MyPureCloud / **purecloud-for-salesforce-examples**

👁 Watch ▾ 5   ⭐ Star 1   🍴 Fork 5

<> Code   ⚠ Issues 1   ⏻ Pull requests   ⊙ Actions   ▦ Projects   📖 Wiki   🛡 Security   📈 Insights

🔀 master ▾   purecloud-for-salesforce-examples / src / Classic console / events-in-salesforce /

Go to file   Add file ▾   ···

🔴 mbowergenesys 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

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

This content is licensed under the MIT license.

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