Preface

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Updated widget dimension details.	Widget Management	December 2020
Updated CTI general information details.	Set Up CTI for Cisco Webex Contact Center	
New topic added.	Widget Management	June 2020
Initial Release of Document		July 2019

About this Guide

The Getting Started with Cisco Webex Contact Center for Salesforce guide describes how to integrate Cisco Webex Contact Center into Salesforce lightning. This guide also describes how to configure the Cisco Webex Contact Center for Salesforce client and play recording feature, make inbound and outbound calls. In addition, this guide provides steps to generate and run reports.

Audience

This document is intended for Salesforce users who use Cisco Webex Contact Center to run their contact centers.

Related Documents

To view the list of Cisco Webex Contact Center documents, go to page https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.

- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.

- To submit a service request, visit Cisco Support.

- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.

- To obtain general networking, training, and certification titles, visit Cisco Press.

- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

Provide your comments about this document to: mailto:contactcenterproducts_docfeedback@cisco.com.

Conventions

This guide uses the following conventions.

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find** • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Webex Contact Center Getting Started Guide*.

`window` font	Window font, such as Courier, is used for the following:
	
	• Text as it appears in code or information that the system displays. Example:
	
	`<html><title> Cisco Systems,Inc. </title></html>`
	
	• File names. Example: `tserver.properties`.
	
	• Directory paths. Example:
	
	`C:\Program Files\Adobe`