

A central repo to store various code examples for the PureCloud for Salesforce integration

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purecloud-for-salesforce-examples / src / Classic console / events-in-salesforce /



mbowergenesys fixed license link for other examples ...

on Jun 17, 2020



History

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SalesforceEventsTestPage.vfp

16 months ago



ServiceCloudConsole_pc.png

2 years ago



readme.md

12 months ago



readme.md

Events in Salesforce Classic Console App

This repository contains an example component that allows Salesforce Classic users to test PureCloud for Salesforce events in a Salesforce console app.

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Getting Started

TL;DR

1. Create a Visualforce page with the example code in the repository.
2. Use the example app to test PureCloud for Salesforce events.

Prerequisites

- The [PureCloud for Salesforce](#) managed package installed in your Salesforce organization.

Installation

Create a Visualforce Page

1. In Salesforce, open **Developer Console**.
2. Click **File > New > Visualforce Page**.
3. Enter a name for your Apex page and click **OK**.
4. Copy the example code in the repository to this page and then save the file.

Create a Custom Console Component

1. In Salesforce, click **Setup**.
2. Search for and click **Custom Console Components**.
3. Click **New**.
4. Add names to the **Name** and **Button Name** text boxes.
5. Under **Component**, search for and select the Visualforce page that you created.
6. Click **Save**.

Add the Custom Console Component

1. In Salesforce, click **Setup**.
2. Search for and click **Apps**.

- Find the ServiceCloudConsole app. The name of this app can be unique for your Salesforce organization. In the example, the app is called Sample Console.

Apps

[Help for this Page](#)

An *app* is a group of tabs that work as a unit to provide functionality. Users can switch between apps using the app drop-down menu at the top-right corner of every page.

You can customize existing apps to match the way you work, or build new apps by grouping standard and custom tabs.

Custom apps work in conjunction with User Profile Tab Visibility settings. [View User Profiles now.](#)

Apps				
Quick Start New Reorder				
Action	App Label	Console	Custom	Description
Edit	App Launcher	<input type="checkbox"/>	<input type="checkbox"/>	App Launcher tabs
Edit	Community	<input type="checkbox"/>	<input type="checkbox"/>	Salesforce CRM Communities
Edit	Content	<input type="checkbox"/>	<input type="checkbox"/>	Salesforce CRM Content
Edit	Marketing	<input type="checkbox"/>	<input type="checkbox"/>	Best-in-class on-demand marketing automation
Edit	Platform	<input type="checkbox"/>	<input type="checkbox"/>	The fundamental Lightning Platform
Edit	Sales	<input type="checkbox"/>	<input type="checkbox"/>	The world's most popular sales force automation (SFA) solution
Edit	Salesforce Chatter	<input type="checkbox"/>	<input type="checkbox"/>	The Salesforce Chatter social network, including profiles and feeds
Edit	Sample Console	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(Salesforce Classic) Lets agents work with multiple records on one screen
Edit	Service	<input type="checkbox"/>	<input type="checkbox"/>	Manage customer service with accounts, contacts, cases, and more
Edit	Site.com	<input type="checkbox"/>	<input type="checkbox"/>	Build pixel-perfect, data-rich websites using the drag-and-drop Site.com application, and manage content and published sites.

- Click **Edit**. The Custom App Edit page for the ServiceCloudConsole appears.
- Under **Choose Console Components**, move your Visualforce page from Available Items to Selected Items.
- Click **Save**.

The custom console component now appears in the lower-left or lower-right corner of certain Service Cloud pages.

Usage

After you complete the steps under **Installation**, click the custom console component to test Salesforce events.

- You can change the status of your user.
- You can also change the state of an active interaction with pickup, disconnect, hold, mute, or secure pause.

For more information, see [Events in Salesforce \(Resource Center\)](#).

Additional Information

This content is [licensed](#) under the MIT license.

For more information about PureCloud for Salesforce, see [About PureCloud for Salesforce \(Resource Center\)](#).