screenshot shows the Experience Cloud Builder interface. At the top, there's a navigation bar with icons for Home, Publish, and Prev. Below the navigation is a header section featuring a logo for 'CAPRICORN Coffee' and a large search bar with the placeholder 'Search the help center...'. The main content area displays a dark background image of a coffee cup surrounded by coffee beans. A large, bold text 'What can we help you with?' is centered over the image. Below the main content are several dashed-line boxes representing layout slots: 'Content' (left), 'Sidebar' (center), 'Sidebar Alt' (right), and 'Content Footer' (bottom). In the bottom left corner, there's a small note 'powered by salesforce'.

- Open Components

The screenshot shows the Home screen of a Content Editor interface. On the left, there is a vertical sidebar with four icons: a lightning bolt (top), a pen (second), a list (third), and a gear (bottom). The main area is titled "Components". At the top right of this area is a search bar with a magnifying glass icon and the placeholder text "Search...". In the top right corner of the main area, there is a blue "X" button. Below the search bar, a section titled "CONTENT (12)" is expanded, showing a list of components with their corresponding icons:

- CMS Collection
- CMS Connect (HTML)
- CMS Connect (JSON)
- CMS Single Item
- Headline
- HTML Editor
- Language Selector
- Recommendations Carousel
- Rich Content Editor
- Tabs
- Tile Menu
- Visualforce Page

- Drag and drop iFrame Component to your page



Components



Search...



Record Detail



Related Record List

SALES (1)



Campaign Marketplace

SUPPORT (6)



Case Deflection



Channel Menu



Contact Request Button & F...



Contact Support Button



Contact Support Form



Embedded Service Appoint...

TOPICS (3)



Featured Topics



Topic Catalog



Trending Topics

▼ CUSTOM COMPONENTS (1)



Some components in this section are blocked due to the site's security level setting. [More Details](#)



iFrame Component

[Get more on the AppExchange](#)

- Change Chat Widget URL to <your-website-domain>/apex/amazonconnect__AC_ChatWidget if you did not enable the security for the chat widget. If you have enabled security, change it to <your-website-domain>/apex/amazonconnect__AC_ChatWidgetWithJWT
 - You will have the website domain once it is published. The URL is in Settings→General→Published Status, and the part from https to .com is your website domain. If you haven't published it yet, you can update it once it is published and re-publish the website.
 - If you have site name, you need to append /<site-name> after your domain name. For example if the published website is demo-developer-edition.na111.force.com/testing/s/, your Chat Widget URL should be:
 - If security disabled --> demo-developer-edition.na111.force.com/testing/amazonconnect__AC_ChatWidget
 - If security enabled --> demo-developer-edition.na111.force.com/testing/amazonconnect__AC_ChatWidgetWithJWT
- Go to Settings→General→Guest User Profile and click in to the Guest User Profile

Guest User Profile

Configure access for guest or unauthenticated users. [Learn More](#)
[dev3test Profile](#)

- Inside Guest user profile, go to Enabled Visualforce Page Access

- Add amazonconnect.AC_ChatWidget(or AC_ChatWidgetWithJWT if you have enabled security for chat widget)

Enable Visualforce Page Access

Select the Visualforce pages that you want to make accessible at this Salesforce site.

Save **Cancel**

Available Visualforce Pages

amazonconnect.ACSFCCP_ObjectType
 amazonconnect.ACSFCCP_PostCallUpdateTask
 amazonconnect.AC_AgentStatusSessionEnd
 amazonconnect.AC_CCPElementEditor
 amazonconnect.AC_CallRecordingTask
 amazonconnect.AC_ClassicAdapter
 amazonconnect.AC_ClassicScriptIncludes
 amazonconnect.AC_ConsoleAdapter
 amazonconnect.AC_ConsoleScriptIncludes
 amazonconnect.AC_CtiFlowEditor
 amazonconnect.AC_CtiScriptEditor
 amazonconnect.AC_HelperIncludes
 amazonconnect.AC_HelperIncludesCcpV1
 amazonconnect.AC_HelperIncludesCcpV2

Enabled Visualforce Pages

CommunitiesLogin
 CommunitiesSelfReg
 CommunitiesSelfRegConfirm
 CommunitiesTemplate
 Exception
 FileNotFoundException
 ForgotPassword
 ForgotPasswordConfirm
 InMaintenance
 SiteLogin
 SiteRegister
 SiteRegisterConfirm
 UnderConstruction
 amazonconnect.AC_ChatWidget

Add

 Remove

- Click Save
- Go to Enable Apex Class Access and add amazonconnect.AC_ChatWidgetController

Enable Apex Class Access

Select the Visualforce pages that you want to make accessible at this Salesforce site.

Save **Cancel**

Available Apex Classes

amazonconnect.ACSTCCP_PostCallUpdateTaskController
 amazonconnect.AC_AmazonConnectAPI
 amazonconnect.AC_CCAContactLens
 amazonconnect.AC_CCPElementEditorController
 amazonconnect.AC_CCPOverlayController
 amazonconnect.AC_CTIFlowController
 amazonconnect.AC_CaseCCATriggerBatch
 amazonconnect.AC_ContactCCATriggerBatch
 amazonconnect.AC_ContactChannelController
 amazonconnect.AC_ContactChannelWrapper
 amazonconnect.AC_CtiScriptExtension
 amazonconnect.AC_PhoneCallController
 amazonconnect.AC_PhoneCallWrapper
 amazonconnect.AC_PostInstallHandler
 amazonconnect.AC_QueueMetricsController

Enabled Apex Classes

amazonconnect.AC_ChatWidgetController

Add

 Remove

- Click Publish button on the top right to publish the website

General

View and edit the main properties of your site.

Site Details

Template

Help Center

Public Access ⓘ

Public can access the site

Publish

- Copy the published website URL in Settings→Published Status
- Go back to Amazon Connect Chat Widget website, add following url to the allow-list Domains:

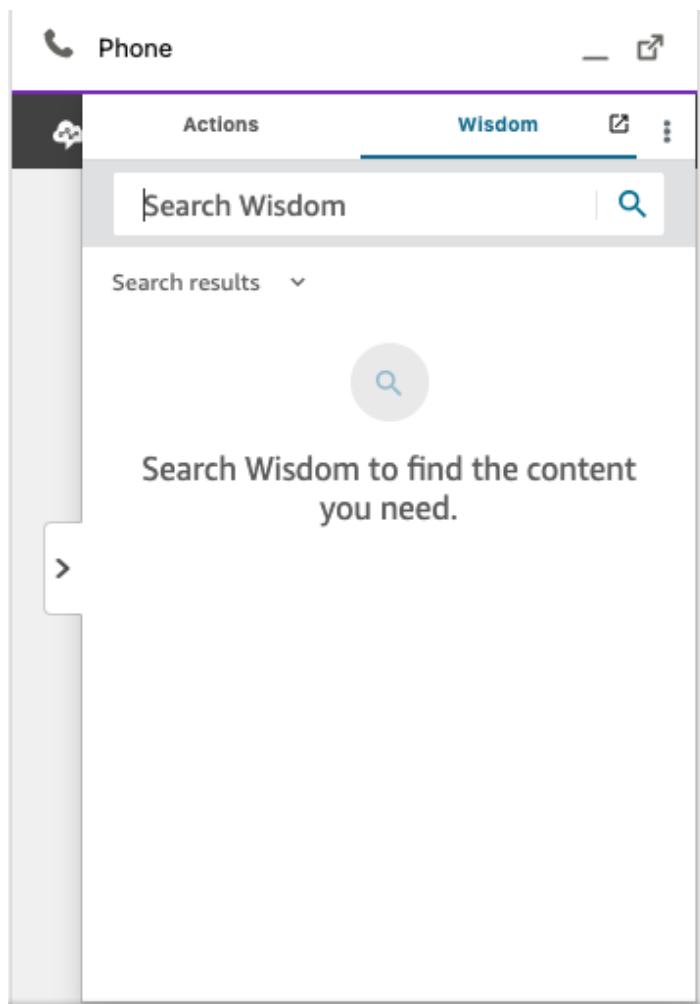
* The AC_ChatWidget visualforce page URL, remove everything after .com
 * The published website URL to chat widget allow-list origin, remove everything after .com

Verify the change: Open your published website in a incognito window, you should be able to use chat widget to chat as a customer and chat to your agent without login

 Edit this page

Wisdom Integration

The Amazon Connect CTI Adapter allows for integration with Amazon Connect Wisdom.



The integration between Wisdom and the CTI Adapter first requires that Wisdom is set up in the Amazon Connect instance that the CTI Adapter is integrated with. See [here](#) for full instructions.

Before proceeding with the below, please ensure that Wisdom articles are properly showing up in your Wisdom instance for the specific user you are testing.

Amazon Connect Wisdom Permission Sets:

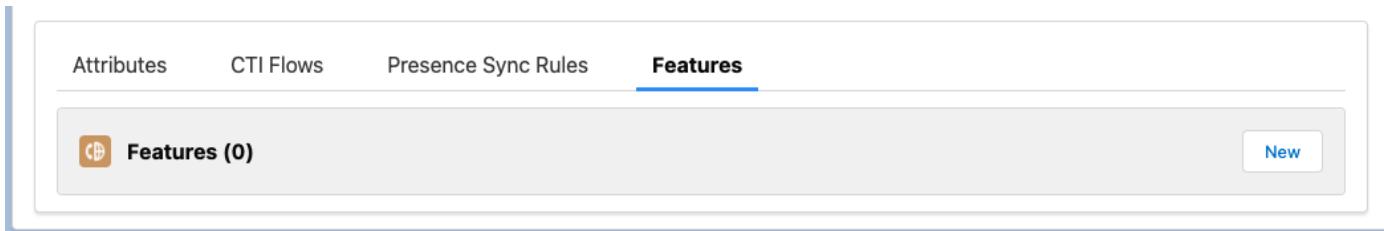
Salesforce users accessing Amazon Connect Wisdom in Salesforce must belong to either the *AC_Wisdom* permission set, or the *AC_Administrator* permission set.

1. In *setup*, search for and select *permission sets*.
2. Select either the *AC_Wisdom* or the *AC_Administrator* permission set
3. Select *Manage Assignments*, and add all relevant users to the permission set of choice.

Setting up Amazon Connect Wisdom in the CCP Overlay:

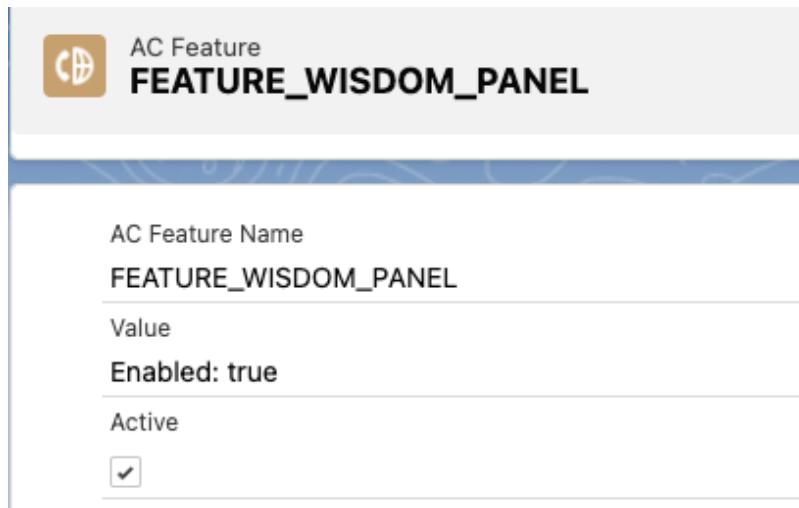
1. Navigate to your CTI Adapter

2. Scroll down to the Features section and create a new feature



3. Create a new feature with the following values:

- AC Feature Name - FEATURE_WISDOM_PANEL
- Value - Enabled: true



AC Feature
FEATURE_WISDOM_PANEL

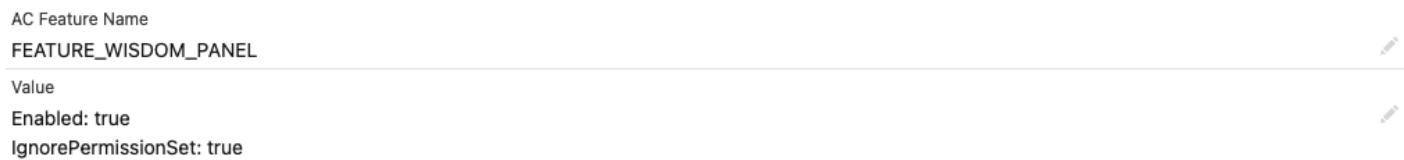
AC Feature Name
FEATURE_WISDOM_PANEL

Value
Enabled: true

Active

4. In addition, you can also include the `IgnorePermissionSet` setting to the value of the feature on a new line. This setting will show Wisdom if it is enabled regardless of whether the logged in user belongs to the *AC_Wisdom* or the *AC_Administrator* permission set. This setting is required if the logged in user has the `View Setup and Configuration` profile setting set to false.

- `IgnorePermissionSet: true`

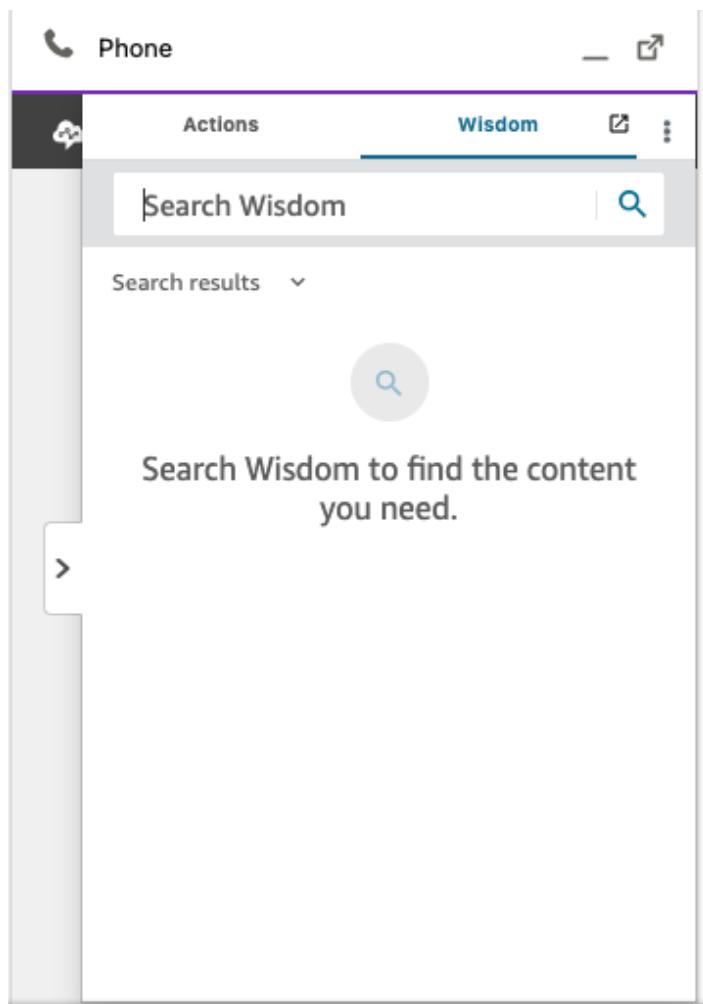


AC Feature Name
FEATURE_WISDOM_PANEL

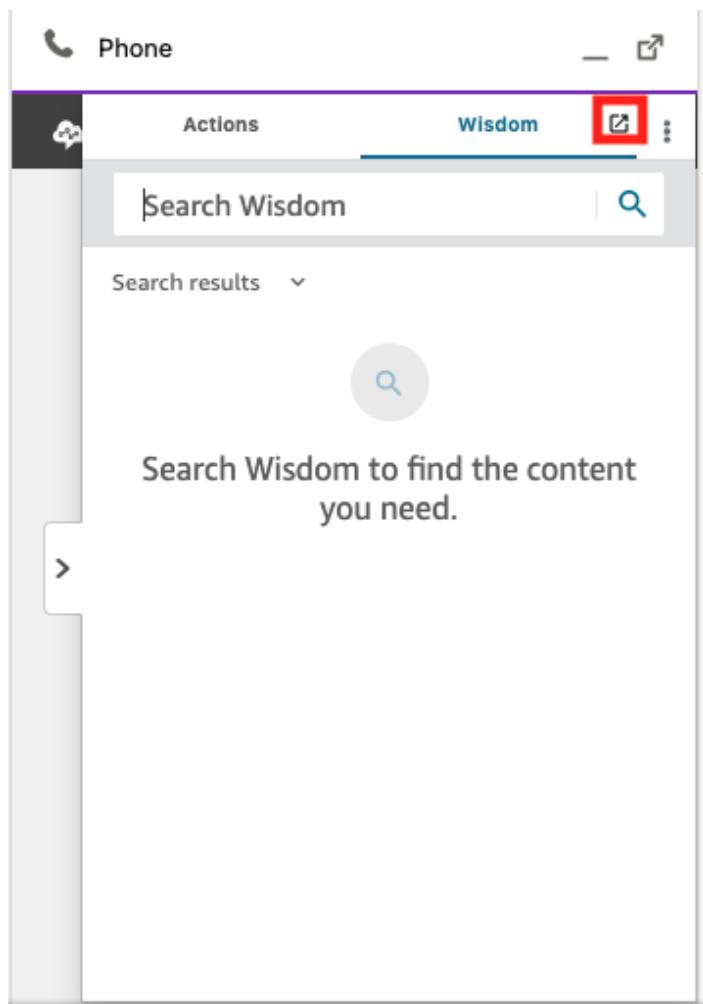
Value
Enabled: true

IgnorePermissionSet: true

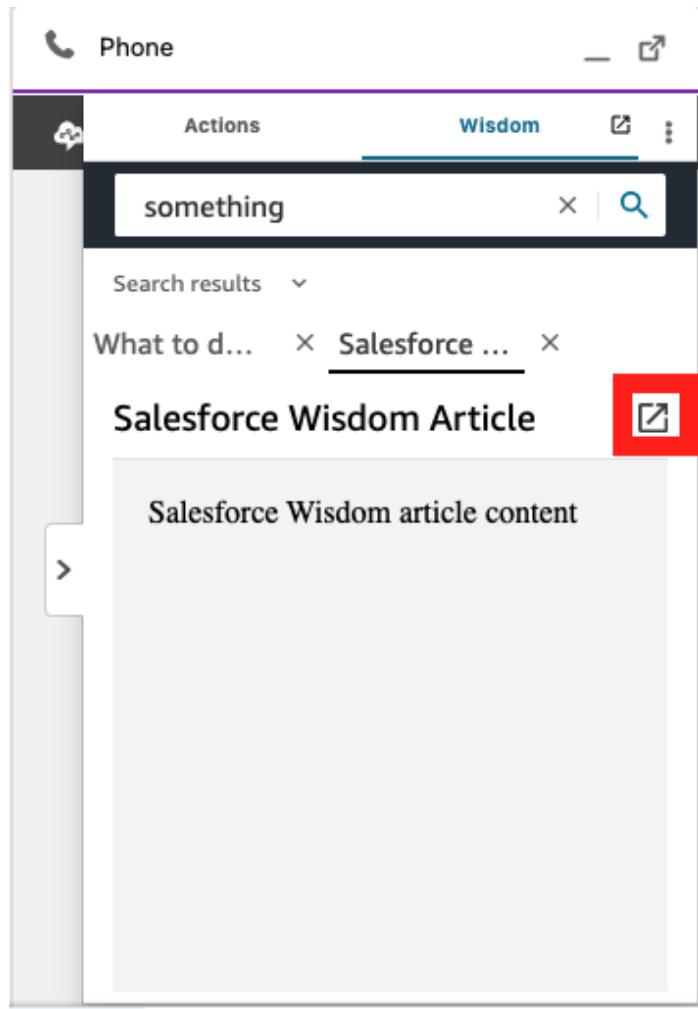
5. Open the ccp, observe that there is a tab with Wisdom in the CCP Overlay.



Wisdom can be popped out into a new window by pressing pop out button.



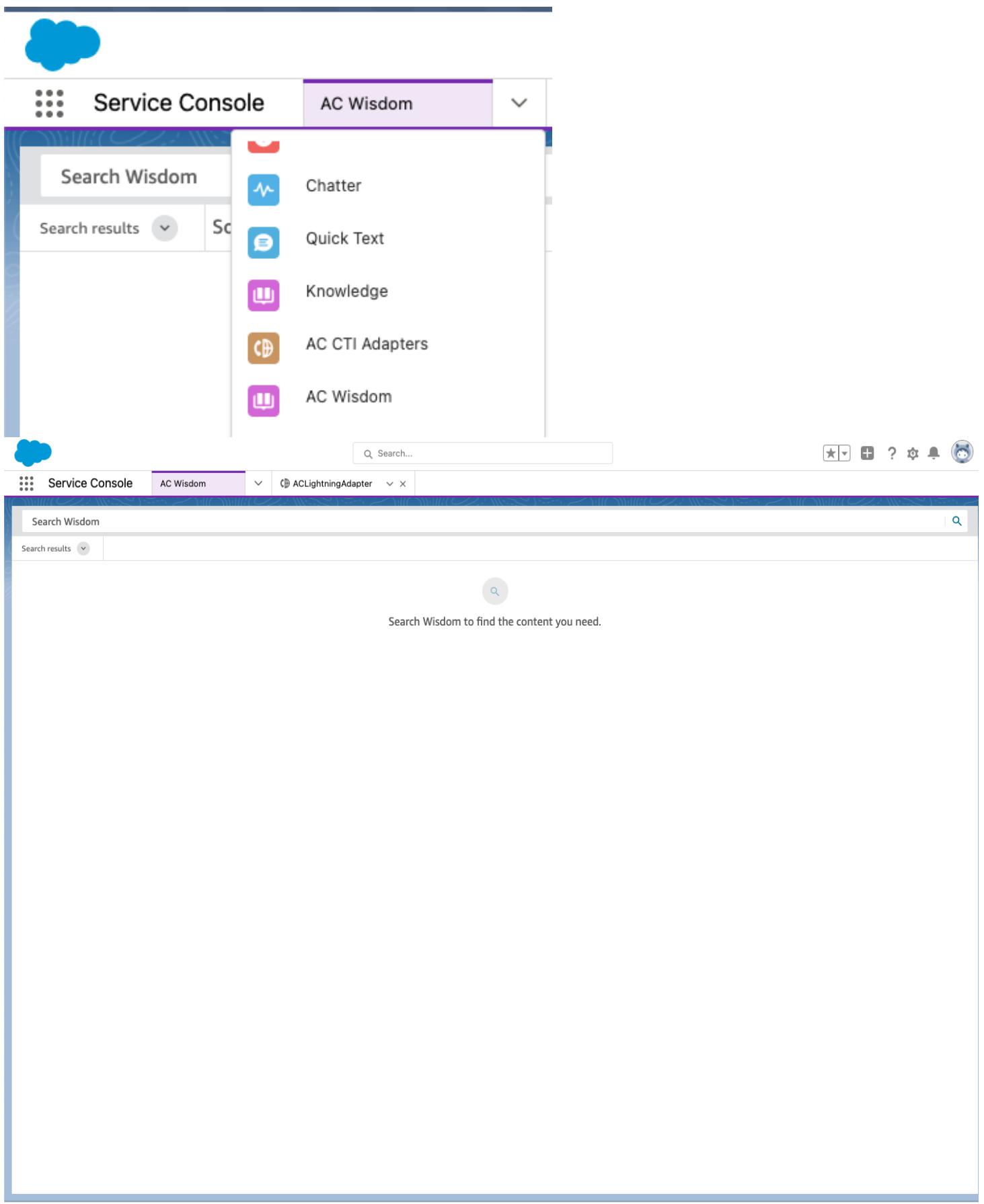
In addition, articles that originated in Salesforce Knowledge have a button that pops out the article into Salesforce Knowledge.



A screenshot of the Salesforce Service Console. At the top, there are tabs for "Service Console", "Knowledge", and "ACLightningAdapter". Below the tabs, a knowledge article record is displayed for a "Salesforce Wisdom Article". The record includes fields for "Article Record Type" (FAQ), "Article Number" (000001007), "Publication Status" (Draft), "Last Modified Date" (11/4/2021, 4:03 PM), and "Version Number" (0). On the right side, there are buttons for "Edit", "Delete Draft", and "Publish". The main content area shows sections for "Details", "Related", and "Versions". Under "Details", there are sections for "Information" (Title: Salesforce Wisdom Article, URL Name: Salesforce-Wisdom-Article) and "Article Details" (Question: Salesforce Wisdom Article Content, Answer: [redacted]). To the right, there is a section for "Was this article helpful?" with upvote and downvote counts of 0, and a "Categories (0)" section with an "Expand All" button.

Accessing the Tabbed Version of Wisdom:

Wisdom is also accessible in Tabbed form.



Phone History Notes Macros Omni-Channel (Offline)

Accessing the Component Version of Wisdom:

The final method of accessing Wisdom in Salesforce is through the Wisdom component.

1. Navigate to Object Manager in Setup

2. Select either Task or Case (note: the Wisdom component is embeddable in other pages as well, but you may need to write custom classes in order to do so.)
3. Select *Page Layouts*
4. Select the appropriate layout
5. Select *Visualforce Pages* in the top component

The screenshot shows the Salesforce setup interface for managing object layouts. The top navigation bar says "SETUP > OBJECT MANAGER" and the main title is "Task". On the left, there's a sidebar with tabs: "Details", "Fields & Relationships", "Page Layouts" (which is selected and highlighted in blue), "Lightning Record Pages", "Buttons, Links, and Actions", and "Compact Layouts". The main content area is titled "Task Layout". It has a toolbar with "Save", "Quick Save", "Preview As...", "Cancel", "Undo", "Redo", and "Layout Properties". Below the toolbar is a "Quick Find" search bar labeled "Page Name". A list of components is shown, with "Visualforce Pages" highlighted in blue. The list includes:

+ <input type="checkbox"/> Section	ACSFCCP_CallRecord...
+ <input type="checkbox"/> Blank Space	ACSFCCP_CallTask
<input checked="" type="checkbox"/> AC_CallRecordingTask	ACSFCCP_PostCallU...
<input checked="" type="checkbox"/> AC_WisdomTask	

6. Click and drag the appropriate Wisdom visualforce page into the desired location
7. Save the layout
8. Navigate to a task page

This screenshot shows a task page titled "Task Call". At the top, there are buttons for "Mark Complete", "Edit Comments", "Change Date", and "Change Status". Below the title, there are fields for "Name" and "Related To". There are two tabs: "Details" (which is selected) and "Related". Under the "Details" tab, there's a section titled "Task Information" with a search bar labeled "Search Wisdom". Below the search bar, it says "Search results" and there's a magnifying glass icon. A note below the search bar says "Search Wisdom to find the content you need." At the bottom, there are sections for "Assigned To" and "Name".

[Edit this page](#)

Voice Id

The Amazon Connect CTI Adapter allows for integration with Amazon Connect Voice Id.

The integration between Voice Id and the CTI Adapter first requires that Voice Id is set up in the Amazon Connect instance that the CTI Adapter is integrated with. See [here](#) for full instructions.

Before proceeding with the below, please ensure that Voice Id works as expected in a standalone CCP.

Enabling the Voice Id Trigger:

1. In Setup, search for Custom Settings.
2. Click on Custom Settings, and click Manage on the row with the **Toolkit for Amazon Connect** setting
3. Click into your setting (or create one if it doesn't exist)

The screenshot shows the 'Custom Settings' page in the Salesforce Setup. The 'Toolkit for Amazon Connect' setting is selected. At the top, there are instructions for creating new data sets or hierarchies. Below this, a table lists records with a header 'Default Organization Level Value'. A red box highlights the 'New' button in the top right corner of the table's edit area. The table also includes a 'View' dropdown and a 'Create New View' link.

4. Search and assign the toolkit for either your profile or user, and then uncheck Disable the Voice Id Channel Trigger

Toolkit for Amazon Connect Edit

Provide values for the fields you created. This data is cached with the application.

The screenshot shows the 'Edit Toolkit for Amazon Connect' page. It has tabs for 'Edit Toolkit for Amazon Connect' and 'Save / Cancel'. Under the 'Toolkit for Amazon Connect Information' tab, there are several configuration options:

- 'Location' dropdown set to 'Profile' (highlighted with a blue border).
- Checkboxes for various triggers:
 - Disable the CCA Case Trigger (checked)
 - Disable the CCA Contact Trigger (checked)
 - Disable the Case Contact CCA Trigger (checked)
 - Disable the Task Trigger (checked)
 - Disable the Voice Id Channel Trigger (checked)
- 'Url' input field.

A red box highlights the 'Save' button in the top right corner.

5. Enter the domain of Amazon Connect instance in the Url field (if it doesn't exist already).
6. Click save.

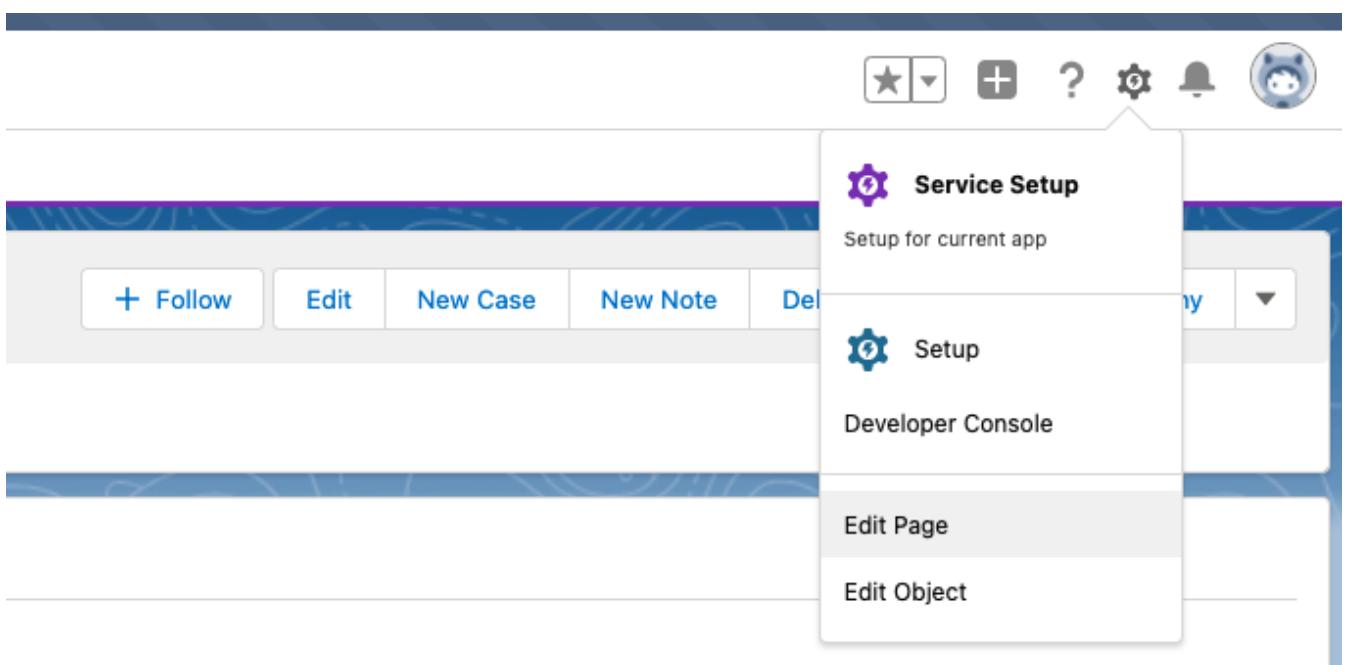
After following the above steps, **AC_VoiceIdChannel__c** records will start to be created on calls where Voice Id is active. These records can be viewed in the AC Voice Id Channel tab:

The screenshot shows a Service Console interface with a blue cloud icon in the top left. The top navigation bar includes 'Service Console' and 'AC Voice Id Channel' with a dropdown arrow. Below the navigation is a toolbar with a key icon, 'All' dropdown, and other icons. A message indicates '50+ items • Updated a few seconds ago'. A search bar says 'Search this list...'. The main list is titled 'AC Voice Id Channel Name' with a downward arrow. It contains eight entries, each with a checkbox and a channel ID:

	AC Voice Id Channel Name
<input type="checkbox"/>	Voice Id Channel 000000109
<input type="checkbox"/>	Voice Id Channel 000000108
<input type="checkbox"/>	Voice Id Channel 000000107
<input type="checkbox"/>	Voice Id Channel 000000106
<input type="checkbox"/>	Voice Id Channel 000000105
<input type="checkbox"/>	Voice Id Channel 000000104
<input type="checkbox"/>	Voice Id Channel 000000103

Adding Voice Id Components: Add the Voice Id component to the contacts page:

1. Navigate to Contacts list, and create a contact with the phone number you'll use for testing.
2. Click into the created Contact page, on the right-top corner, click the Setup icon and then click Edit Page.



3. Find `ac_VoiceIdChannelListView` in the custom components list, drag and drop it into the page.

Name	Phone Number	Speaker ID	Status	Authentication Decis...	Authentication Score	Fraud Detection Decis...

4. Save and return to the record page. Click activate and assign as Org Default if prompted.

Name	Phone Number	Speaker ID	Status

Add the Voice Id component to the Task/Cases page:

1. Open the task record page, and Edit Page (same steps as Contacts).
2. Find `ac_VoiceIdChannelDetailView` in the custom components list, drag and drop it into the page.

3. Save and return to the record page. Click activate and assign as Org Default if prompted.

The screenshot shows a Salesforce interface for a Case record. At the top, there's a navigation bar with tabs for 'Call' and 'Case'. Below the navigation is a header with a 'Case' icon and a 'Follow' button. The main content area has a title 'Voice Id Channel Record' with a green gear icon. A message says 'No Voice Id Record found.' Below this is a 'Feed' section with tabs for 'Feed' (which is selected) and 'Details'. Under 'Feed', there are buttons for 'Post', 'Log a Call', 'Change Priority', and 'Close the Case'. A text input field says 'Share an update...' with a 'Share' button next to it. Below the feed section is a 'Most Recent Activity' dropdown and a search bar with placeholder 'Search this feed...'. At the bottom of the feed section are tabs for 'All Updates', 'Emails', 'Call Logs', 'Text Posts', and 'Status Changes'.

[Edit this page](#)

Accessing the Salesforce API from Amazon Connect Contact Flows Using AWS Lambda

The most commonly used feature of the AWS Serverless Application Repository for Salesforce is accessing/updating Salesforce data using the `sfnInvokeAPI` Lambda function. This function allows an Amazon Connect contact flow to perform the following operations against your Salesforce org:

- **Lookup:** queries Salesforce for objects based on the parameters passed to it
- **Create:** creates a Salesforce object based on the parameters passed to it
- **Update:** updates a Salesforce object based on the parameters passed to it
- **Phone Lookup:** uses Salesforce Object Search Language (SOLS) to construct text-based search queries against the search index, which gives significant performance improvement when searching phone number fields.
- **Delete:** deletes a Salesforce object based on the parameters passed to it
- **Query:** executes a Salesforce Object Query Language (SOQL) query on the Salesforce instance. Can return multiple entries.

- **QueryOne:** executes a Salesforce Object Query Language (SOQL) query on the Salesforce instance. Returns result only when one entry is returned from the query.
- **CreateChatterPost:** creates a chatter post.
- **CreateChatterComment:** creates a chatter comment.
- **Search:** performs a search against the Salesforce instance, returning all results.
- **SearchOne:** performs a search against the Salesforce instance, returning at most one result.

NOTE: naming of the Lambda function will vary based on template data, but sfInvokeAPI will always be a part of the name.

When you invoke this Lambda function from your contact flows, you will need to pass along parameters that inform the function as to which Salesforce operation you wish to execute, as well as pass along any required parameters. Depending on your use case, this can require reference to the [Salesforce REST API](#) or the [Salesforce Connect REST API](#) documentation. The core parameters are:

- **sf_operation:** specifies which operation to run. Options are lookup, create, update, phoneLookup, query, queryOne, createChatterPost, createChatterComment
- **sf_object:** defines what type of object you are referencing. Examples include Case, Contact, Task, etc.
- **sf_fields:** the fields you want to receive back from Salesforce when an operation completes successfully
- **sf_id:** the unique identifier for a Salesforce object. Typically used in update operations
- **sf_phone:** contains the phone number used to search when performing a phone lookup

Salesforce Lookup

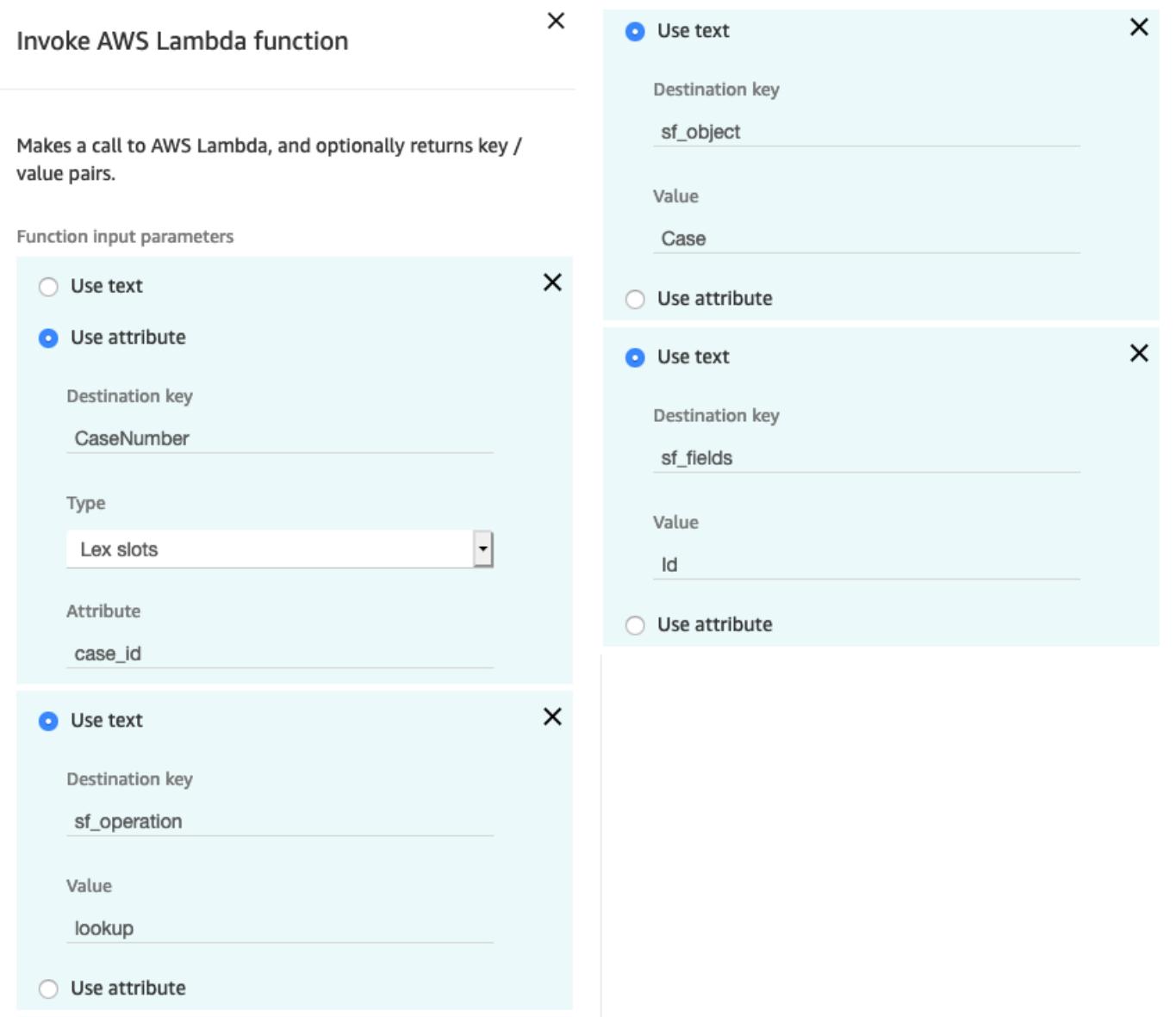
This operation is invoked by setting **sf_operation** to **lookup**. In this case, the Lambda function queries Salesforce for objects based on the parameters passed to it. For lookup, the following parameters are required:

- sf_object
- sf_fields

Any additional parameters passed will be evaluated as conditional arguments for the lookup.

Note that this operation only returns the first item of the query results. If you want to have all results returned from Salesforce, set **sf_operation** to **lookup_all**.

In the contact flow example below, we are looking for a specific case based on customer input.



This operation returns a response of:

```
{  
  "Id": "5006g00000AaIs7AAF",  
  "sf_count": 1  
}
```

For **lookup_all** the operation returns a response of:

```
{  
  "sf_records_0_Id": "5006g00000AaIs7AAF",  
  "sf_records_1_Id": "5006g00000AaIs7AAE",  
  "sf_count": 2  
}
```

Note that `sf_count` is the count of records matched and not the count of fields in the response. This means all fields that start with `sf_records_i_` count as one record. If the query above returned the Name as well as the Id the response will be:

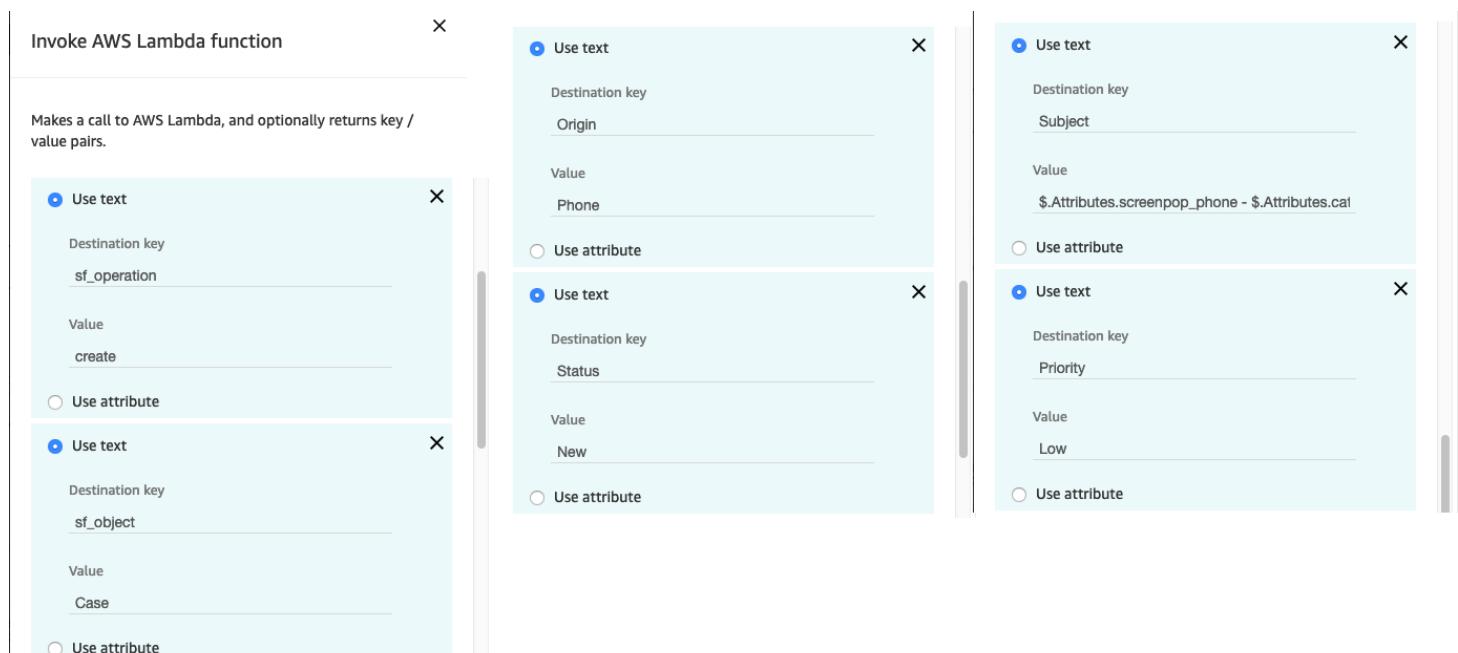
```
{  
    "sf_records_0_Id": "5006g00000AaIs7AAF",  
    "sf_records_0_Name": "Name0",  
    "sf_records_1_Id": "5006g00000AaIs7AAE",  
    "sf_records_1_Name": "Name1",  
    "sf_count": 2  
}
```

Salesforce Create

This operation is invoked by setting `sf_operation` to **create**. In this case, the Lambda function creates a Salesforce object based on the parameters passed to it. For create, the following parameters are required:

- `sf_object`
- Specify additional parameters for the Salesforce object to be created. Please be sure to include all parameters required to create the Salesforce object.

In the contact flow example below, we creating a new case based on customer input.



This operation returns a response of:

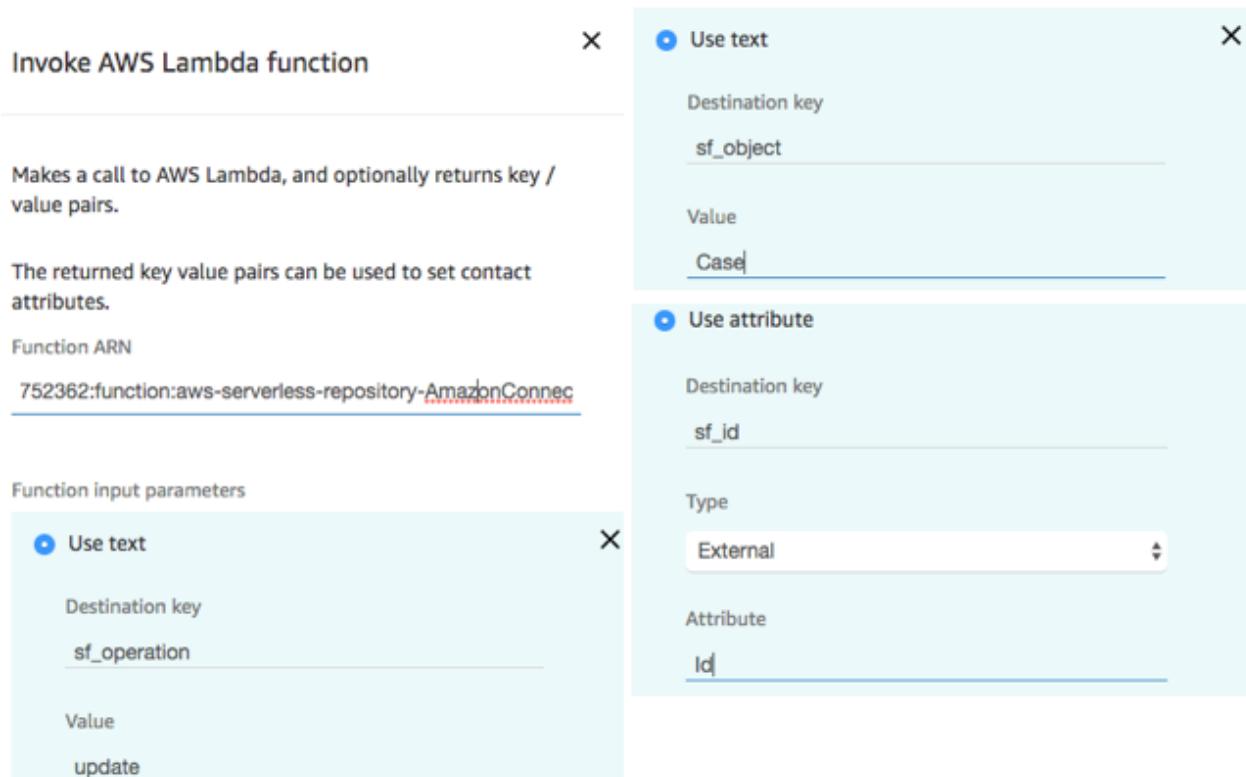
```
{  
    "Id": "5006g00000BLqurAAD"  
}
```

Salesforce Update

This operation is invoked by setting **sf_operation** to **update**. In this case, the Lambda function updates a Salesforce object based on the parameters passed to it. For update, the following parameters are required:

- sf_object
- sf_id
- Specify additional parameters for the Salesforce object to be created. Please be sure to include all parameters required to create the Salesforce object.

In the contact flow example below, we are updating a specific case.



This operation returns a response of:

```
{  
  "Status": "204"  
}
```

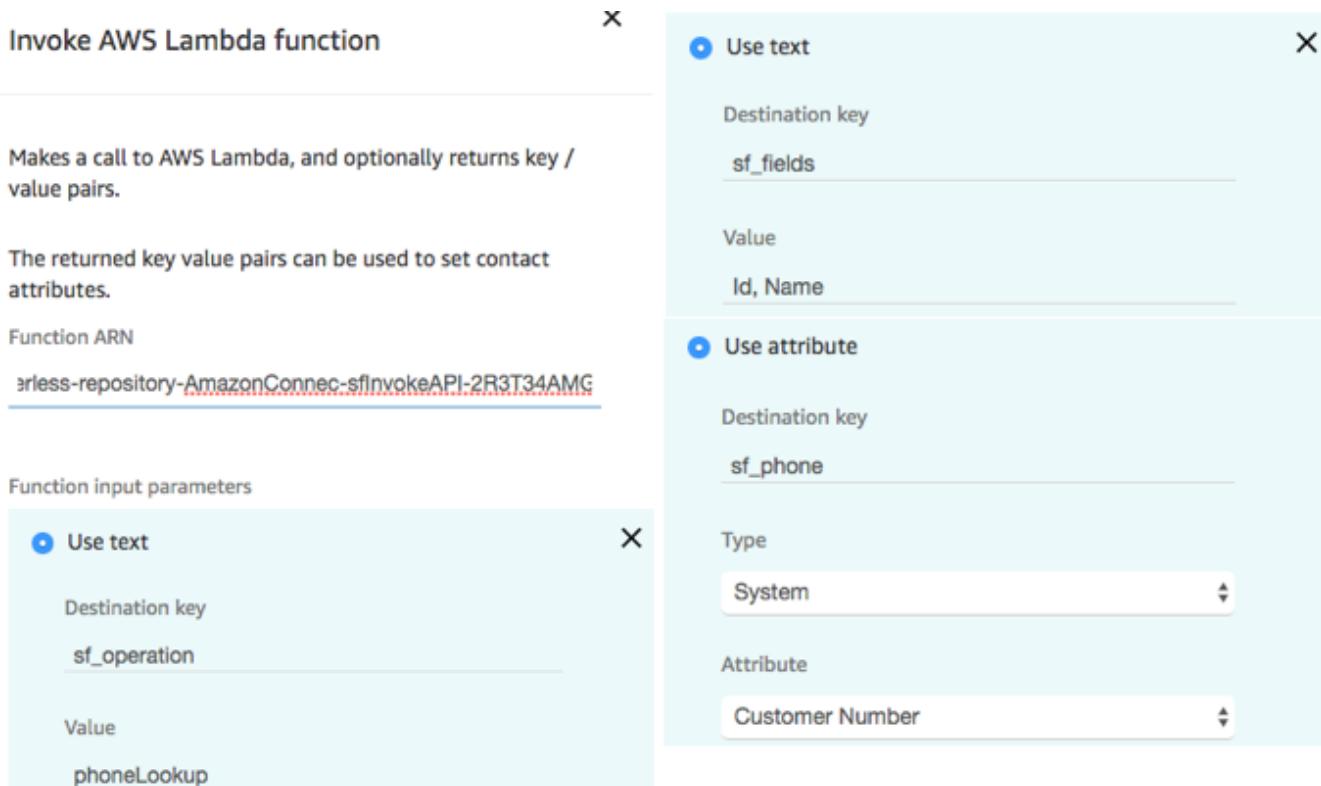
The "204" status indicates a success.

Salesforce Phone Lookup

This operation is invoked by setting **sf_operation** to **phoneLookup**. In this case, the Lambda function uses Salesforce Object Search Language (SOLS) to construct text-based search queries. For phoneLookup, the following parameters are required:

- sf_phone
- sf_fields

In the contact flow example below, we look for a customer by phone number.



This operation returns a response of:

```
{
  "Id": "5006g00000BLqurAAD",
  "sf_count": "1",
  "Name": "Jim Smith"
}
```

Salesforce Delete

This operation is invoked by setting **sf_operation** to **delete**. In this case, the Lambda function deletes a Salesforce object based on the parameters passed to it. For delete, the following parameters are required:

- sf_object
- sf_id

In the contact flow example below, we deleting an existing case based on customer input.

Use text

X

Destination key

sf_object

Value

Case

Use attribute

Use text

X

Destination key

sf_id

Value

5004T000004gsR1QAI

Use attribute

[Add another parameter](#)

Invoke AWS Lambda function X

Makes a call to AWS Lambda and optionally returns key/value pairs, which can be used to set contact attributes. [Learn more](#)

Function ARN

Select a function

serverlessrepo-AmazonConnectSalesforce-sfInvokeAPI- ▾

Use attributes

Function input parameters

Use text

X

Destination key

sf_operation

Value

delete

Use attribute

This operation returns a response of:

```
{  
  "Response": "None"  
}
```

Salesforce query

This operation is invoked by setting **sf_operation** to **query**. In this case, the Lambda function uses Salesforce Object Query Language (SOQL) to conduct a query against the Salesforce instance. For query, the following parameter is required:

- query

Any additional parameters will replace text values in the original query so that queries can be dynamic based on values stored within the contact flow. For example, the parameter set:

- query: "select field from object"
- field: "Id"
- object: "Task"

Will result in the query: "select Id from Task".

In the contact flow example below, we look for a customer by phone number.

Function input parameters

Use text X

Destination key

sf_operation

Value

query

Use attribute

Use text X

Destination key

query

Value

select Id from Contact where Phone LIKE '%numl

Use attribute

(full text of the value is "select Id from Contact where Phone LIKE '%number%'")

Use text

X

 Use attribute

Destination key

number

Type

System



Attribute

Customer Number



This operation returns a response of:

```
{  
  "sf_records_0_Id": "00303000001RZfIAAw",  
  "sf_count": 1  
}
```

Note that `sf_count` is the count of records matched and not the count of fields in the response. This means all fields that start with `sf_records_i_` count as one record. If the query above returned the Name as well as the Id and matched more than one record, the response will be:

```
{  
  "sf_records_0_Id": "00303000001RZfIAAw",  
  "sf_records_0_Name": "Name0",  
  "sf_records_1_Id": "00303000001RZfIAAE",  
  "sf_records_1_Name": "Name1",  
  "sf_count": 2  
}
```

Salesforce queryOne

This operation is invoked by setting **sf_operation** to **queryOne** (case sensitive). In this case, the Lambda function uses Salesforce Object Query Language (SOQL) to conduct a query against the Salesforce instance, returning a result only when one record is returned from the query. For query, the following parameter is required:

- query

Any additional parameters will replace text values in the original query so that queries can be dynamic based on values stored within the contact flow. For example, the parameter set:

- query: "select field from object"
- field: "Id"
- object: "Task"

Will result in the query: "select Id from Task".

In the contact flow example below, we look for a customer by phone number.

Use text



Destination key

sf_operation

Value

queryone

Use attribute

Use text



Destination key

query

Value

select Id from Contact where Phone LIKE '%numl

Use attribute

(full text of the value is "select Id from Contact where Phone LIKE '%number%'")



Use text

Use attribute

Destination key

number

Type

System



Attribute

Customer Number



This operation returns a response of:

```
{  
  "Id": "00303000001RZfIAAW",  
  "sf_count": 1  
}
```

Salesforce createChatterPost

This operation is invoked by setting **sf_operation** to **createChatterPost** (case sensitive). In this case, the Lambda function uses the Salesforce Connect REST API to create a chatter post (see [here](#)). For createChatterPost, the following parameters are required:

- sf_feedElementType
- sf_subjectId
- sf_messageType
- sf_message

The following parameter is optional:

- sf_mention

(refer to the api reference for value types)

Any additional parameters will replace text values in the sf_message so that messages can be dynamic based on values stored within the contact flow. For example, the parameter set:

- sf_message: "Please help me with case `caseId`"
- casId: 1234

Will result in the message: "Please help me with case 1234".

In the contact flow example below, we leave a chatter post on a contact.

Use text



Destination key

sf_operation

Value

createChatterPost

Use attribute

Use text



Destination key

sf_feedElementType

Value

FeedItem

Use attribute

Use text

X

Destination key

sf_subjectId

Value

00303000001RZflAAW

Use attribute

Use text

X

Destination key

sf_messageType

Value

Text

Use attribute

Use text



Destination key

sf_message

Value

I had a problem during the call. My contact id is {}

Use attribute

(full text of the value is "I had a problem during the call. My contact id is `contactId` .")

Use text



Use attribute

Destination key

contactId

Type

System



Attribute

Contact id



The operation returns a response of:

{

```
"Id": "0D503000000ILY5CA0"
```

```
}
```

See the chatter post appear attached to the Subject:

Activity

Chatter

Post

Poll

Question

Share an update...

Share



Search this feed...



apiuser

1m ago



I had a problem during the call. My contact id is 31b41a0b-75a8-449d-adb8-3f5f247a73d6.

Like

Comment



Write a comment...

This operation is invoked by setting **sf_operation** to **createChatterComment** (case sensitive). In this case, the Lambda function uses the Salesforce Connect REST to create a chatter comment (see [here](#)). For **createChatterComment**, the following parameters are required:

- sf_feedElementId
- sf_commentType
- sf_commentMessage

(refer to the api reference for value types)

Any additional parameters will replace text values in the sf_commentMessage so that messages can be dynamic based on values stored within the contact flow. For example, the parameter set:

- sf_commentMessage: "Please help me with case `caseId`"
- casId: 1234

In the contact flow example below, we leave a comment on a chatter post.

Use text



Destination key

sf_operation

Value

createChatterComment

Use attribute

Use text



Destination key

sf_feedElementId

Value

0D503000000ILY5CAO

Use attribute

Use text

Destination key

sf_commentType

Value

Text

 Use attribute Use text

Destination key

sf_message

Value

This concern has been addressed.

 Use attribute

The operation returns a response of:

```
{  
  "Id": "0D70300000ChhNCAS"  
}
```

See the chatter post appear attached to the Subject:



apiuser

8m ago



I had a problem during the call. My contact id is dda99fbf-6186-4125-ba59-c461d620fdbd.

1 comment · Seen by 1

Like

Comment



apiuser



a few seconds ago

This concern has been addressed.

Like



Write a comment...

Salesforce search

This operation is invoked by setting **sf_operation** to **search** (case sensitive). In this case, the Lambda function uses the Salesforce REST to perform a parameterized search (see [here](#)). For search, the following parameters are required:

- q
- sf_fields
- sf_object

The following parameters are optional:

- where
- overallLimit

(refer to the api reference for value types)

See the below example:

Use text X

Destination key

sf_operation

Value

search

Use attribute

Use text X

Destination key

q

Value

test

Use attribute

Use text



Destination key

sf_object

Value

Case

Use attribute

Use text



Destination key

sf_fields

Value

Subject, Status

Use attribute

Use text

X

Destination key

overallLimit

Value

3

 Use attribute Use text

X

Destination key

where

Value

Status like 'New'

 Use attribute

The operation returns a response of:

```
{  
  "sf_records_0_Id": "50001000001B9e6AAG",  
  "sf_records_0_Subject": "test subject",  
  "sf_records_0_Status": "New",  
  "sf_records_1_Id": "50001000001B9eWAAS",  
  "sf_records_1_Subject": "test subject",  
  "sf_records_1_Status": "New",  
  "sf_records_2_Id": "50001000001BDgiAAG",  
  "sf_records_2_Subject": "test subject",  
  "sf_records_2_Status": "New",  
}
```

```
        "sf_count": 3  
    }
```

Note that `sf_count` is the count of records matched and not the count of fields in the response. This means all fields that start with `sf_records_i_` count as one record.

Salesforce searchOne

This operation is invoked by setting `sf_operation` to **searchOne** (case sensitive). In this case, the Lambda function uses the Salesforce REST to perform a parameterized search (see [here](#)). For search, the following parameters are required:

- `q`
- `sf_fields`
- `sf_object`

The following parameter is optional:

- `where`

(refer to the api reference for value types)

See the below example:

Use text



Destination key

sf_operation

Value

searchOne

Use attribute

Use text



Destination key

q

Value

test subject unique

Use attribute

Use text



Destination key

sf_object

Value

Case

Use attribute

Use text



Destination key

sf_fields

Value

Subject, Status

Use attribute

Use text



Destination key

overallLimit

Value

3

Use attribute

Use text



Destination key

where

Value

Status like 'New'

Use attribute

The operation returns a response of:

```
{  
  "Id": "50001000001BIn6AAG",  
  "Subject": "test subject unique",  
  "Status": "New",  
  "sf_count": 1  
}
```

Amazon Connect Historical Metrics in Salesforce

Amazon Connect can generate a number of historical metric reports to monitor efficiency and utilization, agent performance, and other information about your contact center. Amazon Connect provides you the ability to schedule execution and export of reports, in comma separated value (CSV) format, to the S3 bucket of your choice. This enables broad compatibility across many analytics and WFM tools.

With the AWS Serverless Repository for Salesforce, you can configure the automatic import of reporting data from Amazon Connect into Salesforce. Two different historical reports are available to transport Agent and Queue interval data from Amazon Connect to Salesforce. Once these have been configured and scheduled, you will begin to see data available in the reports that have been included with the CTI Adapter.

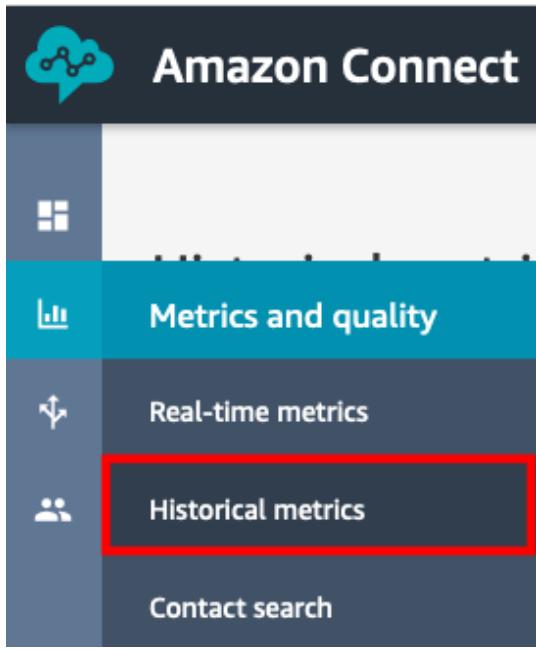
Configuring the AWS Services

When you configure schedule reports to run in Amazon Connect, they are saved to your reporting Amazon S3 bucket upon execution. As a part of the schedule configuration, you can determine the frequency with which data is exported. The standard configuration is for execution every 30 minutes; however you can increase the interval time to suit your requirements.

Once you have the reports configured and scheduled, you will then need to activate the trigger for the reports bucket that will invoke an AWS Lambda function included in the AWS Serverless Repository for Salesforce. This function will process the report and import the data to Salesforce.

Configuring the Historical Reports in Amazon Connect

1. Login to your Amazon Connect instance as an Administrator
2. From the left navigation, choose **Metrics and Quality** then select **Historical metrics**



3. On the **Historical metrics** page, select Contact metrics

Historical metrics

Select the type of report and metrics you would like to view.

Queues	Contact metrics	
Agents	Agent performance	
Phone numbers	Contact metrics	

4. Once the **Historical metrics: Queues** report loads, select the cog in the upper right to edit the report
5. On the **Interval & Time** range tab, set the parameters as follows:
 - a. Interval: 30 minutes
 - b. Time Zone: UTC
 - c. Time Range: Last 24 Hours
6. Leave the **Groupings** and **Filters** tabs set to their defaults
7. Select the **Metrics** Tab.
8. Select ALL selectable options
9. Select **Apply**

10. Once the report saves, select the dropdown menu next to the Save button and choose Schedule
11. Set the name as **sflIntervalQueue** and choose **Continue**
12. On the **Note** screen, choose **Continue**
13. On the **Recurrence** tab in the Schedule Report setup, set the options as:
 - a. Generate this report: Hourly
 - b. Every: 0.5 hour(s)
 - c. Starting at: 1AM
 - d. For the Previous: 0.5 hour(s)

Schedule Report

sflIntervalQueue

Recurrence **Delivery Options**

Generate this report

Hourly every 0.5 hour(s)

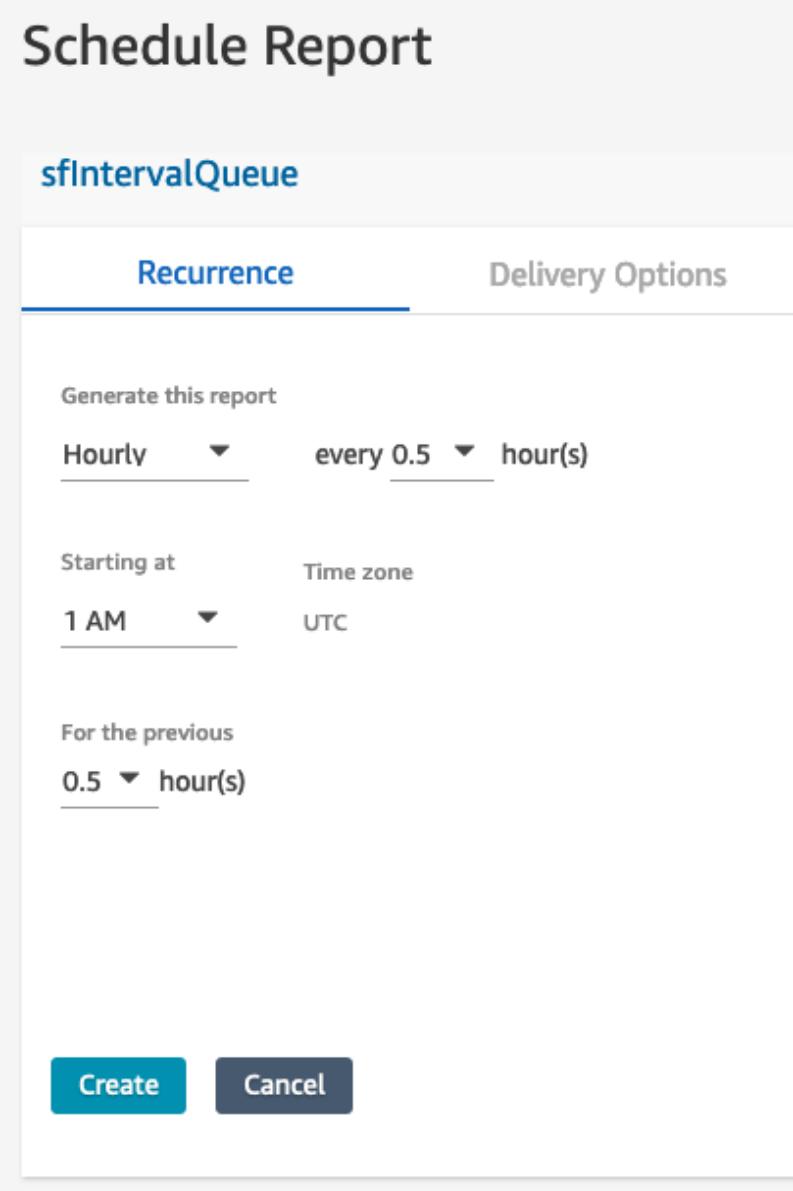
Starting at Time zone

1 AM UTC

For the previous

0.5 hour(s)

Create **Cancel**



14. Select the **Delivery Options** tab
15. In the Prefix field, enter **SFDC/Queue**

Schedule Report

sIntervalQueue

Recurrence

Delivery Options

Default location

connect-[REDACTED]/connect/sfctifinal022020/Reports

Prefix

SFDC/Queue

File name

connect-[REDACTED]/connect/sfctifinal022020/Reports/SFDC/Queue/sIntervalQueue-YYYY-MM-DDThh:mm:ssZ.csv

16. Note the File name. The file name contains the bucket, path, and filename that will be used when executing the report. You will use the **bucket name** and **path** in later steps.

Schedule Report

sIntervalQueue

Recurrence

Delivery Options

Default location

connect-b0e7681ccc4d/connect/sfctifinal022020/Reports

Prefix

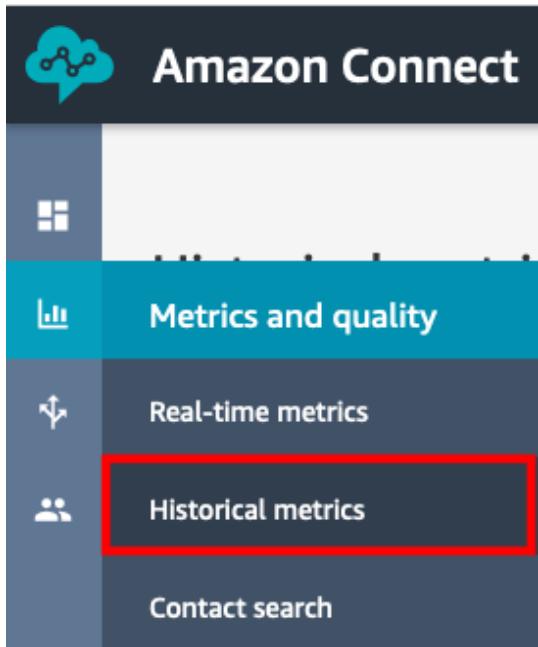
SFDC/Queue

File name

connect-[REDACTED]/connect/sfctifinal022020/Reports/SFDC/Queue/[REDACTED]/sIntervalQueue-YYYY-MM-DDThh:mm:ssZ.csv

17. Choose **Create**

18. Once the report is created, from the left navigation, choose **Metrics and Quality** then select **Historical metrics**



19. On the **Historical metrics** page, select **Agent performance**

Historical metrics

This screenshot shows the 'Historical metrics' page. At the top, there's a message: 'Select the type of report and metrics you would like to view.' Below it are three tabs: 'Queues' (selected), 'Agents' (highlighted with a red box), and 'Phone numbers'. Each tab has a sub-section: 'Contact metrics' next to 'Queues' and 'Phone numbers', and 'Agent performance' next to 'Agents'. There are also dropdown arrows on the right of each row.

20. Once the **Historical metrics: Agents** report loads, select the cog in the upper right to edit the report

21. On the **Interval & Time** range tab, set the parameters as follows:

- a. Interval: 30 minutes
- b. Time Zone: UTC
- c. Time Range: Last 24 Hours

22. Leave the **Groupings** and **Filters** tabs set to their defaults

23. Select the **Metrics** Tab.

24. Select the following metrics (deselect any others):

Note You should be able to use all metrics, but these are the important ones.

- After contact work time
- Agent on contact time
- Agent idle time
- Non-Productive Time
- Average after contact work time
- Average handle time
- Average customer hold time
- Average agent interaction and customer hold time
- Average agent interaction time
- Contacts agent hung up first
- Contacts handled
- Contacts handled incoming
- Contacts handled outbound
- Contacts put on hold
- Contacts hold disconnect
- Contacts transferred out
- Contacts transferred out internal
- Contacts transferred out external
- Error status time
- Agent answer rate
- Agent non-response
- Occupancy
- Online time
- Agent interaction and hold time
- Agent interaction time

- Average outbound agent interaction time
- Average outbound after contact work time

25. Select **Apply**

26. Once the report saves, select the dropdown menu next to the Save button and choose Schedule

27. Set the name as **sflIntervalAgent** and choose **Continue**

28. On the **Note** screen, choose **Continue**

29. On the **Recurrence** tab in the Schedule Report setup, set the options as:

a. Generate this report: Hourly

b. Every: 0.5 hour(s)

c. Starting at: 1AM

d. For the Previous: 0.5 hour(s)

Schedule Report

sflIntervalAgent

Recurrence	Delivery Options
Generate this report Hourly every 0.5 hour(s) Starting at 1 AM Time zone UTC For the previous 0.5 hour(s)	

30. Select the **Delivery Options** tab

31. In the Prefix field, enter **SFDC/Agent**

sflIntervalAgent

Recurrence

Delivery Options

Default location

connect-[REDACTED]connect/sfctifinal022020/Reports

Prefix

SFDC/Agent

File name

connect-[REDACTED]/connect/sfctifinal022020/Reports/SFDC/Agent/sflIntervalAgent-YYYY-MM-DDThh:mm:ssZ.csv

32. Note the File name. The file name contains the bucket, path, and filename that will be used when executing the report. You will use the **bucket name** and **path** in later steps.

File name

connect-[REDACTED]/connect/sfctifinal022020/Reports/SFDC/Agent/sflIntervalAgent-YYYY-MM-DDThh:mm:ssZ.csv

33. Choose **Create**

Once you have created the two reports and set their schedule, the next thing you will need to do is to configure a trigger that executes a Lambda function when the report is generated and stored in S3.

Creating the AWS Lambda Trigger for the Queue Data

1. In a new browser tab, login to the [AWS console](#)
2. Open the [AWS Lambda Console](#)
3. In the Add filter field of the AWS Lambda console, enter sflIntervalQueue and press enter to filter the list of functions
4. Select the Lambda function that includes sflIntervalQueue in the name
5. Expand the Designer section
6. Select Add trigger

▼ Designer

[Go back to application serverlessrepo-AmazonConnectSalesforceLambda](#)



7. In Trigger configuration, select S3 from the dropdown list

Lambda > Add trigger

Add trigger

Trigger configuration

Select a trigger



DynamoDB
aws database nosql

Kinesis
analytics aws streaming

S3
aws storage

SNS
aws messaging notifications pub-sub push

S3

SQS
aws queue

8. Referring to the notes from the report configuration earlier, select the appropriate bucket

9. Change the Event type to PUT

10. Referring to the notes from the report configuration earlier, set the Prefix to the path value for your report

11. Set the Suffix to .csv

12. The trigger configuration should now be similar to the following:

Add trigger

Trigger configuration

 S3
aws storage

Bucket
Please select the S3 bucket that serves as the event source. The bucket must be in the same region as the function.
connect-[REDACTED] 

Event type
Select the events that you want to have trigger the Lambda function. You can optionally set up a prefix or suffix for an event. However, for each bucket, individual events cannot have multiple configurations with overlapping prefixes or suffixes that could match the same object key.

PUT

Prefix - optional
Enter a single optional prefix to limit the notifications to objects with keys that start with matching characters.
connect/sfctifinal022020/Reports/SFDC/Queue/

Suffix - optional
Enter a single optional suffix to limit the notifications to objects with keys that end with matching characters.
.CSV

Lambda will add the necessary permissions for Amazon S3 to invoke your Lambda function from this trigger. [Learn more](#) about the Lambda permissions model.

Enable trigger
Enable the trigger now, or create it in a disabled state for testing (recommended).

Cancel **Add**

13. Select **Add**

14. If everything has been configured correctly, you should receive a success message.

Creating the AWS Lambda Trigger for the Agent Data

1. In a new browser tab, login to the [AWS console](#)

2. Open the [AWS Lambda Console](#)

3. In the Add filter field of the AWS Lambda console, enter sflIntervalAgent and press enter to filter the list of functions
4. Select the Lambda function that includes sflIntervalAgent in the name
5. Expand the Designer section
6. Select Add trigger

The screenshot shows the AWS Lambda Configuration page. At the top, there are three tabs: Configuration (highlighted in orange), Permissions, and Monitoring. Below the tabs, a section titled "Designer" is expanded, indicated by a downward arrow icon. A blue link "Go back to application serverlessrepo-AmazonConnectSalesforceLambda" is visible. On the left, a red box highlights the "Add trigger" button, which has a plus sign icon and the text "Add trigger". On the right, there is a Lambda function card with an orange icon and the text "serverlessrepo-Am...ntervalQueue-3ZN". Below it is a "Layers" section with a stack icon and the word "Layers".

7. In Trigger configuration, select S3 from the dropdown list

Add trigger

Trigger configuration

Select a trigger



DynamoDB

aws database nosql



Kinesis

analytics aws streaming



S3

aws storage



SNS

aws messaging notifications pub-sub push

S3



SQS

aws queue

8. Referring to the notes from the report configuration earlier, select the appropriate bucket

9. Change the Event type to PUT

10. Referring to the notes from the report configuration earlier, set the Prefix to the path value for your report

11. Set the Suffix to .csv

12. The trigger configuration should now be similar to the following:

Add trigger

Trigger configuration



S3

aws storage

Bucket

Please select the S3 bucket that serves as the event source. The bucket must be in the same region as the function.

connect-[REDACTED]



Event type

Select the events that you want to have trigger the Lambda function. You can optionally set up a prefix or suffix for an event. However, for each bucket, individual events cannot have multiple configurations with overlapping prefixes or suffixes that could match the same object key.

PUT



Prefix - optional

Enter a single optional prefix to limit the notifications to objects with keys that start with matching characters.

connect/sfctifinal022020/Reports/SFDC/Agent/

Suffix - optional

Enter a single optional suffix to limit the notifications to objects with keys that end with matching characters.

.csv

Lambda will add the necessary permissions for Amazon S3 to invoke your Lambda function from this trigger. [Learn more](#) about the Lambda permissions model.

Enable trigger

Enable the trigger now, or create it in a disabled state for testing (recommended).

Cancel

Add

13. Select Add

14. If everything has been configured correctly, you should receive a success message.

Verifying the Data Import in Salesforce

Once you have configured the reports and added the triggers, you should start to see data in Salesforce after ~30 minutes. The Amazon Connect CTI Adapter comes with a predefined set of reports. These reports can be customized and additional reports can be created by leveraging the imported data.

Viewing Amazon Connect Reports in Salesforce

1. Log in into your Salesforce org and go to the **Service Console**

2. Expand the **navigation menu** by selecting the down arrow and choose **Reports**

3. In the left Navigation, select **All Folders**

4. Select the **Amazon Connect Reports** folder

The screenshot shows the Service Console interface with the 'Reports' tab selected. Under 'All Folders', there is one item: 'Amazon Connect Reports'. This item is highlighted with a red box.

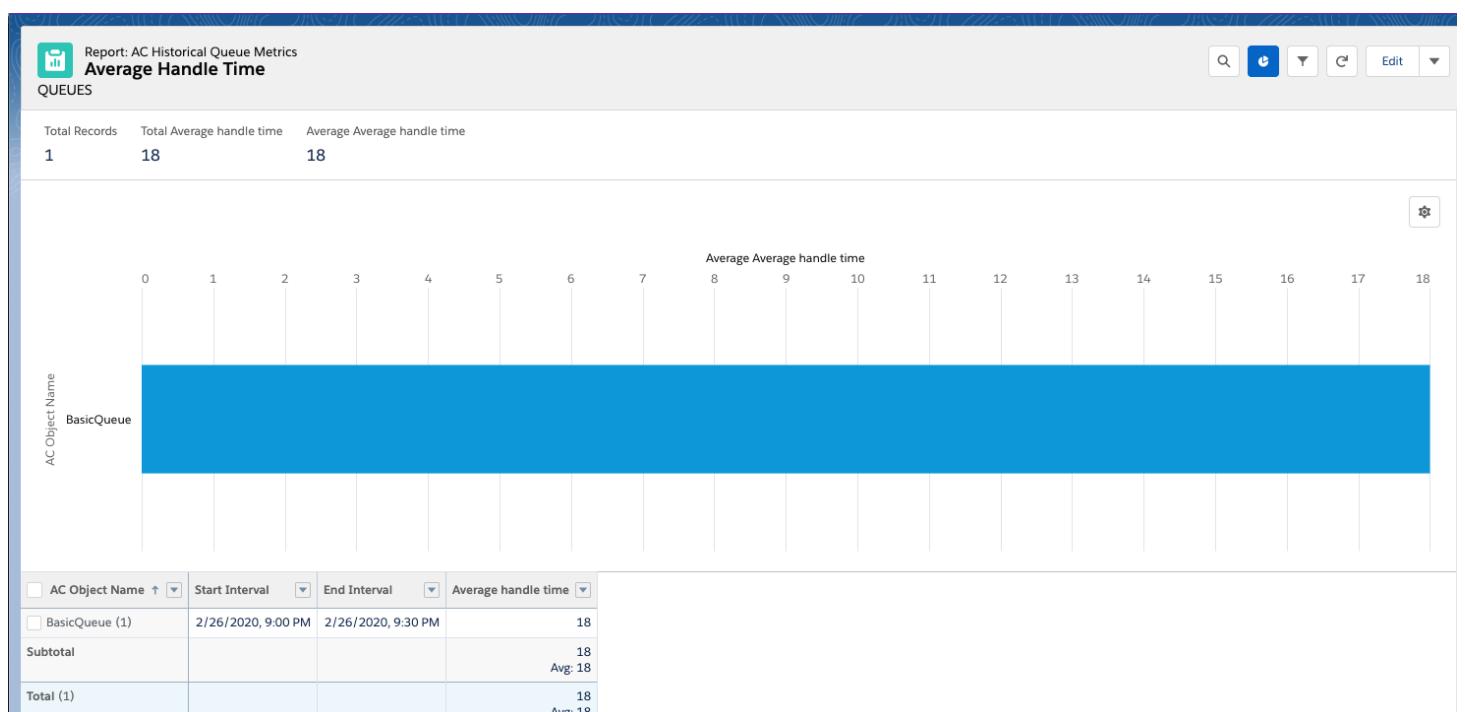
REPORTS	Name
Recent	Amazon Connect Reports
Created by Me	

5. In the list of reports, choose Average Handle Time queue report

The screenshot shows the 'All Folders > Amazon Connect Reports' page. It lists several reports under the 'Recent' category. The 'Average Handle Time' report is highlighted with a red box.

REPORTS	Name	Description	Folder
Recent	Average Queue Abandon Time	QUEUES	Amazon Connect Reports
Created by Me	Average Occupancy Today		Amazon Connect Reports
Recent	Average Handle Time	QUEUES	Amazon Connect Reports
Private Reports	Average Handle Time Today		Amazon Connect Reports
Public Reports	Agent Performance (Current User)		Amazon Connect Reports
All Reports			

6. Once the report loads, you should see data (provided calls have queued in this Amazon Connect instance today)



Amazon Connect Real-Time Metrics in Salesforce

The CTI adapter includes real-time reporting tools which provide visibility into critical data which help improve the utilization of your agents and allows insight into overall queue performance. Once you have deployed the AWS Serverless Application Repository for Salesforce your Amazon Connect instance will push real-time metric data to Salesforce every 15 seconds. This data can be viewed from two tools that were included with the CTI Adapter installation.

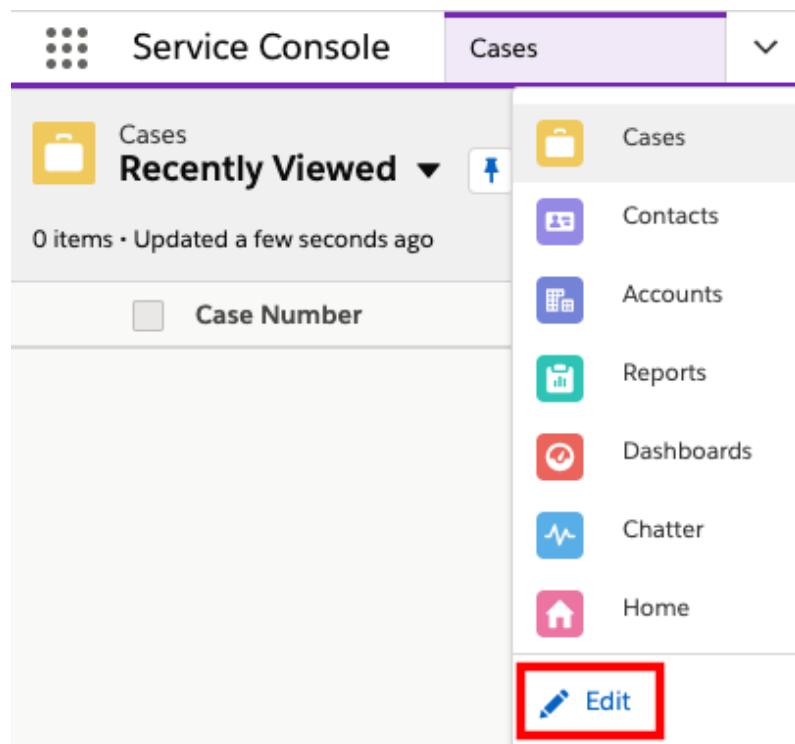
The first view, AC Queue Metrics queue provides details about current queue staffing and the distribution of contacts by queue. The second view, AC Real Time Queue Metrics, allows you to select a specific queue and view the real-time metrics for that queue.

Deployment and Configuration

Once you have deployed the AWS Serverless Application Repository for Salesforce and provided the appropriate credentials, there is no further configuration required to make the data flow work. The only remaining task is to add the real-time views to your Salesforce console.

Adding Real-Time Reports to the Service Console

1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose **Edit**.



3. On the Edit Service Console App Navigation Items page, select **Add More Items**

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

[Learn More](#) ⓘ

NAVIGATION ITEMS (7)

[Add More Items](#)

4. Select the + next to **AC Queue Metrics** and **AC Real Time Queue Metrics**

5. Select **Add 2 Nav Items**

6. Change the order of your Navigation Items if desired, then choose **Save**

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

[Learn More](#) ⓘ

ⓘ 2 items added to your list. Save your updates.

NAVIGATION ITEMS (10)

[Add More Items](#)

≡ AC CTI Adapters X

≡ Cases

≡ Contacts

≡ Accounts

≡ Reports

≡ Dashboards

≡ Chatter

≡ Home

≡ AC Queue Metrics X

≡ AC Real Time Queue Metrics X

[Reset Navigation to Default](#) ⓘ

[Cancel](#)

[Save](#)

7. Once the save completes, expand the **navigation menu** by selecting the down arrow and choose **AC Queue Metrics**

The screenshot shows the Service Console interface with the 'AC CTI Adapters' tab selected. A navigation menu is open, listing several options: 'AC Queue Metrics' (highlighted with a red box), 'AC Real Time Queue Metrics', 'Cases', 'Contacts', 'Accounts', and 'Reports'. To the left, a sidebar titled 'Recently Viewed' shows a single item: 'ACLightning'.

8. The AC Queue Metrics view will display and any relevant data will update every 15 seconds.

The screenshot shows the 'AC Queue Metrics' view. At the top, it says 'Real Time Metrics' and 'Live Queue Data'. Below is a table with the following data:

Queue Name	Agents Available	Agents Error	Agents Non Productive	Agents Online	Agents Staffed	Agents After Contact Work	Contacts In Queue	Contacts Scheduled	Oldest Contact Age
BasicQueue	1	1	0	2	2	0	0	0	0

9. Scroll down to view the **AC Contact Metrics Dashboard

The screenshot shows the 'AC Contact Metrics' dashboard. It features eight cards arranged in a grid:

- Contacts Incoming:** Sum of Contacts Incoming: 4 (BasicQueue)
- Contacts Queued:** Sum of Contacts queued: 4 (BasicQueue)
- Contacts Handled Incoming:** Sum of Contacts handled incoming: 4 (BasicQueue) - This card has a tooltip showing '(100% of 4)'.
- Contacts Abandoned:** Sum of Contacts abandoned: 0 (BasicQueue)
- Average Queue Abandon Time:** Sum of Average queue abandon time: 0 (BasicQueue)
- Average Handle Time:** Sum of Average handle time: 18 (BasicQueue)
- Contact Handle Time:** Sum of Contact handle time: 75 (BasicQueue)
- Average Service Level 120 Seconds:** Average Service level 120 seconds: 100% (BasicQueue)

10. Expand the **navigation menu** by selecting the down arrow and choose **AC Real Time Queue Metrics



Service Console

AC Queue Metrics



The screenshot shows the Service Console interface. At the top, there's a navigation bar with icons and text for 'Service Console' and 'AC Queue Metrics'. Below this is a sidebar titled 'Real Time' with a 'Queue Name' section containing 'BasicQueue'. To the right is a list of metrics: 'AC CTI Adapters', 'AC Queue Metrics' (which is also highlighted with a red box), 'AC Real Time Queue Metrics' (also highlighted with a red box), 'Cases', 'Contacts', 'Accounts', and 'Reports'. A vertical scrollbar is visible on the right side of the list.

11. Change the List View to **ALL**

The screenshot shows the 'AC Real Time Queue Metrics' list view. At the top, there's a header with a monitor icon, the title, and a search icon. Below it is a table with one item. The table has columns for selection (checkbox), list views (dropdown), and name (queue name). The dropdown is set to 'All' (which is checked) and 'Recently Viewed (Pinned list)' is listed below it. The table shows 1 item and 1 queue named 'BasicQueue'.

12. Select a queue to view the detailed real-time statistics for that specific queue

AC Real Time Queue Metric
BasicQueue

Related	Details
Queue Name	Owner
BasicQueue	 apiuser
Queue ARN	Agents Staffed
	1
Agents After Contact Work	Contacts In Queue
0	0
Agents Available	Contacts Scheduled
0	0
Agents Error	Oldest Contact Age
1	0
Agents Non Productive	
0	
Agents OnCall	
0	
Agents Online	
1	
Queue Id	
3caa8bb5-9426-4b58-8bae-f405b6360cbe	
Created By	Last Modified By
 apiuser , 2/24/2020, 4:51 PM	 apiuser , 2/26/2020, 9:38 PM

 [Edit this page](#)

Contact Channel Analytics

In addition to the CTI adapter's native ability to provide direct playback links to call recordings in Amazon Connect, the AWS Serverless Application Repository for Salesforce includes several functions that allow you to process recordings, perform quality analytics functions, and bring data into Salesforce.

This processing is done post-call, using the Contact Trace Record (CTR) as the initiation path. The following quality analytics options are available:

- **Call Recording Streaming:** streams the actual audio file into Salesforce. This option is not mandatory for the others to function.
- **Recording Transcript:** you can choose to have your call recordings transcribed to text and presented in a visual format that resembles a chat conversation. This allows for quick scanning of a call to identify key segments of conversation. This option is required if you wish to include the next level of analysis

- **AI-Driven Contact Analysis:** once the recordings have been transcribed to text, you can also indicate that you wish to do further analysis of the conversation using [Amazon Comprehend](#). Available options are:
 - **Sentiment Analysis:** returns the overall sentiment of the conversation (Positive, Negative, Neutral, or Mixed).
 - **Keyphrase Extraction:** returns the key phrases or talking points and a confidence score to support that this is a key phrase.
 - **Language Detection:** returns the dominant language with a confidence score to support that a language is dominant
 - **Custom Entities:** allows you to customize the AI to identify terms that are specific to your domain
 - **Syntax Analysis:** analyze the transcript using tokenization and Parts of Speech (PoS), and identify word boundaries and labels like nouns and adjectives within the text.

If you would like to set up streaming with Contact Lens, please finish the [Call Recording Streaming](#) section below and then follow the [Contact Lens Streaming](#) instructions and possibly the [Post Call Contact Lens Import](#) instructions.

Call Recording Streaming

You can stream Call Recordings in your Salesforce Org. This allows for easy access to the recordings from within Salesforce and can be used in conjunction with the other contact channel analytics features to provide a complete view of the customer interaction.

The import of call recordings is not required to activate the other contact channel analytics features.

Once enabled during the AWS Serverless Application Repository for Salesforce, recording import is activated on a call by call basis by adding a specific contact attribute. This attribute is used during Contact Trace Record processing to trigger the call import.

NOTE: After Call Work time is a part of the Contact Trace Record. As such, CTRs are not generated until the agent leaves the after call work state. If you are not seeing a recording import, please make sure the agent has completed the call and left the after call work state.

Cloudformation Template

To make sure that the AWS resources are set up, make sure that the *PostcallRecordingImportEnabled* parameter is set to true in your Cloudformation stack:

CloudFormation > Stacks > [REDACTED]

Stacks (13) C

Filter by stack name

Active View nested < 1 >

Stack info Events Resources Outputs Parameters Template Change sets

Parameters (25)

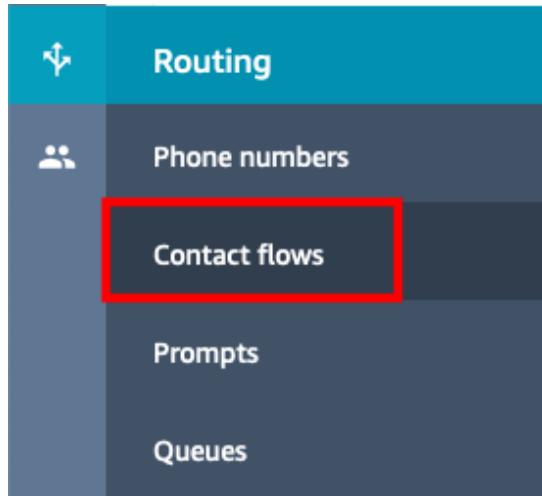
Search parameters

Key	Value
AmazonConnectInstanceId	[REDACTED]
AmazonConnectQueueMaxRecords	[REDACTED]
AmazonConnectQueueMetricsMaxRecords	[REDACTED]
CTREventSourceMappingMaximumRetryAttempts	[REDACTED]
CTRKinesisARN	[REDACTED]
ConnectRecordingS3BucketName	[REDACTED]
ConnectReportingS3BucketName	[REDACTED]
HistoricalReportingImportEnabled	[REDACTED]
LambdaLoggingLevel	[REDACTED]
PostcallCTRImportEnabled	[REDACTED]
PostcallRecordingImportEnabled	true

Note: If you are expecting more than 1000 concurrent calls, you may have to increase the timeout for the `sfnCTRTrigger` lambda.

Enabling call recording streaming

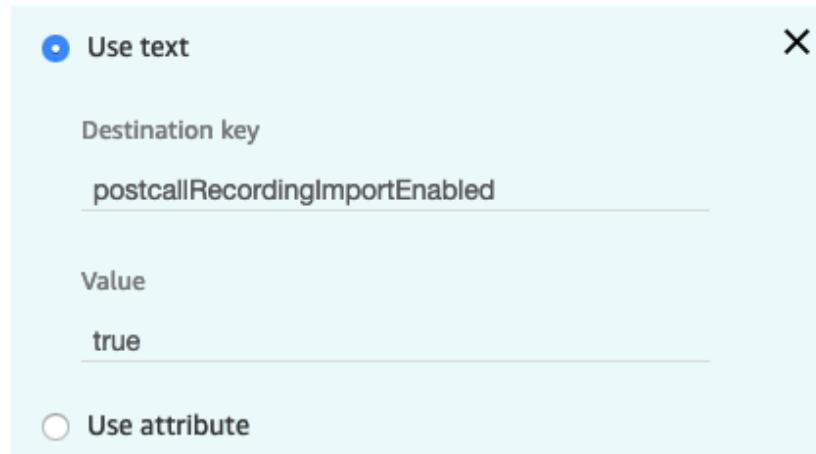
1. Login to your Amazon Connect instance as an Administrator
2. From the left navigation, choose **Routing** then select **Contact flows**



3. Open the contact flow that you want to use to enable call recording import. This contact flow must have Amazon Connect's native recording turned on.
4. In your contact flow, before you transfer to queue, add a new **Set contact attributes** block
5. Configure the block to set a contact attribute as follows:
 - a. **Destination key:** postcallRecordingImportEnabled

b. **Value:** true

Attribute to save



6. **Save** the Set contact attributes block. Make sure it is appropriately connected to your contact flow, and **Publish** the flow.
7. Wait approximately 2 minutes to give the contact flow time to publish.
8. Place a call, connect to your agent, speak for a few moments to test the audio, then end the call. Make sure the agent exits after call work
9. After a minute or so, a new Contact Channel Analytics record should be imported, and when opening it, you should be able to stream the audio. (See section [Adding Contact Channel Analytics to the Service Console](#). below).

Adding users to the AC_CallRecording permission set

This step is only necessary for non admin user accounts for the non contact lens case.

1. In the setup search box, search for "Permission sets". Select the "AC_CallRecording" permission set. Select "Manage Assignments".



Setup

Home

Object Manager ▾

 Perm

Users

Permission Set Groups

Permission Sets

Custom Code

Custom Permissions

Didn't find what you're looking for?
Try using Global Search.

SETUP

Permission Sets

Permission Set
AC_CallRecording

Find Settings... | Clone | Delete | Edit Properties | **Manage Assignments**

Permission Set Overview

Description
License
Session Activation Required
Last Modified By <u>Bomi Lee</u> , 10/12/2020, 5:07 PM

Apps

Assigned Apps
Settings that specify which apps are visible in the app menu

Assigned Connected Apps
Settings that specify which connected apps are visible in the app menu

2. Select "Add Assignments". Add the users that should have access to the audio recordings and select "assign".

SETUP

Permission Sets

Assign Users
All Users

View: All Users | Edit | Create New View

Action	Full Name	Alias	Username	Assign	Cancel
<input type="checkbox"/> Edit					
<input checked="" type="checkbox"/> Edit Login					
<input checked="" type="checkbox"/> Edit Login					
<input checked="" type="checkbox"/> Edit Login					
<input type="checkbox"/> Edit Login					
<input type="checkbox"/> Edit Login					
<input type="checkbox"/> Edit Login					
<input type="checkbox"/> Edit Login					

Adding Contact Channel Analytics to the Service Console

1. Log in into your Salesforce org and go to the **Service Console**

2. Expand the **navigation menu** by selecting the down arrow and choose **Edit**.



The screenshot shows the Service Console interface. At the top, there's a navigation bar with a grid icon, the text "Service Console", and a dropdown menu labeled "Cases". Below this is a sidebar titled "Recently Viewed" which says "0 items · Updated a few seconds ago". Underneath is a search bar with the placeholder "Case Number". To the right is a vertical navigation menu with icons and labels: Cases (yellow folder), Contacts (purple people), Accounts (blue grid), Reports (green document), Dashboards (red clock), Chatter (blue speech bubble), Home (pink house), and an "Edit" button at the bottom. The "Edit" button is highlighted with a red rectangular border.

3. On the Edit Service Console App Navigation Items page, select **Add More Items**

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

[Learn More](#) i

NAVIGATION ITEMS (7)

[Add More Items](#)

4. Select the + next to **AC Contact Channel Analytics**

5. Select **Add 1 Nav Item**

6. Change the order of your Navigation Items if desired, then choose **Save**

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

[Learn More](#) i

i 1 item added to your list. Save your updates.

NAVIGATION ITEMS (11)

[Add More Items](#)

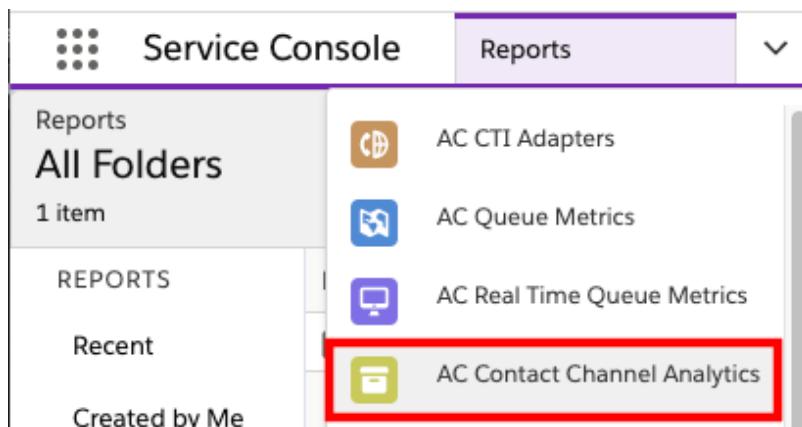
<small>≡</small>	 AC CTI Adapters	<small>X</small>
<small>≡</small>	 AC Queue Metrics	<small>X</small>
<small>≡</small>	 AC Real Time Queue Metrics	<small>X</small>
<small>≡</small>	 Cases	
<small>≡</small>	 Contacts	
<small>≡</small>	 Accounts	
<small>≡</small>	 Reports	
<small>≡</small>	 Dashboards	
<small>≡</small>	 Chatter	
<small>≡</small>	 Home	
<small>≡</small>	 AC Contact Channel Analytics	<small>X</small>

[Reset Navigation to Default](#) i

[Cancel](#)

[Save](#)

7. Once the save completes, expand the **navigation menu** by selecting the down arrow and choose **AC Contact Channel Analytics**



The screenshot shows the Service Console navigation menu. At the top, there's a purple header bar with the text "Service Console" and "Reports". Below this is a navigation bar with several categories: "All Folders" (containing "1 item"), "REPORTS", "Recent", and "Created by Me". To the right of these categories is a list of items, each with an icon and a name. The item "AC Contact Channel Analytics" is highlighted with a red rectangular box around its icon and name. The other items in the list are: "AC CTI Adapters", "AC Queue Metrics", "AC Real Time Queue Metrics", and "AC Contact Channel Analytics".

8. Change the list view from Recently Viewed to **All**

AC Contact Channel Analytics
Recently Viewed ▾

0 items LIST VIEWS

All

Recently Viewed (Pinned list)

9. Once the view refreshes, you should see your record(s)

AC Contact Channel Analytics
All

1 item · Sorted by Contact Channel Analytics Name · Filtered by all ac contact channel analytics · Updated a few seconds ago

Contact Channel Analytics Name ↑

1 CCA 000001

10. Select the recording to open it

11. In the top right, you will see a button to stream the recording.

AC Contact Channel Analytics
CCA 000022

Fields

General

Recording

0:00 / 0:24

12. NOTE: The recording playback, waveform, and transcript views are only active when you also choose to activate recording transcripts.

Recording Transcripts

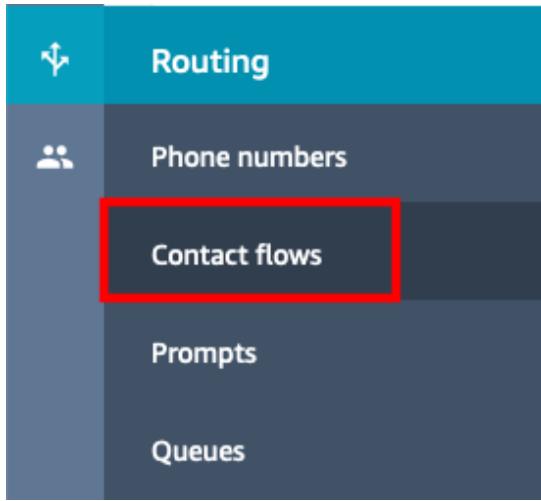
Enabling the Recording Transcripts activates a process to run your contact recordings through Amazon Transcribe which uses a deep learning process to convert text to speech accurately and quickly. In addition, this process also creates a visual waveform of the recording, enables the in-app recording playback, and provides a visual representation of the conversation.

Once enabled during the AWS Serverless Application Repository for Salesforce, recording transcription is activated on a call by call basis by adding a specific contact attribute. This attribute is used during Contact Trace Record processing to trigger the transcription.

Make sure the Salesforce user accessing recording transcription are added to the AC_CallRecording permission set, as described in the previous section.

Enabling recording transcription

1. Login to your Amazon Connect instance as an Administrator
2. From the left navigation, choose **Routing** then select **Contact flows**



3. Open the contact flow that you want to use to enable call transcription. This contact flow must have Amazon Connect's native recording turned on, since the transcription is dependent on it.
4. In your contact flow, before you transfer to queue, add a new **Set contact attributes** block
5. Configure the block to set two contact attributes as follows:
 - i. Attribute 1: enables the transcription process
 - a. **Destination key:** postcallTranscribeEnabled
 - b. **Value:** true
 - ii. Attribute 2: specifies the transcription language
 - a. **Destination key:** postcallTranscribeLanguage
 - b. **Value:** en-US (See [Amazon Transcribe API Reference](#) for valid language codes)

The screenshot shows two separate configuration panels for 'Set contact attributes' blocks. Both panels have a blue radio button labeled 'Use text' selected.

Top Panel:

- Destination key:** postcallTranscribeEnabled
- Value:** true

Bottom Panel:

- Destination key:** postcallTranscribeLanguage
- Value:** en-US

6. **Save** the Set contact attributes block. Make sure it is appropriately connected to your contact flow, and **Publish** the flow.
7. Wait approximately 2 minutes to give the contact flow time to publish.
8. Place a call, connect to your agent, speak for a few moments from both the agent and the customer side to generate a good transcript, then end the call. Make sure the agent exits after call work
9. The transcription will take at least as long as the call did. Wait an appropriate amount of time for the transcription to be available.

Accessing transcriptions

1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose AC Contact Channel Analytics. If you have not previously added AC Contact Channel Analytics to the navigation menu, complete the steps found in [Adding Contact Channel Analytics to the Service Console](#).

The screenshot shows the Service Console interface with a sidebar on the left containing a chart titled 'Quarterly Performance' and some statistics. A vertical navigation menu is open on the right, listing several options: Home, Omni Supervisor, Reports, AC CTI Adapters, AC Contact Channel Analytics (which is highlighted with a red box), and AC Contact Trace Records.

3. Change the list view from Recently Viewed to All

The screenshot shows the 'AC Contact Channel Analytics' list view. At the top, there's a header with a folder icon, the title 'AC Contact Channel Analytics', a 'Recently Viewed' dropdown, and a refresh icon. Below the header, it says '0 items' and 'LIST VIEWS'. There are two buttons: 'All' (which is highlighted with a red box) and 'Recently Viewed (Pinned list)' (which has a checked checkmark). The list itself is empty.

4. Once the view refreshes, you should see your record(s)

The screenshot shows the 'AC Contact Channel Analytics' list view after refreshing. It now displays '3 items · Updated a few seconds ago'. The list includes three records, each with a checkbox, a contact channel name, and a contact ID:

	Contact Channel Analytics Name	Contact Id
1	<input type="checkbox"/> CCA 000002	6df455ce-8e7e-4ee8-806d-b5dff9758d66
2	<input type="checkbox"/> CCA 000001	c3a70eeb-4a9e-4605-8871-4bd0d58c9b51
3	<input type="checkbox"/> CCA 000000	a14b0510-2db7-441c-aac2-55018eb4cbde

5. Select a record to view the details.

6. Once the record opens, note the recording, and the visual version of the transcription

The screenshot shows a recording interface with a progress bar at 0:00 / 0:24. Below it is a transcript section titled "Transcript". The transcript includes several messages: "Contact Started" from the agent, "is to test." from the customer, "See if the transcript" from the agent, "And see if the transcript work" from the customer, "from Contact line." from the customer, and "I'm contact?" from the agent. Each message is timestamped.

7. Also note that the transcriptions for each side of the conversation are also included as attachments.

AI Driven Contact Analysis

Enabling the AI Driven Contact Analysis function allows you to process the transcribed text using [Amazon Comprehend](#). Amazon Comprehend is a natural language processing service that uses machine learning to find insights and relationships in text.

Once enabled during the AWS Serverless Application Repository for Salesforce, contact analysis is activated on a call by call basis by adding a specific contact attribute. This attribute is used during Contact Trace Record processing to trigger the Amazon Comprehend task.

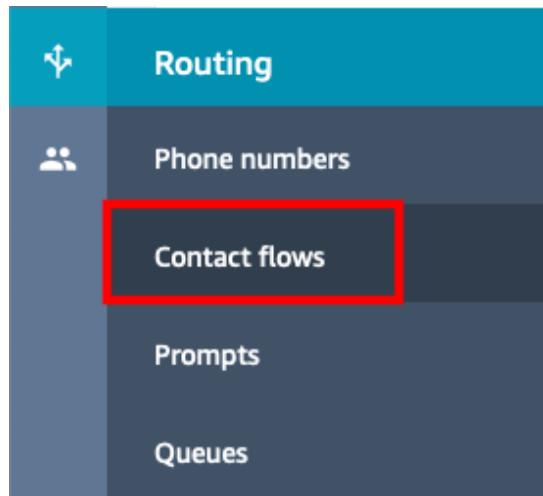
There are five functions available with the integration. Each function is triggered by a code. You can use one code in your contact attribute, or string multiple together as a comma separated list. The available codes and their functions are:

- **snt = Sentiment Analysis**
- **kw = Keyphrase Extraction**
- **dl = Language Detection**
- **ne = Custom Entities**
- **syn = Syntax Analysis**

Enabling AI Driven Contact Analysis

1. Login to your Amazon Connect instance as an Administrator

2. From the left navigation, choose **Routing** then select **Contact flows**



3. Open the contact flow that you want to use to enable AI Driven Contact Analytics. This contact flow must have Amazon Connect's native recording turned on, and transcription enabled as these are both prerequisites for the analytics function.

4. In your contact flow, before you transfer to queue, add a new **Set contact attributes** block

5. Configure the block to set a contact attribute as follows:

a. **Destination key:** postcallTranscribeComprehendAnalysis

b. **Value:** snt,dl,kw,syn

– In this example, we are performing sentiment analysis, language detection, and keyphrase extraction

Attribute to save

Use text ×

Destination key
postcallTranscribeComprehendAnalysis

Value
snt,dl,kw

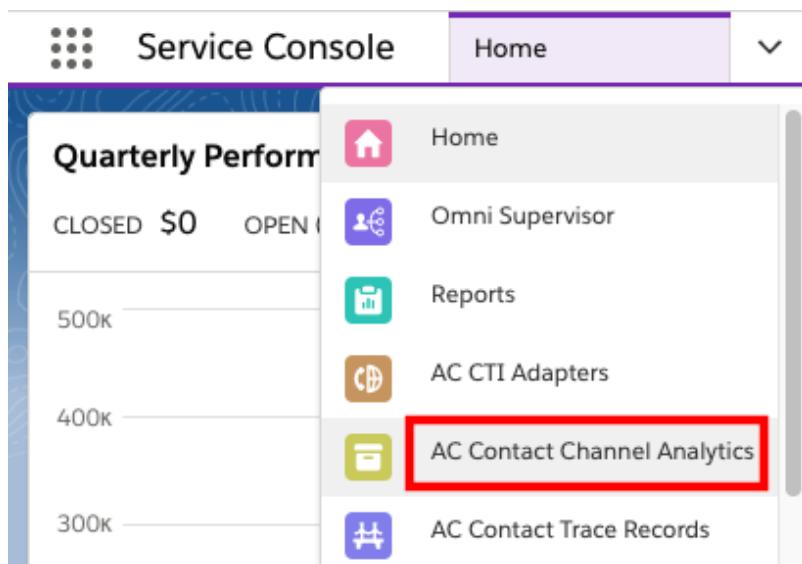
Use attribute

6. **Save** the Set contact attributes block. Make sure it is appropriately connected to your contact flow, and **Publish** the flow.

7. Wait approximately 2 minutes to give the contact flow time to publish.
8. Place a call, connect to your agent, speak for a few moments from both the agent and the customer side to generate a good transcript, then end the call. Make sure the agent exits after call work
9. The contact analysis runs after the transcription, which will take at least as long as the call did. Wait an appropriate amount of time for the analysis to be available.

Accessing the AI Driven Contact Analysis

1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose AC Contact Channel Analytics.
If you have not previously added AC Contact Channel Analytics to the navigation menu, complete the steps found in [Adding Contact Channel Analytics to the Service Console](#).



3. Change the list view from Recently Viewed to **All**



4. Once the view refreshes, you should see your record(s)



3 items • Updated a few seconds ago

	<input type="checkbox"/> Contact Channel Analytics Name	>Contact Id
1	<input type="checkbox"/> CCA 000002	6df455ce-8e7e-4ee8-806d-b5dff9758d66
2	<input type="checkbox"/> CCA 000001	c3a70eeb-4a9e-4605-8871-4bd0d58c9b51
3	<input type="checkbox"/> CCA 000000	a14b0510-2db7-441c-aac2-55018eb4cbde

5. Select a record to view the details.

6. Once the record opens, note the Keywords, Sentiment, and Dominant Language

Contact Channel Analytics Name
CCA 000003

Contact Id
1dcf1bd2-4aeb-4c75-ad19-
85d538035584

Keywords
a problem, my account number,
the first place, my account
number, 1234 1285, time, your
competitors

Named Entities

Sentiment
NEGATIVE,
0.9559353590011597

Dominant Language
en

Channel

Created By
 [apiuser](#), 2/27/2020, 1:13 PM

Last Modified By
 [apiuser](#), 2/27/2020, 1:15 PM

[Edit this page](#)

Contact Trace Record Import

In Amazon Connect, data about contacts is captured in contact trace records (CTR). This data can include the amount of time a contact spends in each state: customer on hold, customer in queue, agent interaction time. The basis for most historical and real-time metrics in Amazon Connect is the data in the CTR. When you create metrics reports, the values displayed for **most** (not all) metrics in the report are calculated using the data in the CTRs.

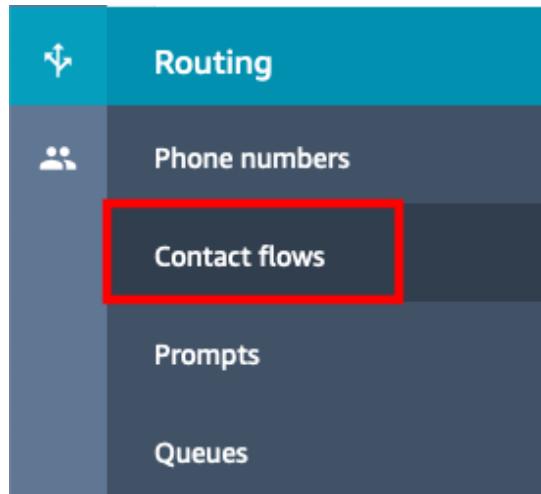
CTRs are available within your Amazon Connect instance for 24 months from the time when the associated contact was initiated. You can also stream CTRs to Amazon Kinesis to retain the data longer, and perform advanced analysis on it. Additionally, with the AWS Serverless Application Repository for Salesforce, you can import Contact Trace Records into your Salesforce org.

Contact Trace Record Import

Once enabled during the AWS Serverless Application Repository for Salesforce, CTR import is activated on a call by call basis by adding a specific contact attribute. This attribute is used during Contact Trace Record processing to trigger the import task.

Enabling Contact Trace Record Import

1. Login to your Amazon Connect instance as an Administrator
2. From the left navigation, choose **Routing** then select **Contact flows**



3. Open the contact flow that you want to use to enable call recording import.
4. In your contact flow, before you transfer to queue, add a new **Set contact attributes** block
5. Configure the block to set a contact attribute as follows:
 - a. **Destination key:** postcallCTRImportEnabled
 - b. **Value:** true

Attribute to save

Use text X

Destination key
postcallCTRImportEnabled

Value
true

Use attribute

6. **Save** the Set contact attributes block. Make sure it is appropriately connected to your contact flow, and **Publish** the flow.
7. Wait approximately 2 minutes to give the contact flow time to publish.
8. Place a call, connect to your agent, speak for a few moments, then end the call. Make sure the agent exits after call work
9. The Contact Trace Record is emitted shortly after call completion and the import happens almost immediately.

Note: If you are expecting more than 1000 concurrent calls, you may have to increase the timeout for the `sfCTRTrigger` lambda.

Adding Contact Trace Records to the Service Console

1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose **Edit**.



The screenshot shows the Service Console navigation bar. On the left, there's a sidebar titled "Recently Viewed" with a "Case Number" filter. On the right, a vertical navigation menu lists "Cases", "Contacts", "Accounts", "Reports", "Dashboards", "Chatter", and "Home". Below this menu is a button labeled "Edit", which is highlighted with a red rectangular border.

3. On the Edit Service Console App Navigation Items page, select **Add More Items**

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

[Learn More](#) i

NAVIGATION ITEMS (7)

[Add More Items](#)

4. Select the + next to **AC Contact Trace Records**

5. Select **Add 1 Nav Item**

6. Change the order of your Navigation Items if desired, then choose **Save**

Edit Service Console App Navigation Items

Personalize your nav bar for this app. Reorder items, and rename or remove items you've added.

[Learn More](#) i

i 1 item added to your list. Save your updates.

NAVIGATION ITEMS (12)

[Add More Items](#)

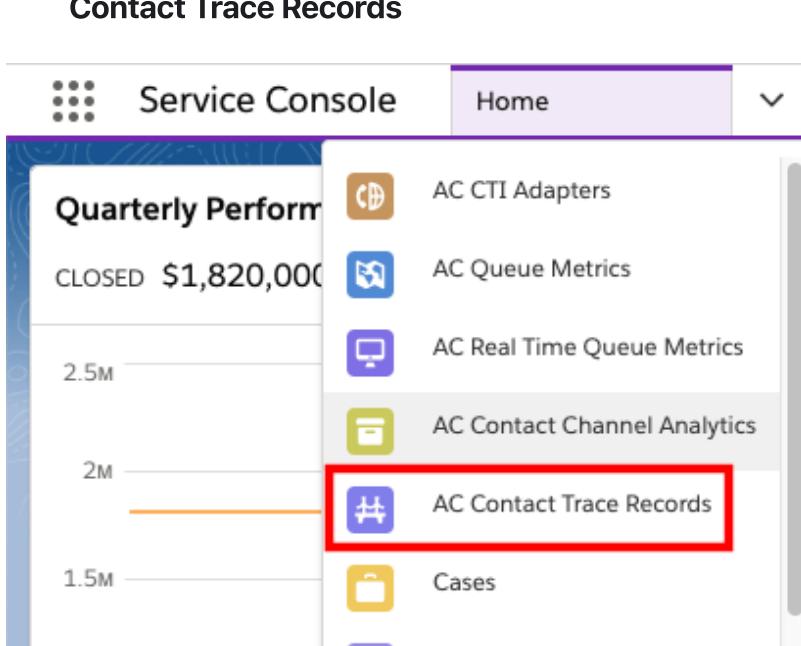
<small>≡</small> AC CTI Adapters	X
<small>≡</small> AC Queue Metrics	X
<small>≡</small> AC Real Time Queue Metrics	X
<small>≡</small> AC Contact Channel Analytics	X
<small>≡</small> Cases	
<small>≡</small> Contacts	
<small>≡</small> Accounts	
<small>≡</small> Reports	
<small>≡</small> Dashboards	
<small>≡</small> Chatter	
<small>≡</small> Home	
<small>≡</small> AC Contact Trace Records	X

[Reset Navigation to Default](#) i

[Cancel](#)

[Save](#)

7. Once the save completes, expand the **navigation menu** by selecting the down arrow and choose **AC Contact Trace Records**



8. Change the list view from Recently Viewed to **All**



AC Contact Trace Records

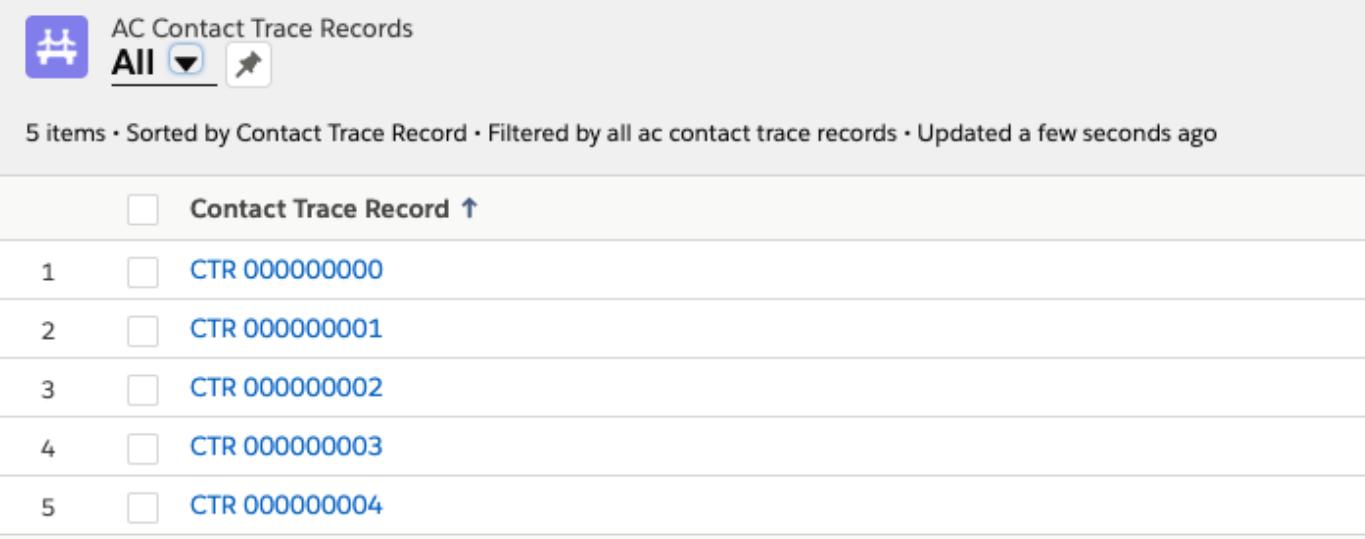
Recently Viewed ▾

0 items LIST VIEWS

All

Recently Viewed (Pinned list)

9. Once the view refreshes, you should see your record(s)



AC Contact Trace Records

All ▾

5 items • Sorted by Contact Trace Record • Filtered by all ac contact trace records • Updated a few seconds ago

	Contact Trace Record ↑
1	<input type="checkbox"/> CTR 000000000
2	<input type="checkbox"/> CTR 000000001
3	<input type="checkbox"/> CTR 000000002
4	<input type="checkbox"/> CTR 000000003
5	<input type="checkbox"/> CTR 000000004

10. Select a record to view it

11. Note the ContactId value from Amazon Connect

Display Additional Contact Trace Record Data

By default, the AC Contact Trace Record layout only contains the ContactId. However, all of the CTR data has been imported. It is likely that you will want to customize this view to show more data.

Customizing the AC Contact Trace Record Layout

1. Log in into your Salesforce org and go to **Setup**

2. In the **Quick Find** field, enter object and choose **Object Manager** from the results

object

✓ Data

Big Objects

✓ Objects and Fields

Object Manager

Picklist Value Sets

Schema Builder

✓ Integrations

3. In the Object Manager, find the **AC Contact Trace Record** object and select it

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes 'SETUP', 'Object Manager', 'Quick Find', 'Schema Builder', and 'Create'. Below the header, it says '50+ items, Sorted by Label'. The main area displays a list of objects with columns for Name, Label, Created Date, and Actions. The 'AC Contact Trace Record' row is highlighted with a red box.

Name	Label	Created Date	Action
AC Contact Channel Analytics	amazonconnect__AC_ContactChannelA	2/24/2020	▼
AC Contact Trace Record	amazonconnect__AC_ContactTraceRecc	2/24/2020	▼
AC CTI Adapter	amazonconnect__AC_CtiAdapter__c	2/24/2020	▼

4. In the left navigation, choose **Page Layouts**

5. Select **AC Contract Trace Record Layout**

6. Select items from the Fields section and add them to the layout as you wish. In the example below, I have selected Agent Username, Queue Name, Queue Duration, After Contact Work Duration, Agent Interaction Duration, and Attributes

The screenshot shows the 'AC Contact Trace Record Detail' page. At the top, there are standard buttons: Edit, Delete, Clone, Change Owner, Change Record Type, Printable View, and Sharing. Below that is a section titled 'Information (Header visible on edit only)'. It contains a table with fields like Contact Trace Record, Channel, ContactId, After Contact Work Duration, Agent Interaction Duration, Owner, Agent Username, Queue Name, Queue Duration, and Attributes. All fields are set to 'Sample Text' except for the duration fields which show numerical values.

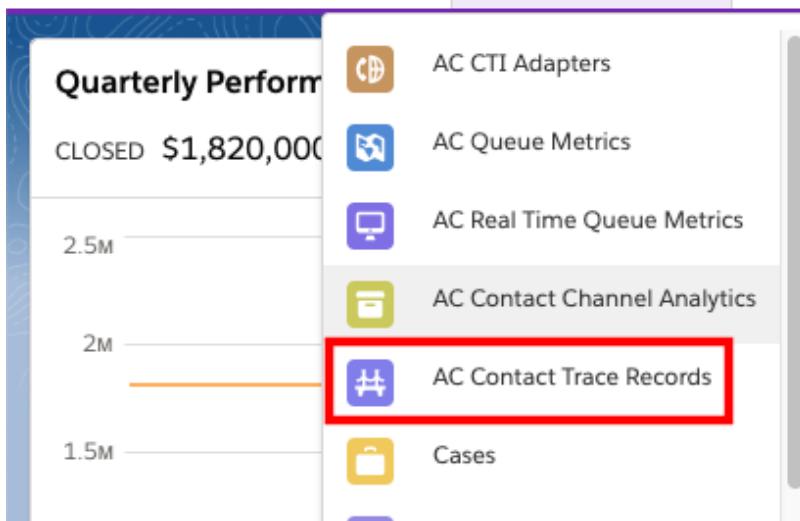
Field	Value
Contact Trace Record	GEN-2004-001234
Channel	Sample Text
ContactId	Sample Text
After Contact Work Duration	76,916
Agent Interaction Duration	37,408
Owner	Sample Text
Agent Username	Sample Text
Queue Name	Sample Text
Queue Duration	18,140
Attributes	Sample Text

7. Save the layout

8. Return to the **Service Console**

9. Refresh the browser

10. Expand the **navigation menu** by selecting the down arrow and choose **AC Contact Trace Records**



11. Select a contact trace record

12. You should now see your modified layout

The figure shows the detail view for an AC Contact Trace Record. The header says "AC Contact Trace Record CTR 000000003". There are two tabs: "Related" and "Details", with "Details" selected. The "Details" tab contains the following fields:

Contact Trace Record	Owner
CTR 000000003	apiuser
Channel	Agent Username
VOICE	doug [REDACTED]@com
ContactId	Queue Name
71662532-8da9-41bf-bba1-3755ed070cdd	BasicQueue
After Contact Work Duration	Queue Duration
2	24
Agent Interaction Duration	Attributes
10	{"phone_number": "+17048076561", "postal_code": "98121", "postcallCTRImportEnabled": "true", "postcallRecordingImportEnabled": "true", "postcallTranscribeEnabled": "true", "postcallTranscribeLanguage": "en-US"}
Created By	Last Modified By
apiuser, 2/27/2020, 10:38 AM	apiuser, 2/27/2020, 10:38 AM

Edit this page

Postcall Contact Lens Import

Contact Lens for Amazon Connect is a set of machine learning (ML) capabilities integrated into Amazon Connect. With Contact Lens for Amazon Connect, contact center supervisors can better understand the sentiment, trends, and compliance of customer conversations to effectively train agents, replicate successful interactions, and identify crucial company and product feedback.

Contact Lens are available within your Amazon Connect instance in CTR page, and Contact Lens data are stored in Amazon Connect S3 bucket. With the AWS Serverless Application for Salesforce (Amazon Connect Salesforce Lambda), you can import Contact Lens data into your Salesforce org.

Contact Lens Import

Before using AWS Serverless Application (Amazon Connect Salesforce Lambda) to import Contact Lens data, you need to enable Contact Lens in Amazon Connect. More information can be found at <https://docs.aws.amazon.com/connect/latest/adminguide/enable-analytics.html>.

Once enabled during the installation of AWS Serverless Application (Amazon Connect Salesforce Lambda), Contact Lens import is activated on a call by call basis by adding a specific contact attribute. This attribute is used during Contact Lens processing to trigger the import task.

Creating the AWS Lambda Trigger for the Contact Lens Data

1. Make sure you set **ContactLensImportEnabled** to **true** during the deployment of Amazon Connect Salesforce Lambda application.
2. Once the deployment is finished, you need to configure a trigger that invokes a Lambda function when Contact Lens output file is generated and stored in S3.
3. In a browser tab, login to the [AWS Console](#).
4. Open the [AWS Lambda Console](#).
5. In the filter field of the AWS Lambda console, enter sfProcessContactLens and press enter to filter the list of functions.
6. Select the Lambda that includes sfProcessContactLens in the name.
7. Expand the Designer section.
8. Select Add trigger

▼ Designer

[Go back to application serverlessrepo-AmazonConnectSalesforceLambda](#)

AWS Lambda function configuration page. The function name is 'serverlessrepo-Amazo nConnectS-sfProcessC ontactLens-X7O29Q1 V175S'. A red box highlights the '+ Add trigger' button.

9. In Trigger configuration, select S3 from the dropdown list

Lambda > Add trigger

Add trigger

Trigger configuration

Select a trigger

S3

DynamoDB
Kinesis
S3
SNS
SQS

10. Select the bucket of your Amazon Connect instance. You can find your Amazon Connect bucket name by clicking on your Amazon Connect instance alias in Amazon Connect console.

11. Change the Event type to PUT.

12. Set the Prefix to **Analysis/Voice/2020**. Note that this might change as the date changes so you will need to update this on the first day of every new year.

13. Set the Suffix to .json

14. The trigger configuration should now be similar to the following:

Add trigger

Trigger configuration



S3

aws storage

Bucket

Please select the S3 bucket that serves as the event source. The bucket must be in the same region as the function.

connect-[REDACTED]



Event type

Select the events that you want to have trigger the Lambda function. You can optionally set up a prefix or suffix for an event. However, for each bucket, individual events cannot have multiple configurations with overlapping prefixes or suffixes that could match the same object key.

PUT



Prefix - optional

Enter a single optional prefix to limit the notifications to objects with keys that start with matching characters.

Analysis/Voice/2020

Suffix - optional

Enter a single optional suffix to limit the notifications to objects with keys that end with matching characters.

.json

Lambda will add the necessary permissions for Amazon S3 to invoke your Lambda function from this trigger. [Learn more](#) about the Lambda permissions model.

The Lambda console no longer supports disabling S3 and CloudWatch Logs triggers. Delete these triggers to stop further actions.

Recursive invocation

If your function writes objects to an S3 bucket, ensure that you are using different S3 buckets for input and output. Writing to the same bucket increases the risk of creating a recursive invocation, which can result in increased Lambda usage and increased costs. [Learn more](#)

I acknowledge that using the same S3 bucket for both input and output is not recommended and that this configuration can cause recursive invocations, increased Lambda usage, and increased costs.

Cancel

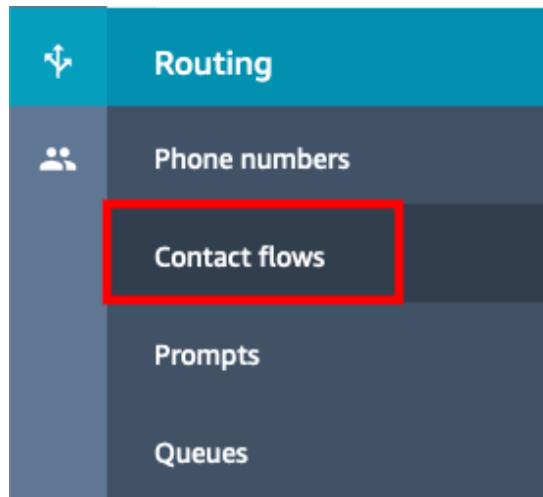
Add

15. Select Add

16. If everything has been configured correctly, you should receive a success message.

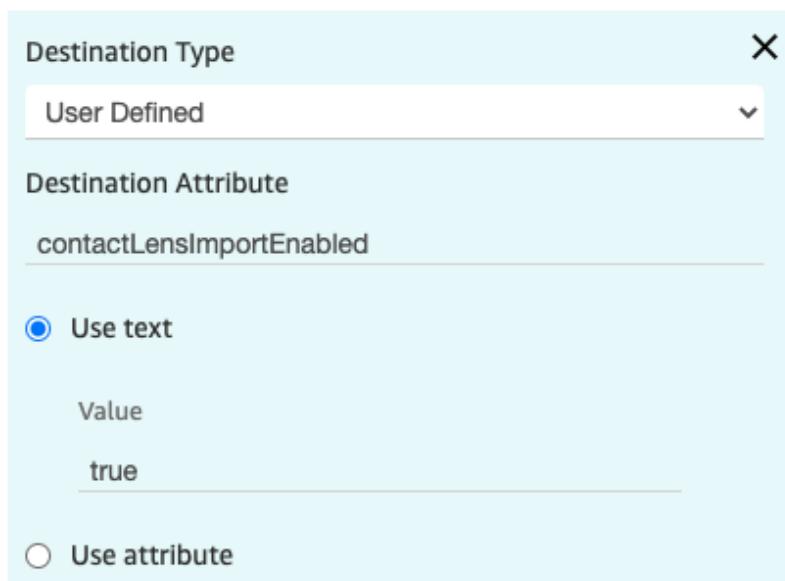
Enabling Contact Lens Import

1. Login to your Amazon Connect instance as an Administrator
2. From the left navigation, choose **Routing** then select **Contact flows**



3. Open the contact flow that you want to use to enable Contact Lens import.
4. In your contact flow, before you transfer to queue, add a new **Set contact attributes** block
5. Configure the block to set a few contact attributes:

- To turn on Contact Lens data import, set ***contactLensImportEnabled*** to **true**.



- For recording import, there are two options: original call recording and redacted call recording.
Note that you can only import one of the recordings for each contact.
 - To turn on original recording import, set ***postcallRecordingImportEnabled*** to **true**

Destination Type X

User Defined ▼

Destination Attribute

`postcallRecordingImportEnabled`

Use text

Value

true

Use attribute

- To turn on redacted recording import, set `postcallRedactedRecordingImportEnabled` to **true**

Destination Type X

User Defined ▼

Destination Attribute

`postcallRedactedRecordingImportEnabled`

Use text

Value

true

Use attribute

- Save the Set contact attributes block. Make sure it is appropriately connected to your contact flow, and **Publish** the flow.
- Wait approximately 2 minutes to give the contact flow time to publish.
- Place a call, connect to your agent, speak for a few moments, then end the call. Make sure the agent exits after call work
- The Contact Lens data is emitted a couple of minutes after call completion and the import happens almost immediately.

Configuring My Domain in Salesforce

The latest CTI adapter includes several lightning components that provide a better administrative user experience. Salesforce requires that My Domain be enabled to make use of lightning components. Setting up My Domain is a fairly simple setup, but it does require some time for the changes to propagate, so it will be helpful to complete this configuration in advance of your CTI adapter deployment.

Register Your Domain

Step 1 in the process is registering your domain in Salesforce. This allows you to check availability of the domain and complete the registration process. It will take some amount of time for the registration to complete.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, enter **My Domain**, then select **My Domain** from the result list

A screenshot of the Salesforce Setup interface. At the top, there's a navigation bar with icons for Home and Objects. Below it is a search bar containing the text "My domain". Underneath the search bar, a list of categories is shown, with "Company Settings" expanded. A result named "My Domain" is listed under this category, and it is highlighted with a red rectangular box. To the left of the results, there's a link that says "Didn't find what you're looking for? Try using Global Search."

3. In the **My Domain Step 1** section, enter your desired domain name and select **Check Availability** to determine if the domain is available.

A screenshot of the "Choose Your Domain Name" step in the My Domain setup wizard. The instructions say to enter a domain name and check its availability. It notes that domain names can be up to 34 characters and cannot start or end with a hyphen. A text input field contains the URL "https://sfseorgb-dev-ed.my.salesforce.com/", which is also highlighted with a red rectangular box. Below the input field is a "Check Availability" button, which is also highlighted with a red rectangular box.

4. If the domain is not available, you will need to try a different name.
5. If the domain is available, select **Register Domain

[Check Availability](#)  Available

Register Domain After you click Register Domain, Salesforce takes a few minutes to update its naming registries. You receive an email when it's done.

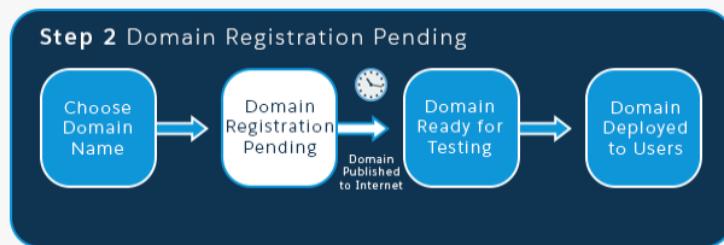
6. The domain registration process will begin. You will receive an email once it is complete. Once you receive the confirmation, you may continue with the next section.

My Domain

[Help for this Page](#) 

My Domain Step 2

Showcase your company's brand and keep your data more secure by adding a custom domain name to your Salesforce URL. Because having a custom domain is more secure, some Salesforce features require it. It's easy to set up My Domain—the hardest part is choosing a name that your stakeholders can agree on.



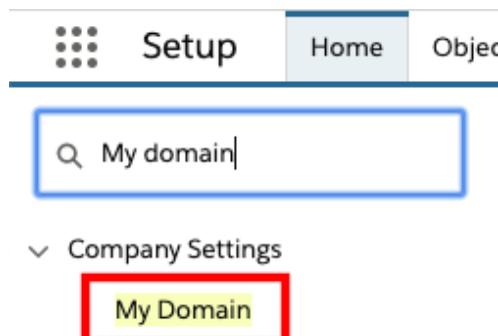
Your domain name is **sfseorgb-dev-ed.my.salesforce.com**

 Registering your domain. You'll receive an email when it's ready for testing.

Deploy the Domain to Your Users

Once the domain registration process completes, you then need to deploy the domain to your users.

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, enter **My Domain**, then select **My Domain** from the result list



The screenshot shows the Salesforce Setup interface. The top navigation bar includes 'Setup' (highlighted), 'Home', and 'Objects'. A search bar contains the text 'My domain'. The main content area displays a list of settings under 'Company Settings', with 'My Domain' highlighted and enclosed in a red box.

Didn't find what you're looking for?
Try using Global Search.

3. In the **My Domain Step 2** section, note the domain name, then select the **Log in** button to login using the new domain.

Your domain name is **sfseorgb-dev-ed.my.salesforce.com**

Your domain name is ready. Log in to test it out.

[Log in](#)

To test your new domain, click tabs and links. If you've customized the UI, check for hard links to your original URL.

4. Once the login completes, you should see your new domain in the address bar of your browser. You should also be returned to the My Domain configuration.

5. Select the Deploy to Users button to deploy your domain

Your domain name is **sfseorgb-dev-ed.my.salesforce.com**

Your domain name is ready. Log in to test it out.

[Log in](#)

To test your new domain, click tabs and links. If you've customized the UI, check for hard links to your original URL.

[Deploy to Users](#) Roll out the new domain to your org. [i](#)

6. You should get a popup message that warns you about the domain deployment. Select OK.

...edded page at sfseorgb-dev-ed.my.salesforce.com says

When you deploy the new domain, we activate it immediately. Only Salesforce Customer Support can disable or change your domain name once it's deployed.

[Cancel](#)

[OK](#)

7. Deployment should now be complete

 [Edit this page](#)

Configure Salesforce Omnichannel for Testing

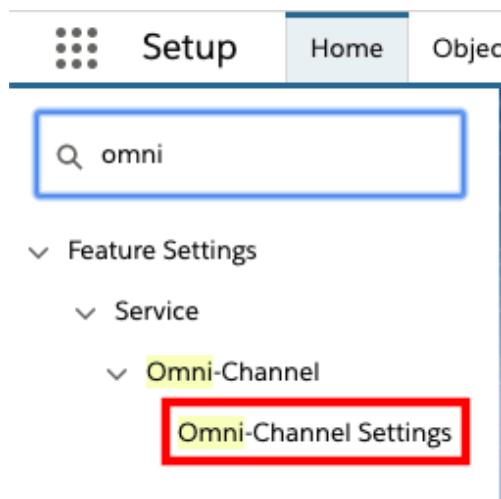
In order to sync your Connect User status with your Omni-Channel agent status, you must configure Omni-Channel Presence Syncing. This will make your Omni-Channel presence status match your Amazon Connect Agent Status and vice versa.

Enable Omnichannel

First, we must enable omni-channel. Once you enable Omni-Channel, you will have access to the other components in Salesforce that will be required for Omni-Channel setup.

Enable Omnichannel in Your Salesforce Org

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, enter omni and choose **Omni-Channel Settings** from the results



3. Select the checkbox for Enable Omni-Channel and choose Save

Omni-Channel Settings

Omni-Channel routes work items to your support agents. It sets agent capacity for accepting work and agent availability.

The screenshot shows the 'Omni-Channel Settings' page. It contains several configuration options with checkboxes:

- Enable Omni-Channel**: The checkbox is checked and highlighted with a blue border.
- Enable Skills-Based Routing**: The checkbox is unchecked.
- Enable Secondary Routing Priority**: The checkbox is unchecked.
- Display a login confirmation upon loading a console with Omni-Channel**: The checkbox is unchecked.

At the bottom right of the page are two buttons: 'Save' and 'Cancel'.

4. Omni-Channel is now enabled.

Configure Presence Statuses

Once you have enabled Omni-Channel, you will need to configure presence statuses to reflect the different presence states that you wish your Omni-Channel agents to enter. These do not need to match agent statuses in Amazon Connect exactly, but it does make it easier to track what you are doing.

Add a Presence Status

1. Log in into your Salesforce org and go to **Setup**

2. In the **Quick Find** field, enter presence and choose **Presence Statuses** from the results

The screenshot shows the 'Setup' tab selected in the top navigation bar. A search bar contains the text 'presence'. Below the search bar, the 'Feature Settings' section is expanded, showing 'Service' and 'Omni-Channel' sub-sections. Under 'Omni-Channel', three items are listed: 'Presence Configurations', 'Presence Decline Reasons', and 'Presence Statuses', which is highlighted with a red box.

3. In the Presence Statuses page, choose New

4. Provide a status name, for example Lunch

5. Set the Status options appropriately, for example, Busy

6. For Online statuses, you will need to provide a channel. Please reference the [Omni-Channel documentation](#) for details

7. Choose Save

Presence Statuses

Let agents indicate when they're online and available to receive work items from a specific service channel, or whether they're away or offline.

The screenshot shows the 'Presence Statuses' creation form. At the top right are 'Save' and 'Cancel' buttons. The first section, 'Basic Information', contains fields for 'Status Name' (set to 'Lunch') and 'Developer Name' (set to 'Lunch'). Below this is a section titled 'Status Options' with a description: 'Choose whether agents are online or busy when they use this status. Online statuses let agents receive new work items. Busy statuses ...'. It includes radio buttons for 'Online' and 'Busy', with 'Busy' selected. At the bottom right are 'Save' and 'Cancel' buttons.

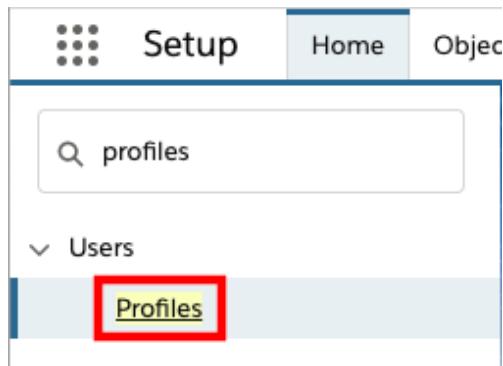
8. Repeat as necessary for all desired statuses

Configure Profiles to Use the New Statuses

Before agents can use the statuses that have been configured, you will need to make sure that they have been provided rights to them. This is done by modifying the profiles assigned to your agents.

Modify Profiles to Use New Statuses

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, enter profiles and choose **Profiles** from the results

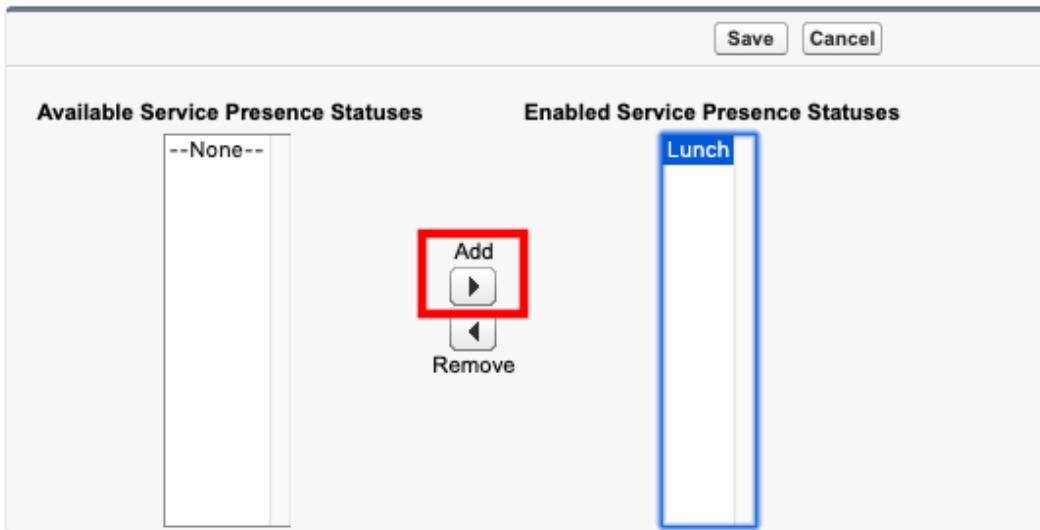


3. Select the profile assigned to your users
4. Hover over the Enabled Service Presence Status link and choose Edit

A screenshot of the 'Profiles' page for the 'System Administrator' profile. The page title is 'Profile System Administrator'. It shows various permission settings like 'Login IP Ranges', 'Enabled Apex Class Access', etc., with a specific link 'Enabled Service Presence Status Access' highlighted with a red box. Below this, there's an 'Edit' button also highlighted with a red box. A note at the bottom says 'No Service Presence Status enabled'.

5. Select the available status from the left, then choose the Add button to add it to the Enabled Service Presence Statuses field

Enable Service Presence Status Access



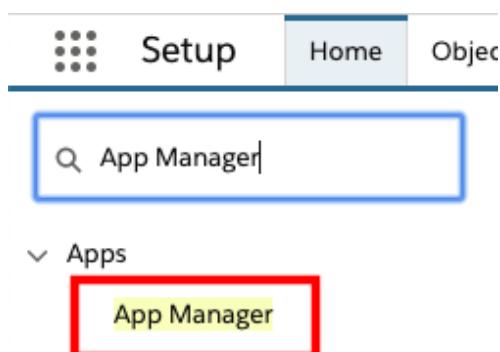
6. Select Save
7. Repeat as necessary for other statuses or profiles.

Add Omni-Channel to the Utility Bar

To provide agents access to the Omni-Channel tool, you will need to add it to the Service Console.

Add the Omni-Channel Utility Item

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** box, type **App Manager**, then choose **App Manager** from the result list.



Didn't find what you're looking for?
Try using Global Search.

3. Expand the drop-down menu associated to Service Console and select **Edit**.

12	Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and feeds	1/21/2020, 8:46 PM	Classic	✓	▼
13	Service	Service	Manage customer service with accounts, contacts, cases, and more	1/21/2020, 8:46 PM	Classic	✓	▼
14	Service Console	LightningService	(Lightning Experience) Lets support agents work with multiple re...	1/21/2020, 8:46 PM	Lightning	✓	▼
15	Site.com	Sites	Build pixel-perfect, data-rich websites using the drag-and-drop Sit...	1/21/2020, 8:46 PM	Classic	Edit	▼

4. Once the **Lightning App Builder** opens, select **Utility Items** from the left Navigation

APP SETTINGS

App Details & Branding

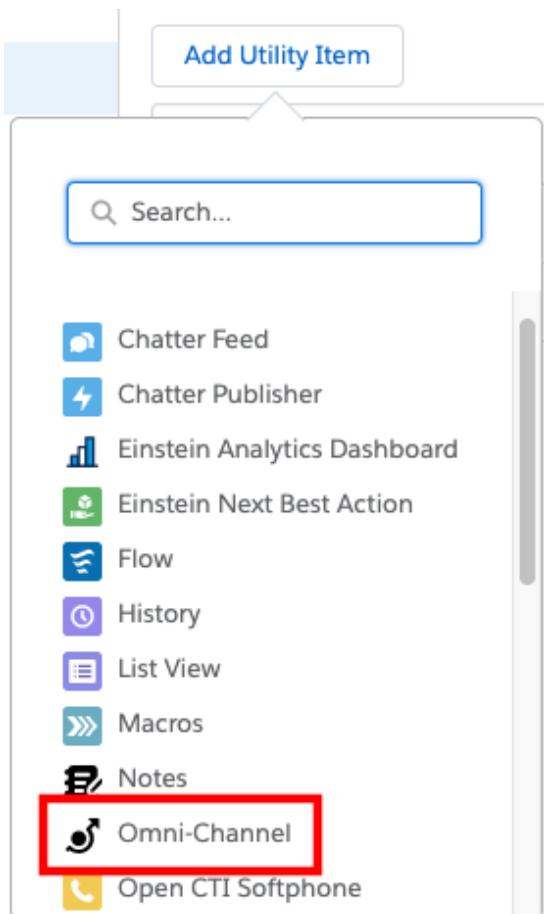
App Options

Utility Items

Navigation Items

Navigation Rules

5. Choose Add Utility Item, then select Omni-Channel



6. Adjust the order of the utility items as desired and select Save.

7. Return to the Service Console and refresh your browser.

8. You should now see the Omni-Channel utility item.

Amazon Connect

Omni-Channel

History

Edit this page

Appendix B: Configuring Salesforce as Your Identity Provider

Prerequisites

To complete the SSO integration between Salesforce and Amazon Connect, you need:

1. An Amazon Connect Instance configured for SAML authentication
2. Appropriate AWS permissions to create Identity and Access Management (IAM) roles and policies
3. Administrator permissions for your Salesforce Org
4. Amazon Connect CTI Adapter AppExchange package installed and configured

Configuring Salesforce as an Identity Provider

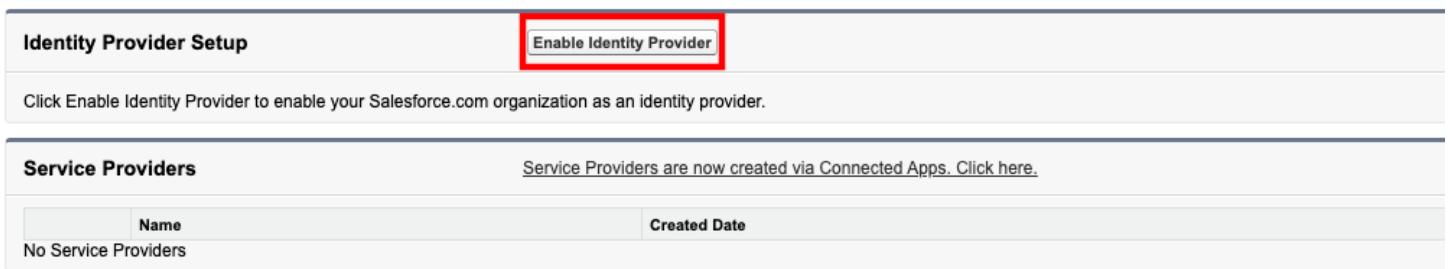
First, we need to enable Salesforce to act as an identity provider (IdP). An IdP performs end user authentication and provides the credentials to the requesting service provider. In this case, Salesforce server as the IdP and Amazon Connect the service provider, while being embedded in Salesforce.

Setup Identity Provider & Download Metadata

1. Log in into your Salesforce org and go to **Setup**.
2. In the **Quick Find** field, type **Identity Provider**, then select **Identity Provider** from the result list
3. Identity Provider may be enabled by default. If not, choose **Enable Identity Provider**, then select the appropriate certificate and select Save.

Identity Provider

Enable Salesforce.com as an identity provider so you can use single sign-on with other web sites, and define the appropriate service providers whose applications support single sign-on. You can switch to different service providers without having to log in again. [Learn more...](#)



The screenshot shows the 'Identity Provider Setup' page. At the top, there is a button labeled 'Enable Identity Provider' which is highlighted with a red box. Below this, a message says 'Click Enable Identity Provider to enable your Salesforce.com organization as an identity provider.' Under the heading 'Service Providers', it says 'Service Providers are now created via Connected Apps. Click here.' There is a table with columns 'Name' and 'Created Date', showing 'No Service Providers'.

4. Choose **Download Metadata** and save the file to your computer.

Identity Provider

[Help for this Page](#) 

Enable Salesforce.com as an identity provider so you can use single sign-on with other web sites, and define the appropriate service providers whose applications support single sign-on. You can switch to different service providers without having to log in again. [Learn more...](#)

Quick Tips

- [Certificates and Keys](#)
- [About Single Sign-On](#)
- [My Domain](#)



The screenshot shows the 'Identity Provider Setup' page. At the top, there is a button labeled 'Download Metadata' which is highlighted with a red box. Below this, there are sections for 'Details' (Issuer: https://ctiadapterdemo-dev-ed.my.salesforce.com), 'Currently chosen certificate details' (Label: SelfSignedCert_17Feb2020_221125, Created Date: 2/17/2020, 2:11 PM, Unique Name: SelfSignedCert_17Feb2020_221125, Expiration Date: 2/17/2021, 4:00 AM, Key Size: 2048), and 'SAML Metadata Discovery Endpoints' (Salesforce Identity: https://ctiadapterdemo-dev-ed.my.salesforce.com/.well-known/samlidp.xml).

Configure the Identity Provider, Policy, and Role in the AWS Console

Next, you need to configure the identity provider (Salesforce) in the AWS console and provide access to Amazon Connect via IAM policies and roles. This allows AWS to acknowledge Salesforce as the identity provider and to provide users authenticated through Salesforce with the access required to login to Amazon Connect.

Configure the Identity Provider

1. Login to the [AWS console](#)
2. Open the [AWS identity and Access Management \(IAM\) Console](#)
3. Select **Identity providers**

Identity and Access Management (IAM)

Dashboard

▼ Access management

Groups

Users

Roles

Policies

Identity providers

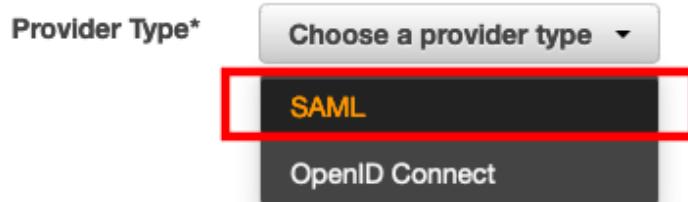
Account settings

4. Choose **Create Provider**

5. On the Configure Provider screen, select **SAML** as the Provider Type

Configure Provider

Choose a provider type.



6. Set the Provider Name to **SalesforceConnect**

7. Import the metadata file you downloaded previously by selecting Choose File and navigating to the downloaded metadata file.

8. Select Next Step

9. Choose Create

10. The Identity provider has been created

Create the IAM Role and Policy

1. Login to the [AWS console](#)

2. Open the [AWS identity and Access Management \(IAM\) Console](#)

3. Select **Roles**, then choose **Create role**

4. Choose **SAML 2.0 federation**

5. In the SAML provider dropdown, select the provider you just created, which should be named **SalesforceConnect**

6. Select the radio button for **Allow programmatic and AWS Management Console access**. The Attribute and Value fields should auto-populate

Create role

1 2 3 4

Select type of trusted entity

 AWS service EC2, Lambda and others	 Another AWS account Belonging to you or 3rd party	 Web identity Cognito or any OpenID provider	 SAML 2.0 federation Your corporate directory
--	---	---	--

Allows users that are federated with SAML 2.0 to assume this role to perform actions in your account. [Learn more](#)

Choose a SAML 2.0 provider

If you're creating a role for API access, choose an Attribute and then type a Value to include in the role. This restricts access to users with the specified attributes.

SAML provider ▼

[Create new provider](#) [Refresh](#)

Allow programmatic access only
 Allow programmatic and AWS Management Console access

Attribute

Value*

Condition [+ Add condition \(optional\)](#)

7. Select **Next: Permissions**

8. On the Attach permissions policies page, select **Create policy**. This will open a new browser tab.

9. Choose the **JSON** tab to switch to the JSON editor

10. Replace the existing JSON with the following:

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Sid": "Statement1",  
      "Effect": "Allow",  
      "Action": "connect:GetFederationToken",  
      "Resource": [  
        "arn:aws:sso:::federationTokenAction"]  
    }  
  ]  
}
```

```

        "##YOUR ARN##/user/${aws:userid}"
    ]
}

```

11. Replace **YOUR ARN** with the ARN of your Amazon Connect instance. To find your Amazon Connect instance ARN:
12. Open a new tab in your browser and navigate to [Amazon Connect Console](#)
13. Click on the name (alias) of your Amazon Connect instance
14. Copy the Instance ARN and paste it to your computer's notepad (you will use it in a few places)
15. Choose **Review policy**
16. Set the Name to **SalesforceConnectPolicy**
17. Select **Create Policy**
18. Once the Policy has been created, close the tab, go back to the original (Role) tab in your browser and select the **Refresh** button (do not refresh the browser)
19. In the search field, enter **SalesforceConnectPolicy** and select the box to attach the policy.

Create role

1 2 3 4

▼ Attach permissions policies

Choose one or more policies to attach to your new role.

Filter policies		Showing 1 result
	Policy name	Used as
<input checked="" type="checkbox"/>	SalesforceConnectPolicy	None

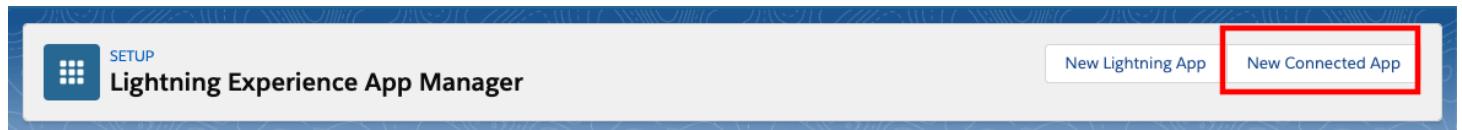
20. Choose **Next: Tags** and set tags if desired, then choose **Next: Review**
21. Name the Role **SalesforceConnectRole** and provide a description if you like
22. Select Create role

Complete the Base Salesforce Configuration

Next, you need to configure a Connect App in Salesforce and provide further configuration to complete the SAML integration.

Create the Connected App in Salesforce

1. Log in into your Salesforce org and go to **Setup**
2. In the **Quick Find** field, type **App Manager**, then select **App Manager** from the result list
3. Select New Connected App



4. Provide a name for the Connected App, such as **AmazonConnectSAML**, then press tab and the API Name should auto-populate
5. Provide an email contact address

New Connected App

The screenshot shows the 'New Connected App' configuration page. At the top right are 'Save' and 'Cancel' buttons. Below is a section titled 'Basic Information' with the following fields:

- Connected App Name: AmazonConnectSAML
- API Name: AmazonConnectSAML
- Contact Email: dougjaso+ctiadapterdemo@amazon.ci
- Contact Phone: (empty)
- Logo Image URL: (empty)
Upload logo image or Choose one of our sample logos
- Icon URL: (empty)
Choose one of our sample logos
- Info URL: (empty)
- Description: (empty)

6. In the Web App Settings section, choose **Enable SAML**
7. Leave Start URL empty
8. Set Entity Id to the same name that you gave the Identity Provider in the IAM console, which should be **SalesforceConnect**
9. Set ACS URL as <https://signin.aws.amazon.com/saml>
10. Set Subject Type as **Persistent ID**

Web App Settings

Start URL	<input type="text"/>
Enable SAML	<input checked="" type="checkbox"/>
Entity Id	SalesforceConnect
ACS URL	https://signin.aws.amazon.com/saml
Enable Single Logout	<input type="checkbox"/>
Subject Type	Persistent ID
Name ID Format	urn:oasis:names:tc:SAML:1.1:nameid-format:unspecified
Issuer	https://ctiadapterdemo-dev-ed.my.salesforce.com
IdP Certificate	Default IdP Certificate
Verify Request Signatures	<input type="checkbox"/>
Encrypt SAML Response	<input type="checkbox"/>

11. Choose **Save**. The screen should refresh and the new Connected App should be displayed
12. Scroll down to the **Custom Attributes** section and select **New**
13. Set Key as <https://aws.amazon.com/SAML/Attributes/RoleSessionName>
14. Set Value as **\$User.Email**
15. Select **Save**

Create Custom Attribute

Key	<input type="text" value="https://aws.amazon.com"/>
Value	<input type="text" value="\$User.Email"/> <div style="border: 2px solid blue; height: 150px; width: 100%;"></div>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

16. Select New again to configure another custom attribute
17. Set Key as <https://aws.amazon.com/SAML/Attributes/Role>
18. The Value is going to be a combination of the Identity Provider and IAM Role ARNs.
 - a. In a new tab, open the [AWS identity and Access Management \(IAM\) Console](#)
 - b. On the left navigation, select **Identity providers**

- c. Select the Identity provider you created earlier, which should be named **SalesforceConnect**
- d. Copy the **Provider ARN** to your computer's notepad
- e. Return to the IAM console and select **Roles**
- f. Select the Role you created earlier, which should be **SalesforceConnectRole**
- g. Copy the **Role ARN** to your computer's notepad
- h. Format the combined value as follows: 'Identity Provider ARN' & ',' & 'Role ARN'
- i. Paste the formatted value into the Custom Attribute Value

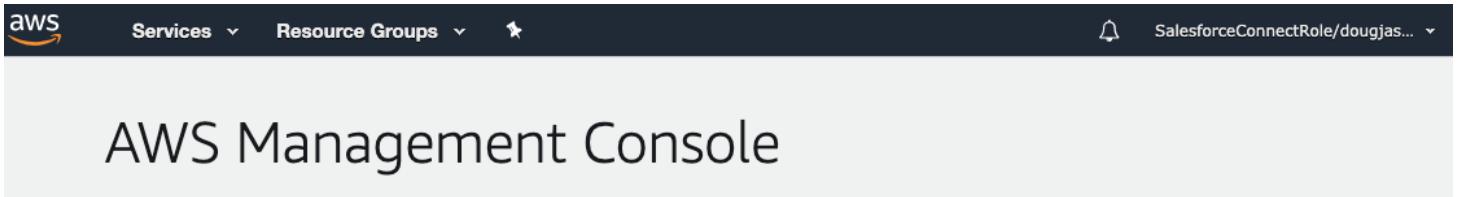
19. Select **Save**

Create Custom Attribute

The screenshot shows a 'Create Custom Attribute' dialog box. The 'Key' field is set to 'https://aws.amazon.com'. The 'Value' field contains the following expression:
'arn:aws:iam:::YOURACCOUNT:saml-provider/SalesforceConnect' & ',' &
'arn:aws:iam:::YOURACCOUNT:role/SalesforceConnectRole'
Below the dialog are 'Save' and 'Cancel' buttons.

- 20. At the top of the Connected App description, select **Manage**
- 21. Scroll down to the **SAML login Information** section
- 22. Copy the **IdP-Initiated Login URL** to your computer's notepad
- 23. Scroll down to find the Profiles section, then select **Manage Profiles**
- 24. Select a profile from the list, for example System Administrator for testing purposes
- 25. Choose **Save**
- 26. Open a new tab in your browser and navigate to IdP-Initiated Login URL that you copied in an earlier step

27. The browser will redirect to AWS Console and log you in automatically as a federated user **Note:** you may be able to see AWS services, but you should have no configuration rights.



AWS Management Console

28. The Federated Login consists of the Role name and your Salesforce email address.
29. Initial validation is complete

Complete the Amazon Connect Configuration

The last step in the SAML setup is to add users to Amazon Connect that exist in your Salesforce org, then validate login. It is critical that the usernames for both platforms match exactly.

Add Users to Amazon Connect

1. In a new browser tab, login to the [AWS console](#)
2. Open the [Amazon Connect Console](#)
3. Select the name (alias) of your Amazon Connect instance
4. Choose **Login as administrator**

Overview

Instance ARN	arn:aws:connect:us-west-2: XXXXXXXXXX instance: XXXXXXXXXX
Directory	ctiadapterdemo
Service-linked role	AWS ServiceRoleForAmazonConnect_ XXXXXXXXXX Learn more
Login URL	https://ctiadapterdemo.awsapps.com/connect/login

5. Within the Amazon Connect administration portal, select **Users** then choose **User Management**
6. Leave **Create and setup a new user** selected and choose **Next**
7. Complete the First and Last name fields as appropriate
8. Set the login name to match the **Email Address** of your Salesforce user
9. Set the **Routing Profile**. In this example, the default Basic Routing Profile is shown

10. Set the **Security Profile**. In this example, *Admin* is shown

Add new user

1 Select source 2 Add user details 3 Verify user details

First name Jason	Last name Douglas	Login name jctladapterdemo@amazon.com
Routing Profile: Basic Routing Profile		
Security Profiles: Admin		
Phone Type: Soft phone <input type="checkbox"/> Auto-Accept Call After call work (ACW) timeout: 0		

11. Select **Save**

12. Select **Create Users**

13. Repeat this process as required for your staff

Final Configuration for the Lightning Experience

Now that all of the underlying pieces are in place, the last steps are to create the Amazon Connect Single Sign On URL and validate that it works correctly, then configure the Lightning CTI adapter and login the agent.

Create the Amazon Connect SSO URL

You create the Amazon Connect SSO URL by combining the IdP-Initiated Login URL that you copied earlier, and a relay state URL that will redirect the authenticated user to your Amazon Connect instance.

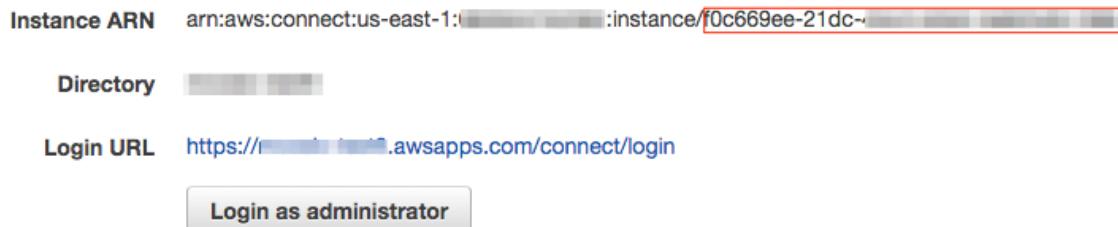
The 'RelayState' will be in the following format (replace `us-west-2` with the region you are using):

```
https://us-west-2.console.aws.amazon.com/connect/federate/[object Object]?destination=%2Fconnect%2Fccp
```

1. To begin, format the relay state URL by replacing **InstanceId** with your Instance Id. To find your Amazon Connect Instance Id:
 - a. Open a new tab in your browser and navigate to the [Amazon Connect Console](#)
 - b. Click on the name (alias) of your Amazon Connect

- c. From the Instance ARN, copy the portion after the '/'. This is the Instance Id

Overview



Instance ARN: arn:aws:connect:us-east-1:████████:instance/f0c669ee-21dc-█████████████████████

Directory: ██████████

Login URL: <https://████████.awsapps.com/connect/login>

[Login as administrator](#)

2. Concatenate the 'IdP-Initiated Login URL' and the 'RelayState', by combining the two with "&RelayState=" in between, for example:

```
https://mXXXXXXrun-dev-ed.my.salesforce.com/idp/login?  
app=0sp0N00000Caid&RelayState=https://us-west-  
2.console.aws.amazon.com/connect/federate/[object Object]?  
destination=%2Fconnect%2Fccp
```

3. This is the Final SSO URL, needed for the Amazon Connect Lightning CTI Adapter Configuration.

4. To validate this URL:

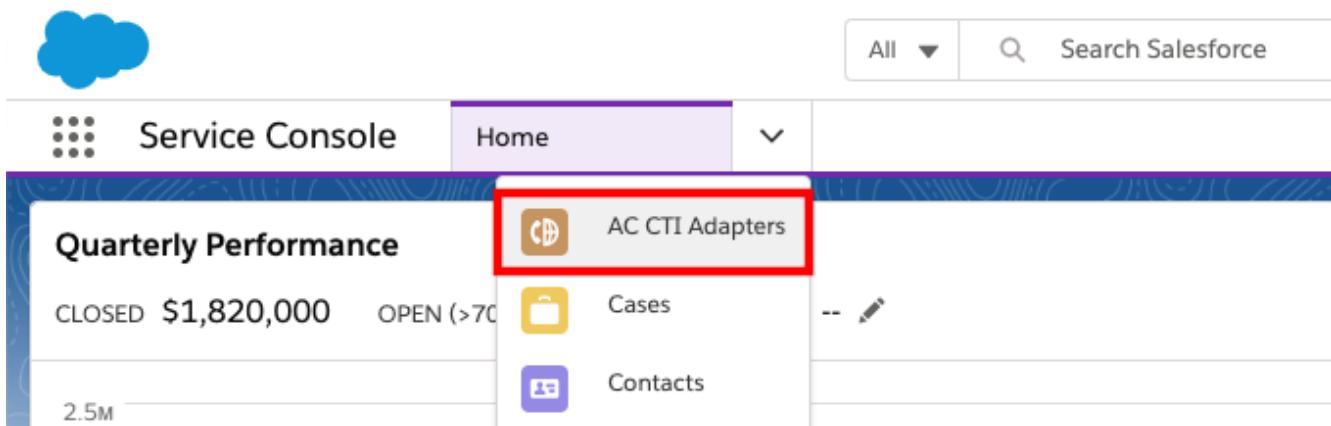
- Open a new tab in the same browser that you are logged into Salesforce
- Paste the fully concatenated URL into the new browser and press enter
- You should automatically login and be redirected to the Amazon Connect Contact Control Panel.

5. Once you validate the full URL, you are ready to add it to the Lightning Adapter

Configure the CTI Lightning Adapter in Salesforce For SSO

Now we are ready to complete the last step in the configuration process: Adding the SSO settings for Salesforce to the Lightning Adapter. This will configure the adapter to authenticate via SSO and redirect to the Amazon Connect Contact Control Panel once authentication completes.

- Log in into your Salesforce org and go to the **Service Console**
- Expand the **navigation menu** by selecting the down arrow and choose **AC CTI Adapters**.



3. Select **ACLightningAdapter**

4. Scroll down to the Single SignOn (SSO) section and choose the pencil icon of either field to edit

▼ Single SignOn (SSO)

SSO Url

SSO Relay State



5. For the SSO Url, copy the first part of the SSO URL that you created previously, up to the first question mark (do not copy the question mark), for example:

```
https://mXXXXXrun-dev-ed.my.salesforce.com/idp/login?  
app=0sp0N00000Caid&RelayState=https://us-west-  
2.console.aws.amazon.com/connect/federate/<b>InstanceId</b>?  
destination=%2Fconnect%2Fccp
```

6. Paste this portion of the URL into the **SSO Url** field

▼ Single SignOn (SSO)

SSO Url

```
https://sample-dev-ed.my.salesforce.com/idp/login
```



7. For the SSO Relay State, copy everything AFTER the question mark (do not copy the question mark), for example:

```
https://mXXXXXrun-dev-ed.my.salesforce.com/idp/login?  
app=0sp0N00000Caid&RelayState=https://us-west-  
2.console.aws.amazon.com/connect/federate/<b>InstanceId</b>?  
destination=%2Fconnect%2Fccp
```

8. Paste this portion of the URL into the **SSO Relay State** field

✓ Single SignOn (SSO)

SSO Url
`https://sample-dev-ed.my.salesforce.com/idp/login`

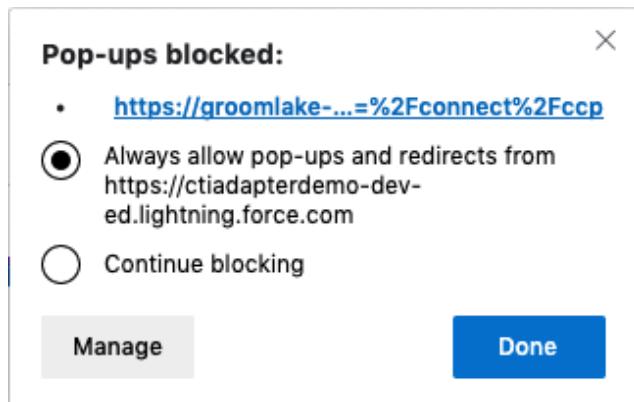
SSO Relay State
`app=0sp6g000000XZyd&RelayState=https://us-west-2.console.aws.amazon.com/connect/federate/YOUR-INSTANCE-ID?destination=%2Fconnect%2Fccp`

9. Choose **Save**

Note: With the new Amazon Connect instance urls (`*.my.connect.aws`) you must put the full URL into the **Amazon Connect Instance** field in the AC CTI Adapter record for SSO to work. Ex: using `https://myinstance.my.connect.aws` instead of `my instance`.

10. Refresh your browser to make the changes take effect

- NOTE:** If you receive a blocked popup warning, select the warning and change the setting to always allow popups from your Salesforce org, then refresh the browser again



11. Select the **phone icon** in the console toolbar to open the CCP Note: You may also receive popups to allow notifications and microphone access. Please accept both.

12. Click the Sign into CCP button

13. You should now see the authenticated and logged in CCP

ACLightningAdapter | Sale

AdapterTest Burner Accounts -...

Service Console AC CTI Adapters

Recently Viewed

1 item · Updated 4 minutes ago

Search this list...

Amazon Connect

Offline

Welcome Jason

Quick connects

Number pad

Amazon Connect History

14. Configuration is complete

Edit this page

Appendix C: CTI Flow Sources and Events

The following sources are defined in the adapter for use with CTI Flows:

- Initialization
 - onInit -- The CTI adapter has initialized.
- Amazon Connect Agent
 - onRefresh -- The Connect agent's data was updated.
 - onStateChange -- The Connect agent's state changed.
 - onRoutable -- The Connect agent became available for contacts.
 - onNotRoutable -- The Connect agent became unavailable for contacts.
 - onOffline -- The Connect agent's state was set to "Offline".
 - onError -- The Connect agent encountered a system error.
 - onAfterCallWork -- The Connect agent entered "After Call Work".
 - onInit -- The Connect agent has logged in.
- Amazon Connect Voice Contact
 - onIncoming -- The voice contact is incoming. Note: This event fires for queued callback contact only.
 - onConnecting -- The voice contact is connecting. Note: This event fires for inbound and outbound contacts except queued callback contacts.
 - onConnected -- The voice contact is connected.
 - onEnded -- The voice contact is ended or destroyed.
 - onRefresh -- The voice contact is updated.
 - onAccepted -- A voice contact is accepted.
 - onPending -- The voice contact is pending.

- onMissed -- The voice contact is / was missed.
- onDestroy - The voice contact is destroyed.
- Amazon Connect Chat Contact
 - onConnecting -- The chat contact is connecting.
 - onConnected -- The chat contact is connected.
 - onEnded -- The chat contact ended.
 - onRefresh -- The chat contact is updated.
 - onAccepted -- The chat contact is accepted.
 - onPending -- The voice contact is pending.
 - onMessageReceived -- A message was received from the customer
 - onMessageSent -- A message was sent to the customer
 - onMissed -- The chat contact was missed.
 - onDestroy - The voice contact is destroyed.
- Amazon Connect Task Contact
 - onIncoming -- The tasks contact is incoming.
 - onConnecting -- The task contact is connecting.
 - onConnected -- The task contact is connected.
 - onEnded -- The task contact ended.
 - onRefresh -- The task contact is updated.
 - onAccepted -- The task contact is accepted.
 - onPending -- The voice contact is pending.
 - onMissed -- The task contact was missed.
 - onDestroy - The voice contact is destroyed.
 - onTransferInitiated -- When the server has initiated the task transfer.

- onTransferSucceeded -- When the task transfer has succeeded.
 - onTransferFailed -- When the task transfer has failed.
 - onTaskExpiring -- Triggers 2 hours before the task expires.
 - onTaskExpired -- When the task has expired.
- Salesforce Agent
 - onStateChange -- The Salesforce agent's state changed.
 - onWorkAccepted -- The Salesforce agent accepted work.
 - onWorkloadChanged -- The Salesforce agent's workload changed.
 - Salesforce UI
 - onClickToDial -- A phone number, within the Salesforce UI, was clicked.
 - onNavigationChange
 - onHvsWorkStart

 [Edit this page](#)

Appendix D: CTI Flow Examples

Voice Contact Screenpop (Legacy Adapter Support)

Source: Amazon Connect Voice Contact

Event: onConnecting

[Download](#)

Chat Contact Screenpop

Source: Amazon Connect Chat Contact

Event: onConnecting

[Download](#)

Click-to-Dial

Source: Amazon Connect Chat Contact

Event: onClickToDial

[Download](#)

Screen Pop on Customer Phone Number

Source: Amazon Connect Voice Contact

Event: onConnecting

[Download](#)

Screen Pop a Case on Contact Attribute Data (if it exists) or Pop a New Case (if it does not)

Source: Amazon Connect Voice Contact

Event: onConnecting

[Download](#)

Create a Task (Call Activity) and Pop That Task

Source: Amazon Connect Voice Contact

Event: onConnecting

[Download](#)

Screenpop on Customer Email Address (in contact attribute data)

Source: Amazon Connect Chat Contact

Event: onConnecting

[Download](#)

Create a Task (Call Activity) and Pop That Task

Source: Amazon Connect Chat Contact

Event: onConnecting

[Download](#)

Create a Task (Call Activity) and Pop That Task using CTI Actions

Source: CTI Action

Event: N/A

[More details](#)

[Download](#)

Default CTI Flows

The following zip file includes default flows, which are automatically added and activated on new installations of the package. However, if you are upgrading from an earlier version you may need to replace your legacy script with the new flow.

[Download](#)

 [Edit this page](#)

Appendix E: Integration with Salesforce High Velocity Sales

What is High Velocity Sales?

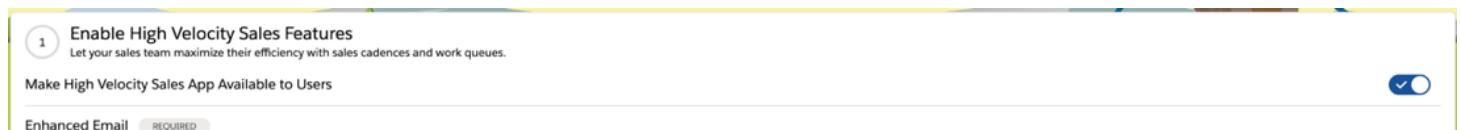
Salesforce HVS (HVS) is a process for your inside sales team to follow a repeatable pre-defined sales cadence for your business. It enables sales managers and representatives to work on a prioritized list of prospects and follow best sequence of sales outreach activities as defined by your sales process.

Enabling the Integration with High Velocity Sales

In order to make HVS works for your connect users, you must enable High Velocity Sales in your Salesforce Org.

Enable High Velocity Sales

1. From Setup, enter High Velocity Sales in the Quick Find box, then select High Velocity Sales.
2. Toggle "Enable High Velocity Sales Features" from disable to enable state

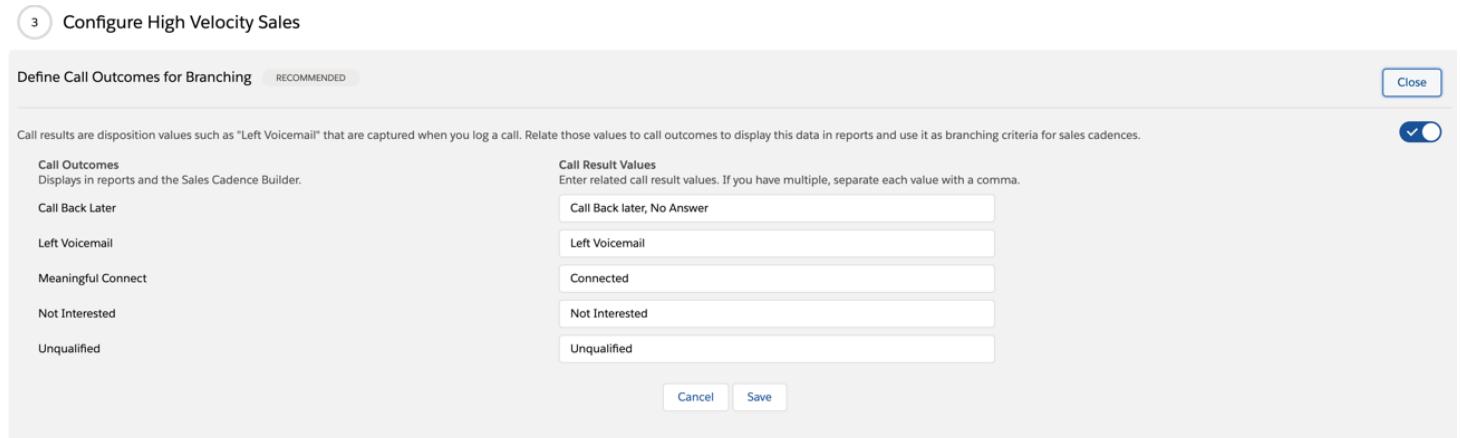


Call Outcomes for Branching

In this step, you can define call disposition values which can be used to branch sales cadence to define next best action for your sales process.

Define Call Outcomes for Branching

1. From Setup, enter High Velocity Sales in the Quick Find box, then select High Velocity Sales.
2. Edit the Define Call Outcomes for Branching.
3. Enter the call result values used by your org next to related call outcomes.



Assign HVS permission sets to Connect Users

For creating Sales Cadence, you need to have **High Velocity Sales Cadence Creator** permission set otherwise assign the **High Velocity Sales User** permission set to sales users.

Assign the permission set

1. From Setup, enter permission Sets in Quick Find box, and then select Permission Sets.
2. Select permission set, then click Manage Assignments to assign the permission set to users.

Create Sales Cadence

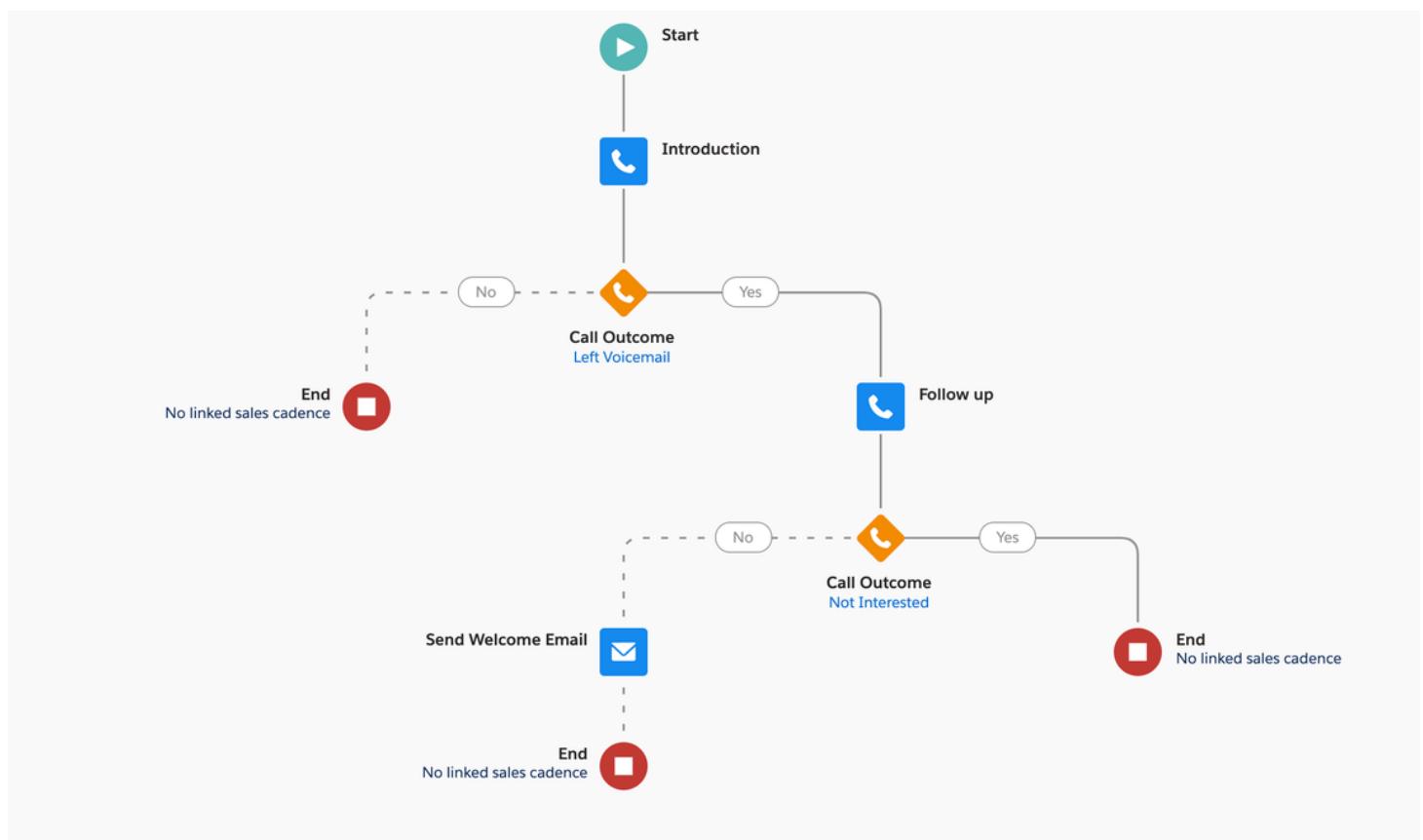
In HVS application, you will need to create a Sales Cadence based on Sales process

Create a Sales Cadence

1. Choose **Sales Cadence** from navigation menu.
2. Click the down arrow button then click **New**
3. Enter name and description. Click **Save** button which opens **Sales Cadence** builder screen.

The screenshot shows the HVS application interface. On the left, there is a sidebar titled 'Recently Viewed' with a dropdown arrow. Below it, a search bar says 'Search this list...' and a 'New' button. Under 'RECENTLY VIEWED', there are two items: 'Sales Cadence 1' (ssinh) and 'New Sales Cadence' (ssinh), both updated 9 minutes ago on 10/10/2019 at 10:57 PM and 3:53 PM respectively, and both marked as 'Active'. On the right, a large window titled 'New Sales Cadence' is open. It has a 'Information' section with fields for 'Name' (marked with a red asterisk) and 'Description'.

4. Click + sign in the builder to add a step. Choose a type of step you want to add for your sales cadence. Once you finish adding steps, click the **Activate** button. Once a sales cadence is active, you can add leads, contact, and personal accounts to Sales Cadence.



Assigning Prospects

You can assign a prospect to a Sales Cadence either on a prospect detail page or through an automated flow. In this example, using prospect detail page to assign a sales cadence.

Click **Add to Sales Cadence** button to add this prospect to a Sales Cadence.

Create and Map Dispositions

In this step you need to add a disposition field on Activity object and map disposition options to what is defined in HVS call outcomes. In this example, I am going to create a picklist field and add it to default task page layout to track disposition value for each call.

Create and map disposition fields

1. Go to the Setup screen then click **Object Manager**
2. Click **Activity Object**
3. In Fields and Relationships section select **New**
4. Select a picklist field and choose **Next**
5. Enter require information and add HVS call outcomes as picklist options.
6. Select all default options and add this filed on Task page layout. (If there is already a field called **Call Result** on Task Page layout then remove it from the page layout.)
7. Choose **Save**

Field Information

Field Label	Call Result
Field Name	Call_Result
API Name	Call_Result_c
Description	
Help Text	
Data Owner	
Field Usage	
Data Sensitivity Level	
Compliance Categorization	
Created By	Sunil Sinha, 10/10/2019 11:04 PM

Object Name **Activity**
Data Type Picklist

General Options

Required
Default Value

Picklist Options

Restrict picklist to the values defined in the value set
Controlling Field [\[New\]](#)

Field Dependencies

[New](#)

No dependencies defined.

Values

[New](#) [Reorder](#) [Replace](#) [Printable View](#) [Chart Colors](#)

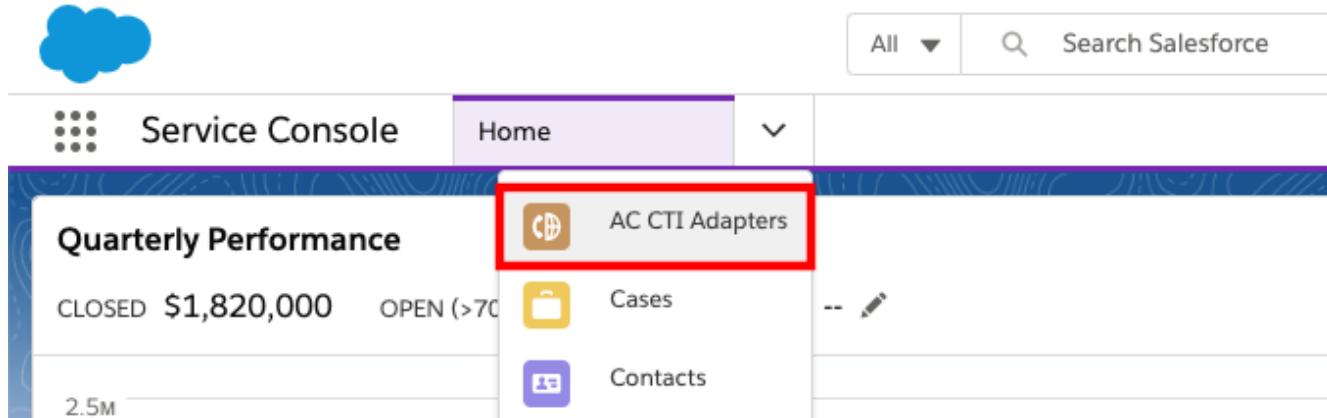
Action	Values	API Name	Default	Chart Colors	Modified By
Edit Del Deactivate	Completed	Completed	<input type="checkbox"/>	Assigned dynamically	Sunil Sinha, 10/10/2019 11:04 PM
Edit Del Deactivate	Connected	Connected	<input type="checkbox"/>	Assigned dynamically	Sunil Sinha, 10/10/2019 11:04 PM
Edit Del Deactivate	Left Voicemail	Left_Voicemail	<input type="checkbox"/>	Assigned dynamically	Sunil Sinha, 10/10/2019 11:04 PM
Edit Del Deactivate	Not Interested	Not_Interested	<input type="checkbox"/>	Assigned dynamically	Sunil Sinha, 10/10/2019 11:04 PM
Edit Del Deactivate	Unqualified	Unqualified	<input type="checkbox"/>	Assigned dynamically	Sunil Sinha, 10/10/2019 11:04 PM

Setup CTI Flows for High Volume Sales

Next you will need to create a new set of CTI Flows for High Volume Sales.

Configuring the CTI Flow

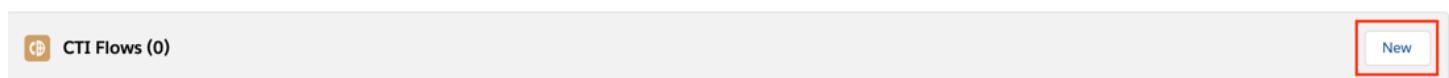
1. Log in into your Salesforce org and go to the **Service Console**
2. Expand the **navigation menu** by selecting the down arrow and choose **AC CTI Adapters**.



3. Select **ACLightningAdapter**

4. Scroll down to the **Scripts** section

5. Select New to create a new CTI Flow



6. In the **CTI Flow Name** field, enter **Voice onHvsWorkStart**

7. Make sure the checkbox for **Active** is selected

8. For the **Source**, select **Salesforce UI**

9. For the **Event**, select **onHvsWorkStart**

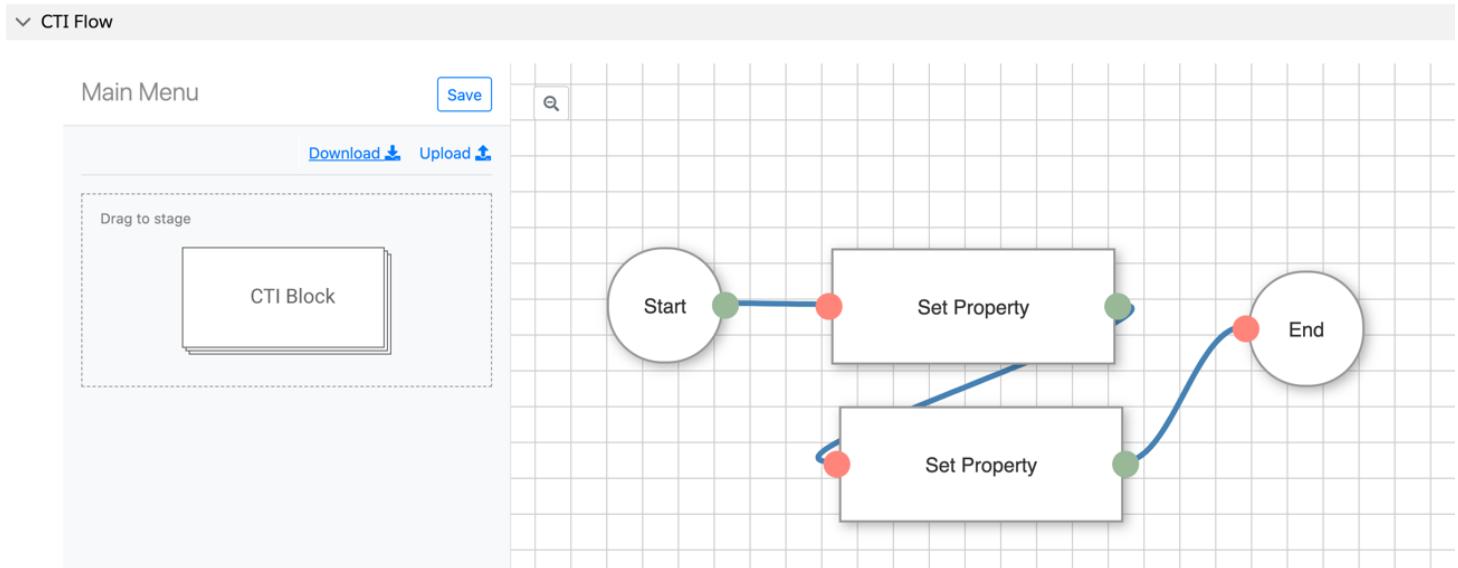
10. Provide a **Description**

11. Click **Save**.

12. Scroll down and click on the link **Voice onHvsWorkStart**.

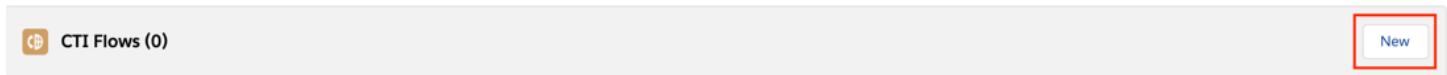
13. [Download this file](#)

14. Click **Upload** and find the file you just downloaded. You should now see this:**



15. Click **Save**. This creates a CTI Flow that is invoked when you start a HVS work and capture the workId for the third CTI Flow below.

16. Go back to the CTI Adapter page and select **New** in CTI Flows section to create another CTI Flow.



17. In the **CTI Flow Name** field, enter **HVS Voice onConnecting**

18. Make sure the checkbox for **Active** is selected

19. For the **Source**, select **Amazon Connect Voice Contact**

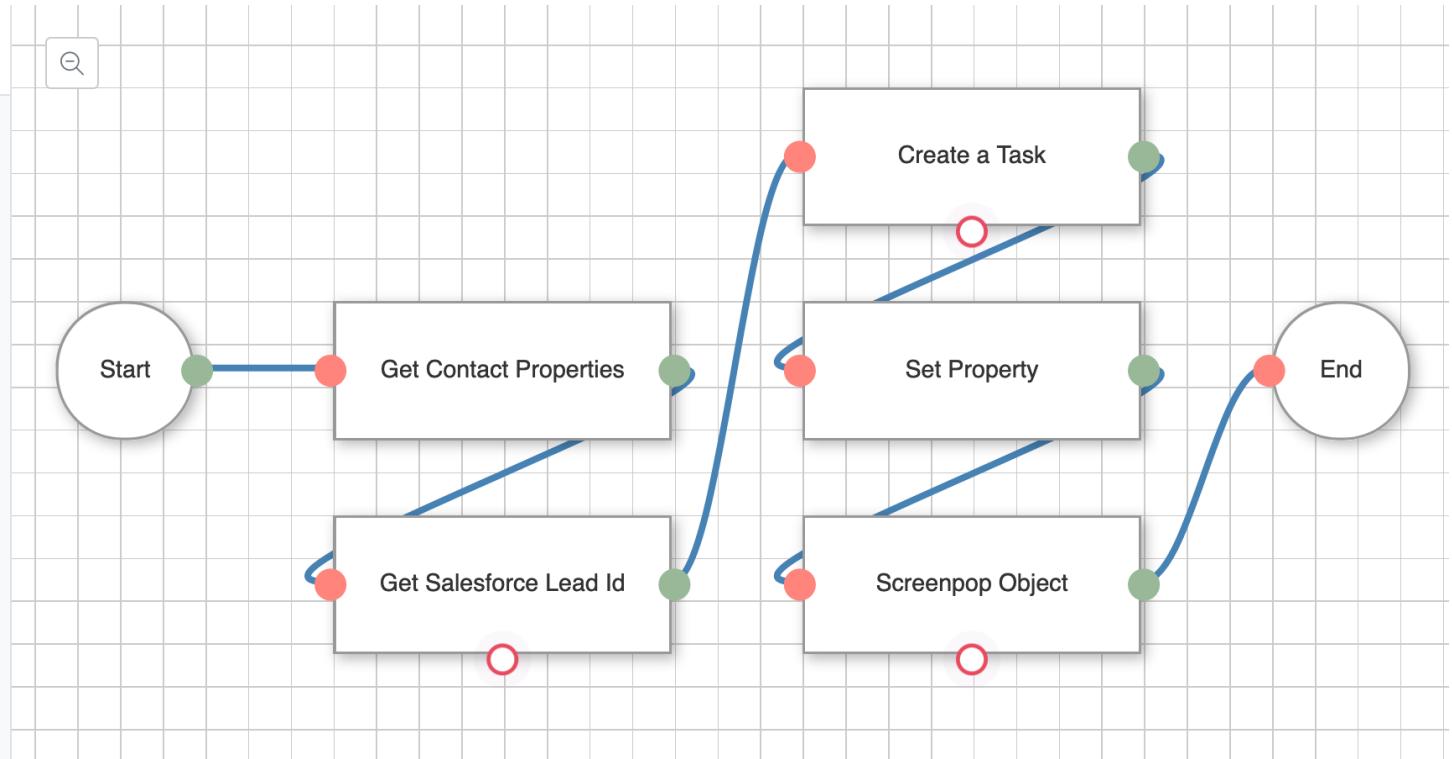
20. For the **Event**, select **onConnecting**

21. Provide a **Description** and Save

22. Scroll down and click on the link **HVS Voice onConnecting**.

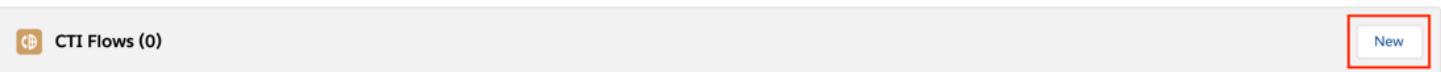
23. [Download this file](#)

24. Click **Upload** and find the file you just downloaded. You should now see this:



25. Click **Save**. This creates a CTI Flow creates task for the voice contact and save the taskId for the third CTI Flow below. If you already have a CTI Flow that creates task for voice contact, you do not need to add this one but just need to add a **Set Property** CTI Block to save the taskId

26. Go back to the CTI Adapter page and select **New** in CTI Flows section to create another CTI Flow.



27. In the **CTI Flow Name** field, enter **HVS Voice onRoutable**.

28. Make sure the checkbox for **Active** is selected

29. For the **Source**, select **Amazon Connect Agent**

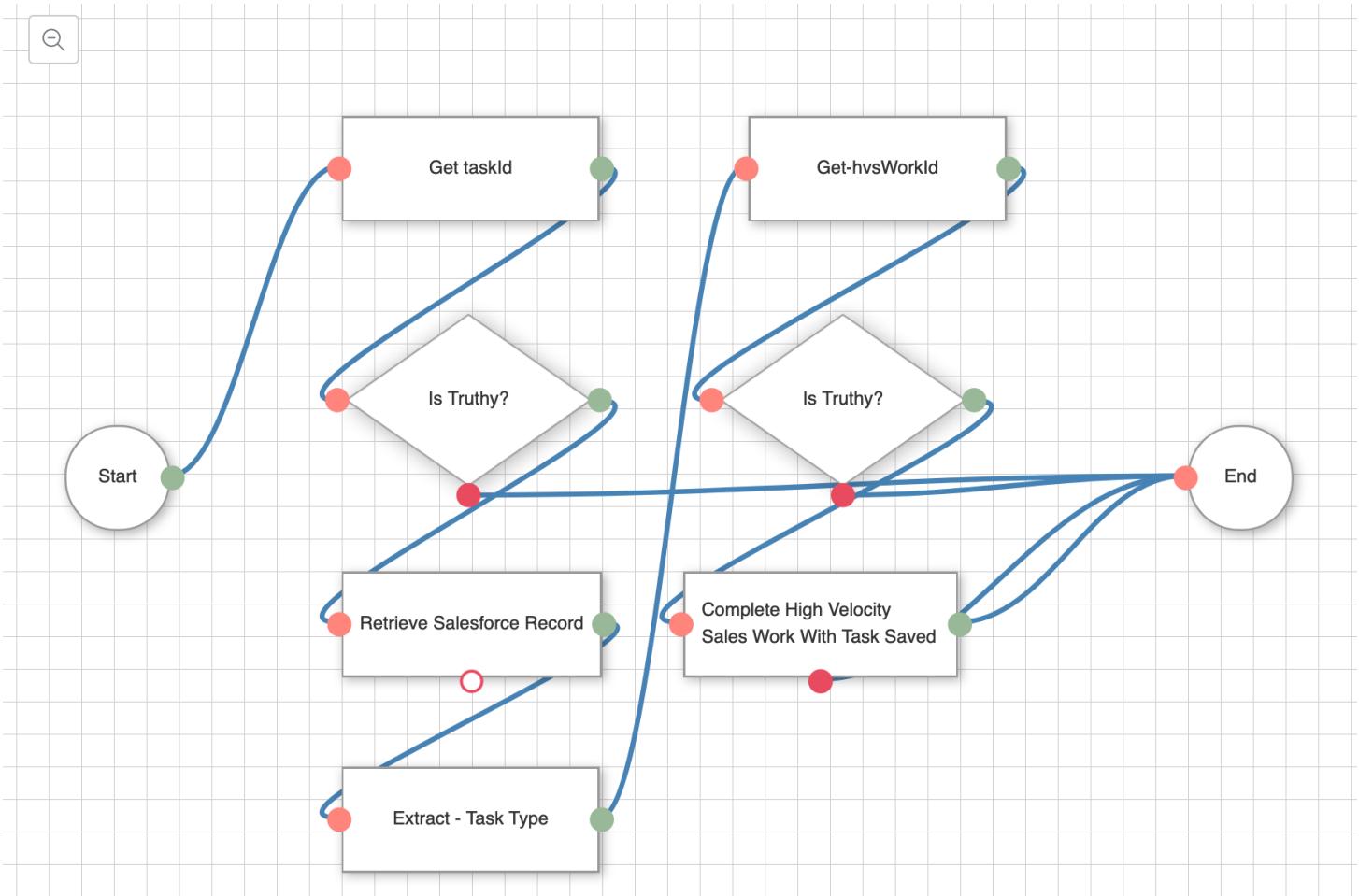
30. For the **Event**, select **onRoutable**

31. Provide a **Description** and Save

32. Scroll down and click on the link **HVS Voice onRoutable**

33. [Download this file](#)

34. Click **Upload** and find the file you just downloaded. You should now see this:



35. Click **Save**. This CTI Flow is executed before your agent is back to routable and retrieves the call result based on the task Id you set in the second CTI Flow, and use it to complete the HVS work

36. Once you've created the flows refresh your browser and the new scripts will take effect.

Expected Behavior

1. Adding Lead to the Sales Cadence you created

High Velocity Sales Leads All Search... ACLightingAdapter Yiming demo Timing Tang HVS - voice HVS - voice

Mr. Timing Tang

Status: Contacted

Activity Chatter Details

Sales Engagements

Last engaged: Call 2h ago

Engagements within 30 days:

Sales Cadence Steps

Timing Tang is not currently in a sales cadence.

Add to Sales Cadence

Campaign History

We found no potential duplicates of this Lead.

2. Make a call to the lead using the call button

Sandbox: ACCT1
Einstein Activity Capture is enabled. To start using it, connect your email and calendar to Salesforce.

High Velocity Sales Leads ACLightningAdapter Yiming demo Timing Tang HVS - voice HVS - voice

Status: Contacted

Activity Chatter Details

Log a Call New Task New Event

Last engaged: Call 2h ago

Engagements within 30 days:

Sales Cadence Steps

Yiming demo Step 1

Call

Introduction Attempt 1: Introduction to CTI Adapter

Call

Branch on Call Result

Call Connected?

View All Sales Cadence Steps

Phone History Notes

3. An outbound call is made and a task is created and popup

Task HVS - voice

Name Related To

Timing Tang

Details Related

Available Connected call

Hold Mute

Number pad Quick connects

End call

Related To

Name Timing Tang

Call Duration

Call Type Outbound Task Subtype Call

Last Modified By Yiming Wang, 7/20/2021 1:42 PM

Yiming demo - Introduction Attempt 1

Phone History Notes

4. While agent is in After Call Work status, Agent update the Call Result of the popup task and click Save.

All Search... Yiming Wang Search AWS Phone Calls...

Name Timing Tang

Call Duration

Call Type Outbound Task Subtype Call

Last Modified By Yiming Wang, 7/20/2021 1:42 PM

Call Object Identifier

Call Result

--None--

Call Back Later

Left Voicemail

Meaningful Connect

Not Interested

Unqualified

Yiming Wang, 7/20/2021 1:42 PM

Cancel Save

Yiming demo - Introduction Attempt 1

5. Agent click Close Contact to be available for the next call. The third CTI Flow will be invoked to retrieve the call result and the Sales Cadence Steps for this lead will be updated (highlighted in red below). The popup task should be linked to the lead as well (highlighted in orange below).

The screenshot shows the Salesforce Lead Details page for a lead named "Yiming demo". The lead has a status of "Contacted". The "Sales Cadence Steps" section on the left is highlighted with a red border and contains the following steps:

- Yiming demo Step 3
- Branch on Call Result: Call Connected? Yes a few seconds ago
- Send Email: welcome : welcome
- Sales Cadence Completed

The "Activity" feed on the right is highlighted with an orange border and shows the following items:

- Call: Introduction Attempt 1, Yiming demo, Timing Tang, YimingTestCompany (Upcoming)
- HVS - voice (Recent activity)

A message bar at the top right says "We found no potential duplicates of this Lead." and a sidebar on the right shows "Campaign History".

[Edit this page](#)

Appendix F: CTI Flow Blocks

If-else

Change the flow of your script depending on value of fields you fetch or store. This is a simple "if-else" utility for your flow.

HTTP Request

Make an HTTP request.

Get Property

Fetches a property from the local data store. You can access a property you have retrieved from the local store by referring to the return value of this block.

Get All Properties

Returns all stored properties.

Format Phone Number

Formats a phone number for a country code.

Format Phone Number (E164)

Formats a phone number for a country code in E164 format.

Format a Date object

Returns a formatted date.

Is Truthy?

This is a utility to branch your flow depending on the truthiness of a value.

Set Property

Assigns a value to a property in the local data store.

Log to Console

Sends a static or dynamic value from an action to a logger.

Show Modal

The command to open modal.

Enable Click To Dial?

The query to determine whether Click to Dial should be enabled.

Enable Click To Dial

The command to enable Click to Dial.

Disable Click To Dial

The command to disable Click to Dial.

Get App View Info

The command to get App View information.

Get Softphone Layout

The query to get softphone layout.

Get Agent Workload on Salesforce

Returns the agent's current workload.

Complete High Velocity Sales Work With Task Saved

This methods allow your CTI implementation to communicate with High Velocity Sales (HVS) to handle HVS work.

Refresh View

The command to refresh the view.

Show Softphone Panel

The command to show softphone panel.

Hide Softphone Panel

The command to hide softphone panel.

Set Softphone Panel Height

The command to set the height of softphone panel.

Set Softphone Panel Width

The command to set the width of softphone panel.

Screenpop Object

The command to open a screenpop with information from object.

Screenpop Url

The command to screenpop a url in a new browser tab or browser window.

Screenpop Object Home

The command to screenpop to an object's home page.

Screenpop List

The command to screenpop a list view.

Screenpop Search

The command to screenpop search results based upon the search input. Not to be confused with "Search And Screenpop."

Screenpop New Record

The command to screenpop to a new record of the specified type with specified default field values.

Search And Screenpop

This command searches objects specified in the softphone layout for a given string. Returns search results and screen pops any matching records. Not to be confused with "Screenpop Search."

Run Apex

The command to run an apex method. Make sure the apex method is in a class that extends the AC_Utils class, and your class must be specified in the extensions list of `AC_CtiScript__c.page` Visualforce page. [See the Salesforce documentation for an example.](#)

Get Agent State from Salesforce

The command to get an agent's state.

Set Agent State on Salesforce

The command to set an agent's presence state on Salesforce.

Login Agent on Salesforce

The command to login an agent on Salesforce.

Logout Agent on Salesforce

The command to logout an agent on Salesforce.

Save (or Create) a Record

The command to save or create a Salesforce object.

Create a Task

The command to create a Task. (The Subject of the task will be a string made up of upto 3 field values.)

Is Contact "Do Not Call"?

The query to check if the Contact requested not to be called.

Dial Number

The command to dial a phone number or to conference to an endpoint.

Mute Agent

The command to mute the agent.

Unmute Agent

The command to unmute the agent.

Get Agent Status from Connect

The command to get the current presence status of the agent from Connect.

Set Agent Status on Connect

The command to set the current presence status of the agent on Connect.

Set Agent Status By Name on Connect

The command to set the current presence status of the agent on Connect by name of the state.

Set Agent as Available on Connect

The command to set the current state of the agent to "Available."

Get Quick Connection List

Gets the list of quick connects available to the current agent

Get Transfer Connection List

Gets the list of quick connects available to the current agent.

Get Endpoint by Phone Number

Generates and returns an endpoint for a provided phone number.

Get Available Agent States

Gets all of the available agent states including custom states.

Get Agent Name

Returns the agent's user friendly display name for the agent.

Get Agent Extension

Returns the phone number that is dialed by Amazon Connect to connect calls to the agent for incoming and outgoing calls, if softphone is not enabled.

Get Agent Deskphone Number

Returns the phone number that is dialed by Amazon Connect to connect calls to the agent for incoming and outgoing calls, if softphone is not enabled.

Is Agent Softphone Enabled?

Checks if agent softphone is enabled. Branches in different directions if it is or not.

Change Agent to Softphone

Changes the current agent to softphone mode.

Change Agent to Deskphone

Changes the current agent to desktop phone mode with the specified phone number.

Get Agent Configuration

Returns the phone number that is dialed by Amazon Connect to connect calls to the agent for incoming and outgoing calls, if softphone is not enabled.

Get Agent Dialable Countries

Returns the list of dialable countries for the current agent.

Create Task Contact

The command to create a task contact that is sent to the provided quick connect endpoint. The quick connect must be available to any queue the agent has access too.

Get Contact Attribute

The command to get value of an attribute from the contact in the current session.

Is Voice Contact?

The command to determine if the contact is a voice contact.

Is Chat Contact?

The command to determine if the contact is a chat contact.

Is Task Contact?

The command to determine if the contact is an amazon connect task contact.

Is Contact Inbound?

The command to determine if the contact is inbound.

Is Contact Transfer?

The command to determine if the contact is transferred.

Is Callback?

The command to determine if the contact is a queue callback.

Get Contact Properties

The command to get properties of a contact.

Get Customer Phone Number

The command to get customer phone number of a contact.

Get Contact Interaction Metadata

The command to get metadata about a contact interaction.

Pop Task Contact's ReferenceUrls

The command to pop any reference urls if the contact is a task. Returns the number of urls popped.

Query value

The query to execute an arbitrary SOQL statement and returns the results.

Get Salesforce Lead Id

The command to get a salesforce lead id using a formatted phone number.

Open Salesforce Primary Tab

Opens a new primary tab to display the content of the specified URL.

Open Salesforce Sub Tab

Opens a new subtab (within a primary tab) that displays the content of a specified URL.

Get Focused Primary Tab Object Id

Returns the object ID of the primary tab on which the browser is focused.

Get Focused Subtab Object Id

Returns the object ID of the subtab on which the browser is focused.

Call jQuery Method

Perform a method call on a jQuery selection with your arguments.

Replace String

Perform a .replace() method on an input string.

Text Starts With Value

Checks whether a text input starts with one of the values.

Text Ends With Value

Checks whether a text input ends with one of the values.

Join Strings

Concatenates 2 values into a string.

SOQL Query

The query to execute an arbitrary SOQL statement and returns the results.

Multiply

Multiply two numbers.

Divide

Divide two numbers.

Get Tab Object Map

Returns a map of all visible primary tabs and their associated objects (if available).

Close Salesforce Tab

Closes the Salesforce with a given id.

Delay

Delays execution for a period of time. (Keep in mind that your flow may be stopped if it runs longer than the maximum allowed execution window of 10 seconds.)

Get Primary Tab Ids

Returns all of the IDs of open primary tabs.

Get Tabs With Matching Url

Returns the ids of the primary tabs with the url matching a provided string.

Length

Returns the length of a value.

Slice

Returns the slice of a value.

Cast a Value to a Type

Cast an input value to a Javascript type, such as Number or String.

Get CCP Logs

The command to get the logs of agent from Connect.

Clear All Properties

Clears all stored properties.

Unset Property

Removes the value assigned to a property in the local data store.

Show Attributes

This command displays the contact attributes in the CCP overlay.

Is Task Contact?

Check if the contact is a task

Create Task Contact

Creating a new task contact with certain inputs.

Pop Task Contact's ReferenceUrls

Pop any reference urls that are related to the task contact

Start Recording

Use the contact recording API to start recording the call.

Stop Recording

Use the contact recording API to stop recording the call.

Update Contact Attributes

Use the Connect API to update the attributes of the current contact.

Get Payload

Retrieve the payload of the CTI Flow. (The payload can be configured by CTI Actions.)

Send Data to CCP Overlay

Send an object to Data panel of CCP Overlay.

Leave a Voicemail

Use Voicemail drops to leave a voicemail.

Destroy Agent Connection to Live Contact

Destroys destroy the agent's connection to any live contact that is currently being handled by the CTI Flow. This is being deprecated for contacts in ACW. Use the ClearContact block for Clear ACW functionality.

Clear Contact

Clears a contact that is no longer being worked on - i.e. it's one of ERROR, ACW, MISSED, REJECTED.

 [Edit this page](#)