



Configure Cisco Webex Contact Center for Salesforce

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Set Up CTI for Cisco Webex Contact Center

You must set up computer-telephony integration (CTI) system to enable Cisco Webex Contact Center.



Note This procedure is not applicable for R10 deployments. In the R10 Webex Contact Center for Salesforce App, these details are automatically configured.

Procedure

- Step 1** In Salesforce, navigate to **Setup**.
- Step 2** Enter **Call Center** in the Quick Find and click **Call Centers**.
- Step 3** Click the **Edit** link corresponding to the Webex Contact Center.
- Step 4** In General Info details, update the following:
- CTI:
`https://<hostname>/ada-ws/webexcc-desktop/crmAgent.html?height=600&width=550&mode=Lightning`
- The following are the hostnames for application staging and geographical locations:
- AppStaging—`agent.ext.appstaging.ciscocccservice.com`
 - ANZ—`agent.wxcc-anz1.cisco.com`

- EU1—`agent.wxcc-eu1.cisco.com`
- EU2—`agent.wxcc-eu2.cisco.com`
- US—`agent.cjp.cisco.com`

- Softphone Height: 600
- Softphone Width: 550

Step 5 Click **Save**.

Assign User Permission in Cisco Webex Contact Center for Salesforce

You must assign users permission to access the Cisco Webex Contact Center for Salesforce client.

Procedure

- Step 1** In Salesforce, navigate to **Setup**.
 - Step 2** Enter **Users** in the Quick Find and click **Users**.
 - Step 3** Click the **Edit** link corresponding to the user to whom you want to provide access permission.
 - Step 4** Search for **Call Center** parameter and in the search look up, select Webex Contact Center.
 - Step 5** Click **Save**.
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Create a Default Softphone Layout in Cisco Webex Contact Center for Salesforce

To create a default Softphone layout:

Procedure

- Step 1** In Salesforce, navigate to **Setup**.
- Step 2** Enter **Softphone Layouts** in the Quick Find and click **Softphone Layouts**.
- Step 3** Click **New**.
- Step 4** Enter the **Name** for the layout and select the **Is Default Layout** check box.
- Step 5** Select the Call Type to indicate when to launch the Smartphone layout:
 - *Internal*: This option is not used.

- *Inbound*: Allows you to launch the smartphone layout for inbound calls.
- *Outbound*: Allows you to launch the smartphone layout for outgoing calls.

Step 6 Configure the **Screen Pop Settings** as per your requirement.

Step 7 Click **Save**.

Assign a Page Layout in Cisco Webex Contact Center for Salesforce

To assign a Page Layout for Cisco Webex Contact Center for Salesforce:

Procedure

- Step 1** In Salesforce, navigate to **Setup**.
- Step 2** Enter **Object Manager** in the Quick Find and click **Task > Page Layouts**.
- Step 3** Click **Page Layout Assignment > Edit Assignment**.
- Step 4** Select a profile from the displayed list in the **Profiles** column.
- Step 5** Select the *Cisco Webex Contact Center Task Layout* from the **Page Layout To Use** drop-down list.
- Step 6** Click **Save**.
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Set up Call Recording in Cisco Webex Contact Center for Salesforce

Procedure

- Step 1** In Salesforce, navigate to **Setup**.
- Step 2** Enter **Custom Settings** in the Quick Find and click **Manage** on the Configuration entry and then click **New**.
- Step 3** Enter the name as **TenantId** and enter your tenant ID in the value field.

- Note**
- If you do not have the Tenent ID, reach out to Cisco Support.
 - You must upgrade to the latest Salesforce connector version 1.15.
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