



Use the extension points to customize click-to-dial

Note: This article applies to Genesys Cloud for Salesforce.

You can use the extension points to customize click-to-dial behavior in Genesys Cloud for Salesforce. The extension points use the Salesforce Apex programming language.

Note: This article is an advanced customization topic meant for developers familiar with Salesforce.

Prerequisites

- A version of the managed package that includes the Extension Point Settings section. For more information, see [Configure extension points](#).

In Salesforce, create a single Apex file with an Apex class that implements the `purecloud.CTIExtension.ClickToDial` interface. Define the Apex class as global so the code can be called by the integration.

purecloud.CTIExtension.ClickToDial interface

Contains a method signature that you can define to customize the click-to-dial functionality in Genesys Cloud for Salesforce.

Usage

Use the method signature in the `purecloud.CTIExtension.ClickToDial` interface to define how the click-to-dial functionality works.

onClickToDial method

Initiates a phone call or an SMS message.

When Salesforce alerts the client about a click-to-dial event, the client performs the click-to-dial event based on parameters in your Apex code. The method can return data that changes the default click-to-dial behavior.

If the Apex code triggers an exception, then the integration performs the default click-to-dial behavior. If no value is returned, then the integration suppresses the click-to-dial behavior.

Input properties

The following properties are included in the JSON data that is passed to the method.

Name	Data type	Description	Notes
number	String	Phone number that the integration calls.	
object	String	Type of object such as a contact or an account in Salesforce.	
objectId	String	ID of a relevant object such as a contact or an account to auto-associate with an activity.	<code>objectId</code> is only for a single record.
objectName	String	Name of the record in Salesforce.	

Output properties

The following properties are supported in the JSON data returned from the method.

Name	Data type	Description	Notes
number	String	See Input properties table.	
object	String	See Input properties table.	
objectId	String	See Input properties table.	
objectName	String	See Input properties table.	
attributes	Object	Key-value pairs of attributes to add to the interaction.	
queueId	String	ID of the queue to make a call on behalf of.	
autoPlace	Boolean	Integration automatically places a call (true), or the integration populates the Name or Number box with the phone number (false).	
type	String	Type of interaction.	Valid values: call, sms. If no <code>type</code> is provided, defaults to call.
callerIdName	String	Name displayed to recipients of your phone calls.	
callerId	String	Phone number displayed to recipients of your phone calls.	
associations	Array	List of Salesforce records to add to the Name or Related To box in the client.	

For more information, see [Click-to-dial](#), [Configure click-to-dial](#), and [Create click-to-dial on custom Visualforce pages](#).

Example

Important:

- Define the Apex class as global so the code can be called by the integration.
- If you implement more than one extension point (or interface), place them all in the same Apex file.

```
global class MyCTIExtensions implements purecloud.CTIExtension.ClickToDial {
    public String onClickToDial(String data) {
        // Example: Specify On Behalf of Queue, Caller ID and Name for click-to-dial.
        Map<String, Object> clickToDialData = (Map<String, Object>) JSON.deserializeUntyped(data);
        clickToDialData.put('queueId', '04a183b6-de9e-4c01-9e88-eab81799ad0d');
        clickToDialData.put('callerIdName', 'John Smith');
        clickToDialData.put('callerId', '+13175550123');
        return JSON.serialize(clickToDialData);
    }
}
```

For more information, see [Extension points in Genesys Cloud for Salesforce](#).

For more information about the integration, see [About Genesys Cloud for Salesforce](#).

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☐ Yes

☐ No

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