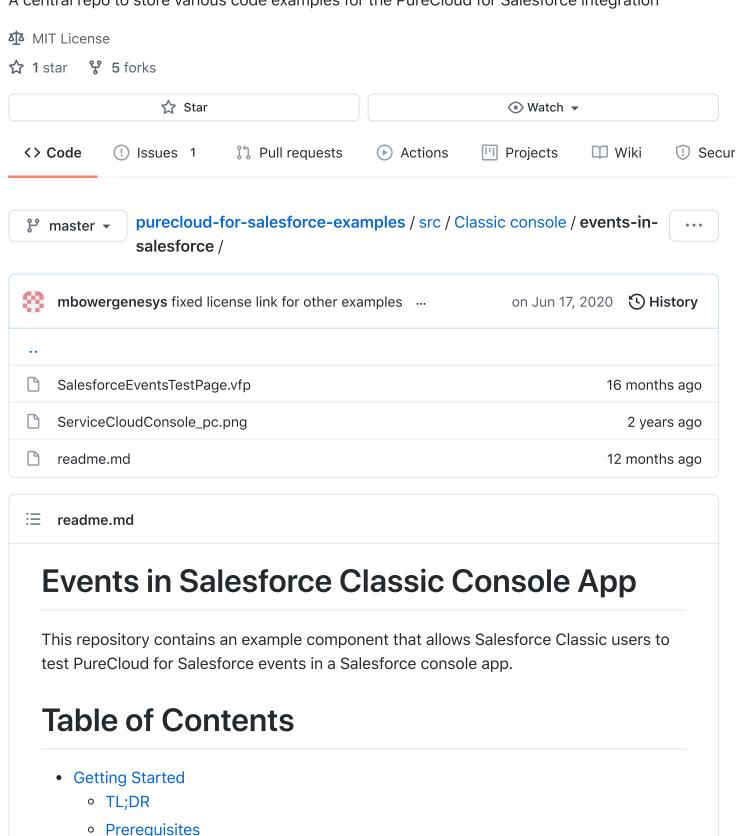
☐ MyPureCloud / purecloud-for-salesforce-examples

Installation

Usage

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



Additional Information

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.

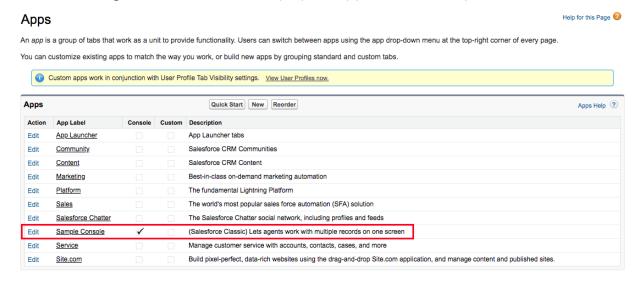
Create a Custom Console Component

- 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.

3. 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.



- 4. Click **Edit**. The Custom App Edit page for the ServiceCloudConsole appears.
- 5. Under **Choose Console Components**, move your Visualforce page from Available Items to Selected Items.
- 6. 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

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For more information about PureCloud for Salesforce, see About PureCloud for Salesforce (Resource Center).