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 mbowergenesis fixed license link for other examples


345c24a on Jun 17, 2020 [History](#)

..

 SalesforceEventsTestPage.vfp


Added examples for adding custom attributes

15 months ago

 ServiceCloudConsole_pc.png


CWC-4743 PR feedback

2 years ago

 readme.md

fixed license link for other examples

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.

Table of Contents

- Getting Started
 - TL;DR
 - Prerequisites
 - Installation
 - Usage
- Additional Information

Getting Started

TL;DR

- Create a Visualforce page with the example code in the repository.
- 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

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

Create a Custom Console Component

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

Add the Custom Console Component


- In Salesforce, click Setup.
- 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.](#)

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 \(Resource Center\)](#).