

# Setup The Open CTI Demo Adapter

Welcome to the salesforce.com Open CTI Demo Call Control!

The Demo Call Control tool can be installed via an appexchange package. Instructions on how to setup the call control and it's usage are documented below.

To install:

- Install the “OpenCTIDemoCallControl” appexchange package from the web. The url for downloading this package should be available from salesforce.com.
- Setting up your Call Center
  - Once you have installed the Call Control, you need setup your call center. First locate DemoAdapterCloud.xml in Static Resources and download it

The screenshot shows the Salesforce Setup interface. On the left, there are two main sections: "Personal Setup" and "App Setup". Under "Personal Setup", there are links for My Personal Information, Email, Import, Desktop Integration, Call Center Settings, My Chatter Settings, and My Social Accounts and Contacts. Under "App Setup", there are links for Customize, Create, Develop (which is selected), Apex Classes, Apex Triggers, Apex Test Execution, API, Components, Custom Settings, Email Services, Pages, and Sites. At the bottom of the sidebar, there is a link for Static Resources. To the right of the sidebar, there is a table titled "Static Resources" with two rows. The table has columns for Action, Name, and Namespace Prefix. The first row shows "Edit | Del" next to "cti\_sprite" under "Name" and "Namespace Prefix". The second row shows "Edit | Del" next to "DemoAdapterCloud" under "Name" and "Namespace Prefix".

Action	Name ↑	Namespace Prefix
Edit   Del	cti_sprite	
Edit   Del	DemoAdapterCloud	

- Now go to Navigate Setup -> Customize -> Call Centers

## All Call Centers

[Help for this Page](#)

A call center corresponds to a single computer-telephony integration (CTI) system already in place at your organization. Salesforce.com users must be assigned to a call center before they can use any Call Center features.

Action	Name	Import	Version	Created Date	Last Modified Date
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- Import DemoAdapterCloud.xml which you just downloaded into your Call Center

## Call Center Demo Call Center Adapter

[All Call Centers](#) » Demo Call Center Adapter

### Call Center Detail

[Edit](#) [Delete](#) [Clone](#)

#### General Information

InternalName	DemoAdapter
Display Name	Demo Call Center Adapter
CTI Adapter URL	<a href="https://c.na6.visual.force.com/apex/demoCallControl">https://c.na6.visual.force.com/apex/demoCallControl</a>
Use CTI API	true
Softphone Height	400
Softphone Width	300

#### Dialing Options

Outside Prefix	9
Long Distance Prefix	1
International Prefix	01

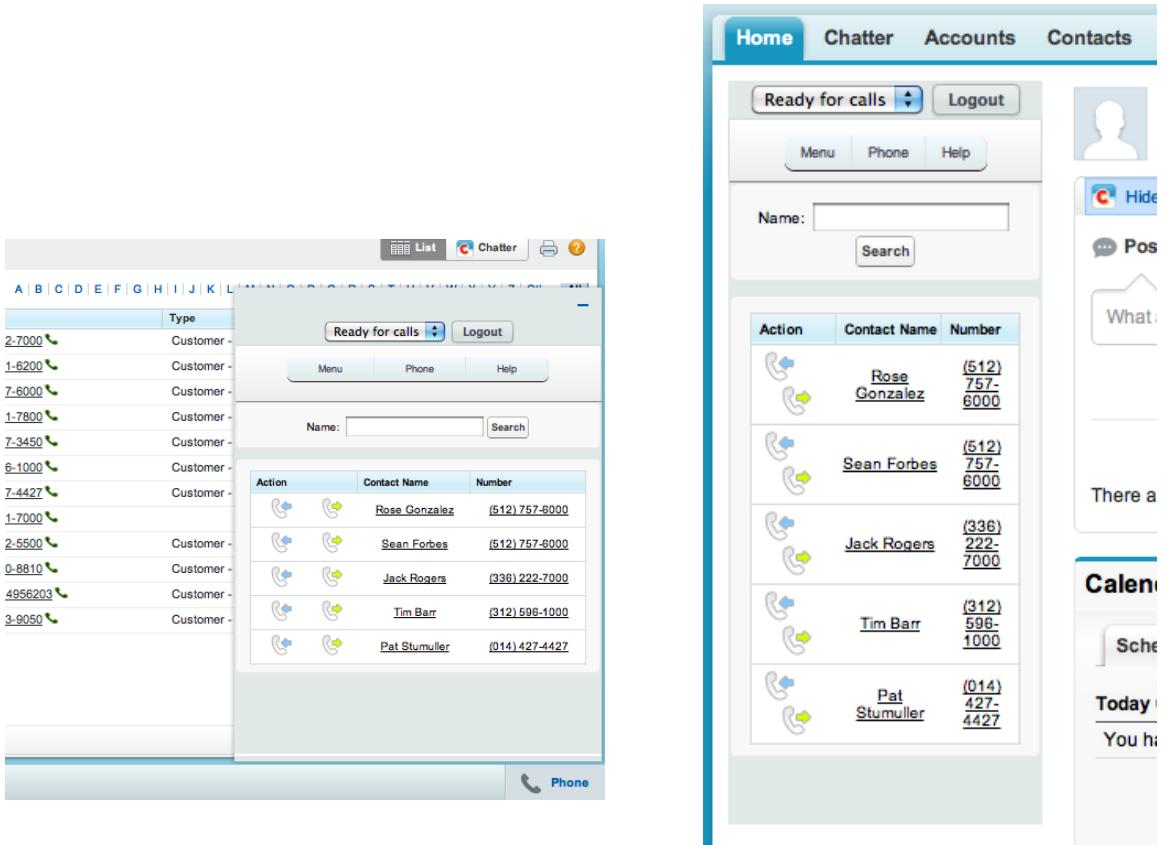
- Now change the CTI Adapter URL salesforce instance to the one that you are on
  - In the example shown, the CTI Adapter URL is <https://c.na6.visual.force.com/apex/demoCallControl>
  - Your salesforce.com instance might be na7 or a sandbox instance like cs3. In this case the CTI Adapter URL will be <https://c.na7.visual.force.com/apex/demoCallControl> or <https://c.cs3.visual.force.com/apex/demoCallControl> respectively
- Finally, add your user to the Call Center

- Under Manage Users for the Call Center just created, add your user

The screenshot shows a software interface titled "Call Center Users". At the top right is a button labeled "Manage Call Center Users". On the far right, there is a link "Call Center Users Help ?". Below the title, a section titled "Call Center Users by Profile" displays two rows of data:

System Administrator	1
Total	1

And you're done...



## About This Interface

The purpose of this call control interface is twofold:

- Showcase CTI Integration capabilities of salesforce.com. This includes functionality like screen pops, click-to-dial, call logging, reporting, setup etc
- Serve as a starting point and code sample for partners, SIs and customers wishing to build CTI integrations to salesforce.com

This call control does not connect to a real telephony system. In most cases customers engage salesforce.com partners or their telephony vendors for such a CTI integration. Images of the Call Control are shown below.

Call Controls in the Service Cloud Console and standard salesforce.com application shown above.

## Use This Call Control Tool

- Press shift-q to simulate an incoming call from a salesforce.com contact.
- Press shift-w to simulate an incoming call from a customer with a pre-existing case number.
- Press shift-e to screen pop a new case page with the subject field pre-populated with call data.
- Press shift-r to screen pop an incoming call from an existing lead in salesforce.com.
- Click the "Logout" button to simulate logging out of a telephony system. Note that this also disables the click-to-dial functionality in salesforce.
- Click any phone field in salesforce or the call control interface to initiate a click-to-dial call.
- To modify the settings of the Call Control, navigate to the "demoCallControl" Visualforce page in setup. Configurations for this tool are available at the top of this page.
- Call logs are saved at the end of the call. However, the Activity related list is not automatically refreshed to reflect this. This will be possible in the upcoming release. For now, a manual refresh is needed.

This tool is currently designed to work in the Service Cloud Console and standard salesforce.com app.

Additionally, the interface has been optimized for Chrome and Firefox browsers. It has not been tested in Internet Explorer.

## Trouble Shooting

### My hotkeys aren't working!

Make sure you are focused on the softphone, ie – it is focused and you have clicked on it.

The issue is that the case and contact you're looking for with shift-w and shift-q don't exist in your org. You need to s

Resolution –

- Navigate to the call control (softphone) Visualforce page
  - o If you are using the SDO, the name of this page is demoCallControl
  - o You can also right click on the softphone and inspect the frame.  
Example, if the source URL is  
na1.c.visual.force.com/apex/myCallControl, the name of the Visualforce page is myCallControl
- Change the contact name and case number for the hotkey to the records you want to pop to

**Visualforce Page**  
**demoCallControl**

**Page Detail** Edit

Label	demoCallControl
Namespace Prefix	
Created By	Admin User, 6/4/2012 11:20 PM

**Visualforce Markup** **Version Settings**

```
<apex:page showHeader="false" controller="SoftphoneSearchController">
<script>
    // CALL CONFIGURATION
    callFromContactANI = '(212) 842-5500';
    callFromIVRCaseNumber = '00001001';
    basicScreenPopUrl = '/500/e?cas14=Call%20From%20(415)%20555-1212';
    disableSoftphoneInStandardApp = false;
    callLogSubject = 'Call at ';
</script>
```