



# Get Started with Cisco Webex Contact Center for Salesforce

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## Features Supported in Cisco Webex Contact Center for Salesforce

The Cisco Webex Contact Center for Salesforce offers the following benefits:

- Receive inbound and place outbound (click-to-dial) calls.
- Automatic customer record screen pop.
- Automatic call activity log for better customer interaction in Customer Relationship Manager (CRM).
- Play recording feature from CRM Salesforce interface.
- Generate report for Cisco Webex Contact Center on the Salesforce interface.

## Widget Management

The widget is essentially an iFrame HTML element. The dimensions of the widget refer to the dimensions of the iFrame. For example, if you use a report widget with many rows, you may want to adjust the widget dimensions or the screen resolution to make the report easier to read or make more rows appear on the screen without needing to scroll down.

The required dimensions for widget connectors are as follows:

- iFrame width must be between 550 pixels and 600 pixels.
- iFrame height can be higher or lower than 550 pixels.

# Install Cisco Webex Contact Center for Salesforce

## Before you begin

If you have an older version of Cisco Webex Contact Center App, then uninstall the old version before installing the latest version. For more information, see [Uninstall Cisco Webex Contact Center for Salesforce, on page 2](#).

## Procedure

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- Step 1** Open a supported browser and enter the following URL: <https://appexchange.salesforce.com/>
- Step 2** In the search box, type **Cisco Webex Contact Center for Salesforce**.  
The Cisco Webex Contact Center App page is displayed on Salesforce AppExchange.
- Step 3** Click **Get It Now** and choose either of the options to install:
- **Install in Production**—Choose when you've tested and is ready to go public.
  - **Install in Sandbox**—Choose when you've to test against a copy of the production org. The login URL is different for Sandbox environment. Once you've tested in the Sandbox, you must install it on a production environment using the option **Install in Production**.
- Note** To know more about the other installation options available, see the Salesforce document [https://help.salesforce.com/articleView?id=distribution\\_installing\\_packages.htm&type=5](https://help.salesforce.com/articleView?id=distribution_installing_packages.htm&type=5).
- Step 4** After the installation is complete, click **Done**.
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You can find the installed Cisco Webex Contact Center App in the **App Launcher**.

# Uninstall Cisco Webex Contact Center for Salesforce

To uninstall the Cisco Webex Contact Center for Salesforce:

## Procedure

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- 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 all the profiles that are associated with the **Cisco Webex Contact Center Task Layout** and from the **Page Layout To Use** drop-down list, select any other Page Layout.
- Note** Ensure that there is no profile that is associated with Cisco Webex Contact Center Task Layout.
- Step 5** Click **Save**.
- Step 6** Navigate to **Setup**.

- Step 7** Enter **Installed Packages** in the Quick Find and click **Installed Packages**. Or, select **Apps > Packaging > Installed Packages** from the PLATFORM TOOLS section.
- Step 8** Click **Uninstall** for the **Webex Contact Center for Salesforce** package name.
- Step 9** In the Uninstalling a Package page, confirm the uninstallation by selecting “Yes, I want to uninstall this package and permanently delete all associated components.”
- Step 10** Click **Uninstall**.
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