

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

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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

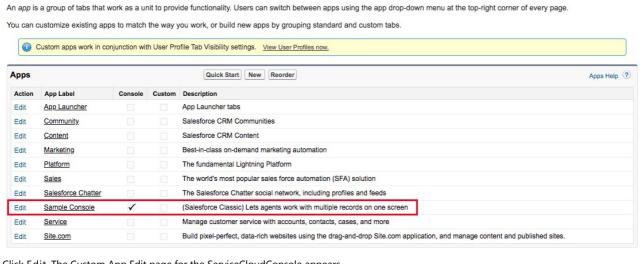
- 1. In Salesforce, open Developer Console.
- 2. Click File > New > Visualforce Page.
- 3. Enter a name for your Apex page and click OK.
- 4. Copy the example code in the repository to this page and then save the file.

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.
- 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. Help for this Page Apps



- 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).

Security