



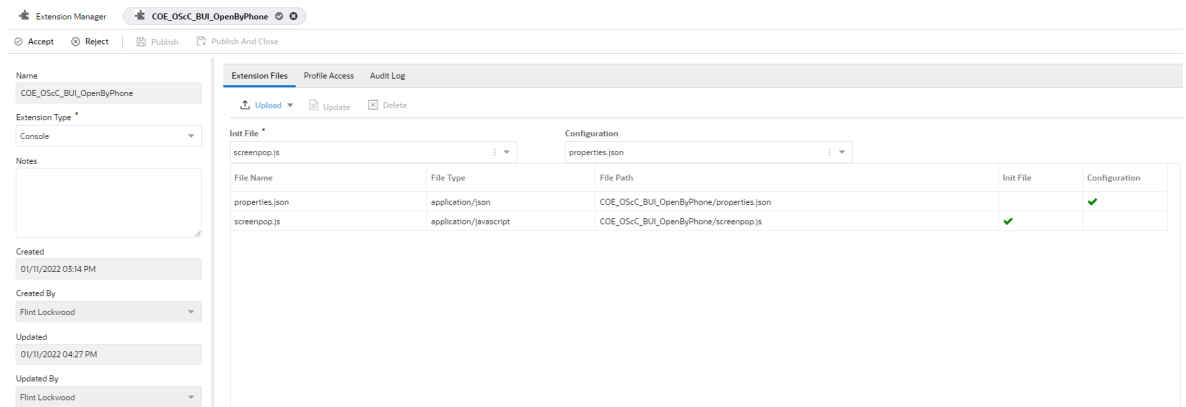
CoE Service B2C BUI CTI Capture Install

Capture new Service B2C BUI instances/Tabs containing a phone number from an incoming call and deflect data to existing instance/tab

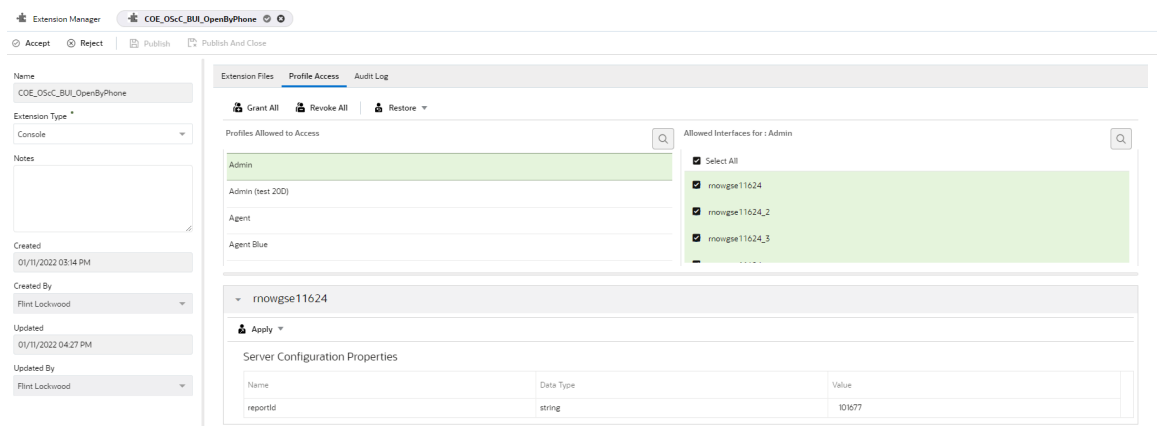
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CoE Cross CX Innovations

Click or tap to enter a date, Version 2.1
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1. Import report “FindAnyPhone” and copy report ID once it is created
2. Import BUI Extension “COE_OScC_BUI_OpenByPhone.zip”
 - a. Name it as COE_OScC_BUI_OpenByPhone



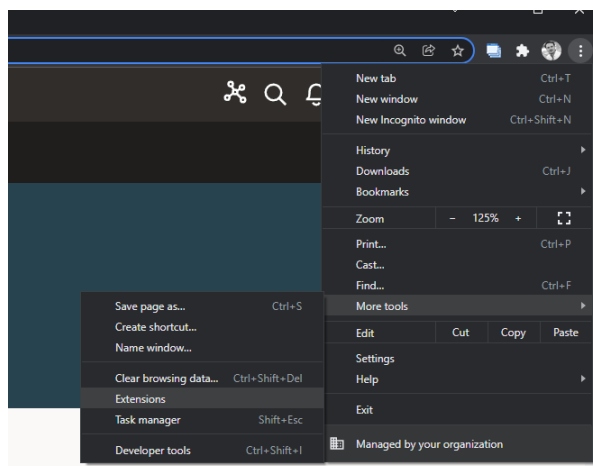
- b. In Profile Access enable interfaces and set report ID



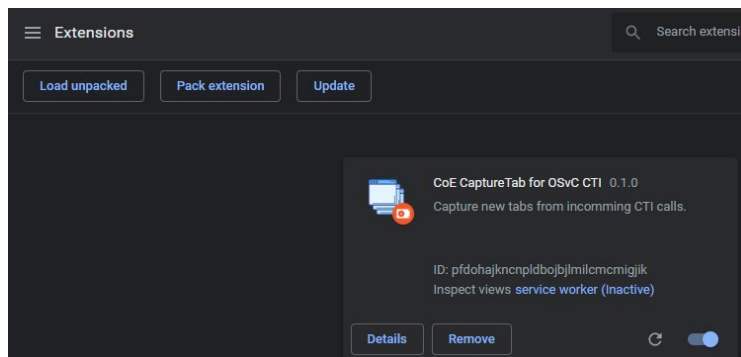
This BUI Extension is a modification of this example:

<https://community.oracle.com/customerconnect/discussion/564954/screenpop-in-agent-browser-ui-bui>

3. Edit Browser Extension “COE_OScC_CaptureTab”
 - a. File “manifest.json” -> “host_permissions” -> Set your Service B2C hostname
 - b. File “background.js” -> “var buiURL” -> set you Service B2C BUI URL
 - c. Save changes
4. Install browser extension
 - a. Go to Extensions



- b. On the upper right side enable “Developer mode”
- c. Click on the upper left “Load unpacked”
- d. Select folder “COE_OSvC_CaptureTab”
- e. Check it installs correctly



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