

Phone Manager Application Support

OCTOBER 2014

DOCUMENT RELEASE 4.1

SALESFORCE



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SalesForce

Overview

This describes the features that are available when integrating with SalesForce.

Supported Versions

The following SalesForce versions are supported.

Edition	Supported
Contact Manager	
Group	
Professional	 £
Enterprise	
Performance	

£ - Additional SalesForce fees may apply

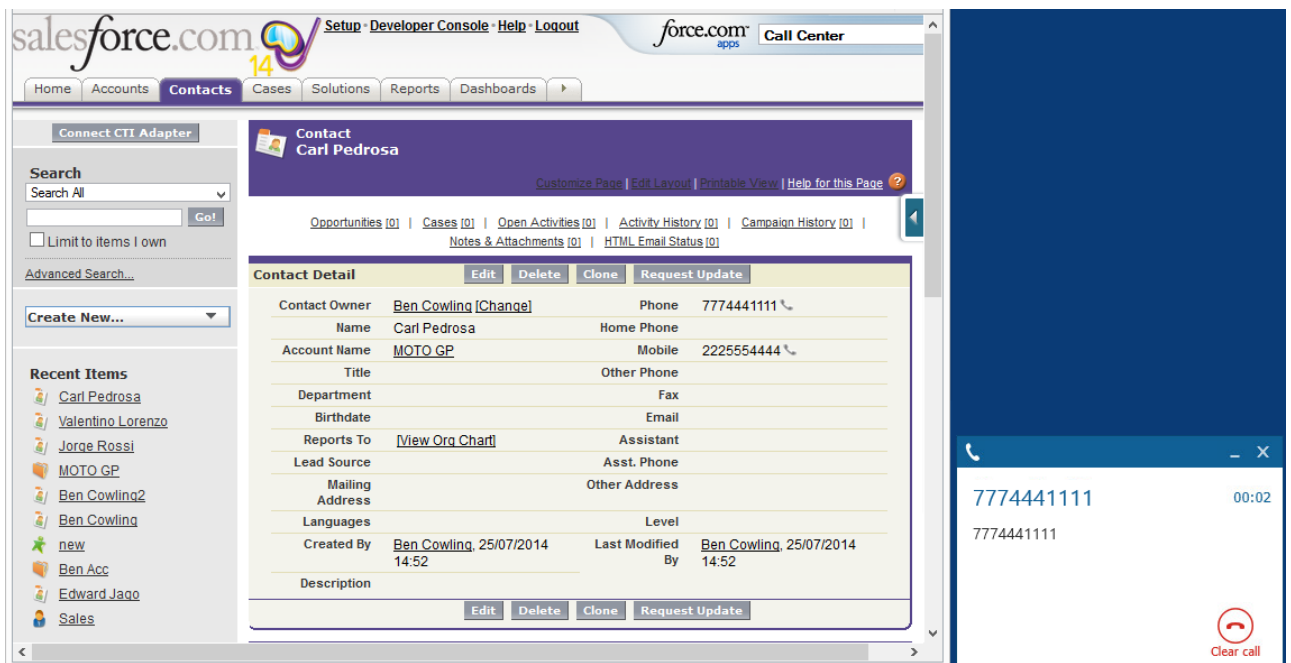
Features

Integration with SalesForce supports the features listed below:

- [Screen pop for contacts](#)
- [Automatic call history entry](#)

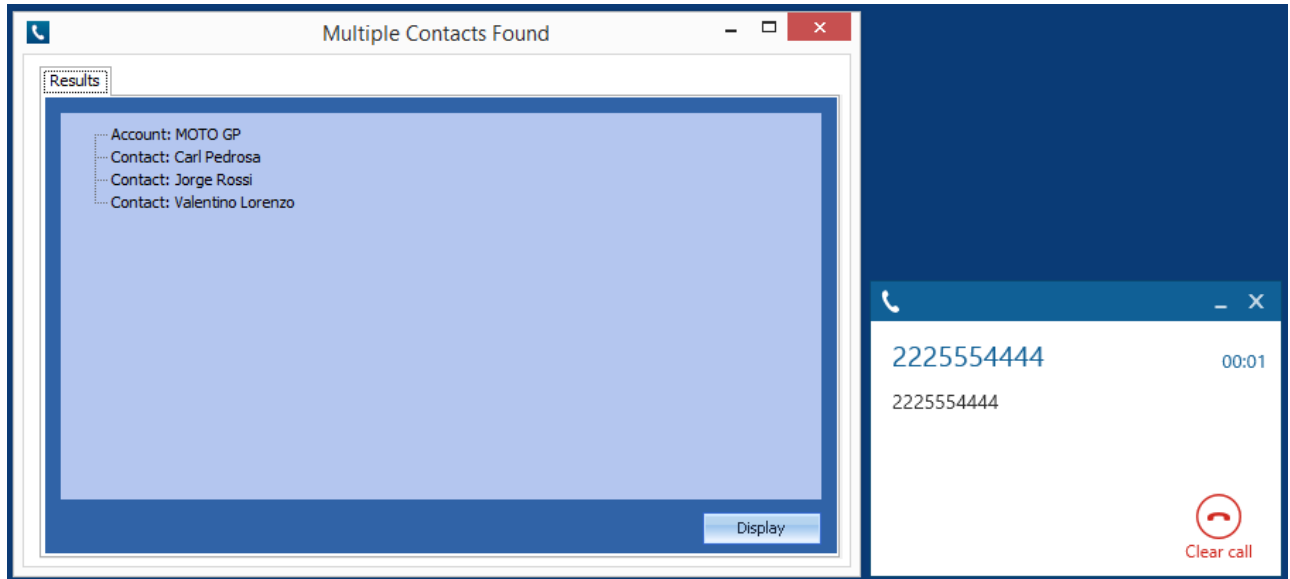
Screen pop

CRM *Contact*, *Account* and/or *Lead* entities can be screen popped directly within SalesForce when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching entities that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* entity was found and the record was automatically displayed using the Users default browser.



The screenshot shows the Salesforce CRM interface. The main content area displays the contact details for Carl Pedrosa, including his name, phone numbers, email, and address. A 'Screen pop' window is overlaid on the right side of the screen, displaying the phone number 7774441111 and a 'Clear call' button.

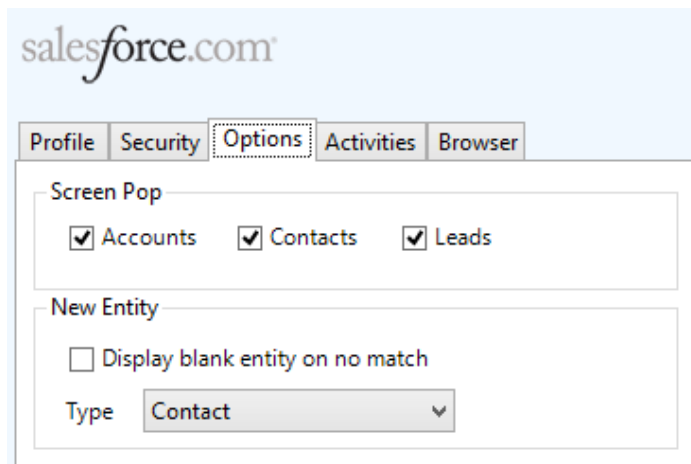
If multiple matches are found then the *Multiple Contacts Found* window is shown and enables the User to select the correct record to be displayed. For example a call is made to 2225554444 and this has found one matching *Account* entity and three matching *Contact* entities that have this telephone number.



The correct entity can then be highlighted and then clicking on the *Display* button will open this record.

Entity and matching options

Configuration options are available on the plugin that allow the type of *Entities* to be used in the searching to be set. For example it can be configured so that only the *Contact* entities are searched. These options are set on the *Options* tab



If no match is found when searching for an Entity than a blank form can be automatically displayed to create a New Entity. The Type of Entity, *Contact*, *Account* or *Lead* that is created can be set here.

Search fields

The range of telephone numbers that are to be searched are not configurable. All Salesforce fields that have the *phone* type will be used.

Step 1. Choose the field type Step 1

[Next](#) [Cancel](#)

Specify the type of information that the custom field will contain.

Data Type	
<input checked="" type="radio"/> None Selected	Select one of the data types below.
<input type="radio"/> Auto Number	A system-generated sequence number that uses a display format you define. The number is automatically incremented for each new record.
<input type="radio"/> Formula	A read-only field that derives its value from a formula expression you define. The formula field is updated when any of the source fields change.
<input type="radio"/> Roll-Up Summary	A read-only field that displays the sum, minimum, or maximum value of a field in a related list or the record count of all records listed in a related list.
<input type="radio"/> Lookup Relationship	Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list.
<input type="radio"/> Checkbox	Allows users to select a True (checked) or False (unchecked) value.
<input type="radio"/> Currency	Allows users to enter a dollar or other currency amount and automatically formats the field as a currency amount. This can be useful if you export data to Excel or another spreadsheet.
<input type="radio"/> Date	Allows users to enter a date or pick a date from a popup calendar.
<input type="radio"/> Date/Time	Allows users to enter a date and time, or pick a date from a popup calendar. When users click a date in the popup, that date and the current time are entered into the Date/Time field.
<input type="radio"/> Email	Allows users to enter an email address, which is validated to ensure proper format. If this field is specified for a contact or lead, users can choose the address when clicking Send an Email. Note that custom email addresses cannot be used for mass emails.
<input type="radio"/> Geolocation	(Beta) Allows users to define locations.
<input type="radio"/> Number	Allows users to enter any number. Leading zeros are removed.
<input type="radio"/> Percent	Allows users to enter a percentage number, for example, '10' and automatically adds the percent sign to the number.
<input type="radio"/> Phone	Allows users to enter any phone number. Automatically formats it as a phone number.
<input type="radio"/> Picklist	Allows users to select a value from a list you define.
<input type="radio"/> Picklist (Multi-Select)	Allows users to select multiple values from a list you define.
<input type="radio"/> Text	Allows users to enter any combination of letters and numbers.

The format of the telephone number does not make any difference as any type of format is supported. The number dialed/received is used for the searching.

Automatic call history entry

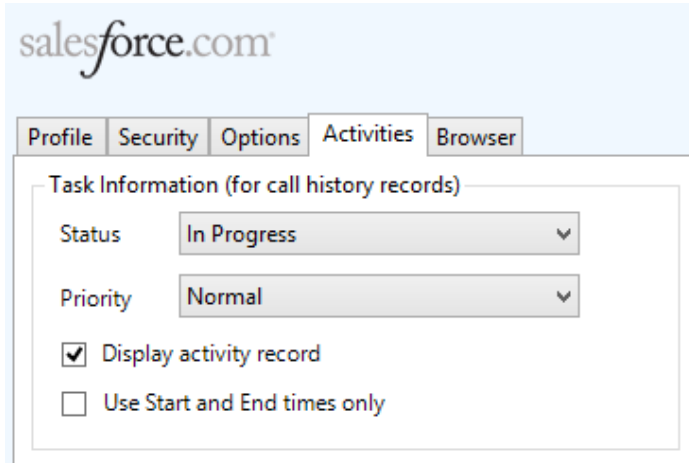
The plugin supports the ability to be able to automatically create and display a Salesforce Phone Task entity. The Entity to associate this with is found using the caller id received or the number dialed, and if multiple matches are found then the *Multiple Contacts Found* window is shown as for the [screen popping](#). The telephone numbers used to search are set in the [screen popping](#) section.

The Activity record is automatically created with the information relating to the call entered into the *Comments* field and the related entities are linked as shown.

The screenshot shows the Salesforce Call Center interface. At the top, there's a navigation bar with 'Home', 'Accounts', 'Contacts', 'Cases', 'Solutions', 'Reports', and 'Dashboards'. The main header includes 'salesforce.com', a '14' notification badge, and 'force.com apps' with a 'Call Center' dropdown menu. Below the navigation, there's a 'Connect CTI Adapter' button and a search bar. The main content area is titled 'Task Edit' and shows details for an 'Inbound call from 7774441111'. The task is assigned to 'Ben Cowling' and is in 'In Progress' status. The subject is 'Inbound call from 7774441111' and the due date is '25/07/2014'. The task is related to a contact named 'Carl Pedrosa' and an opportunity. The phone number is '7774441111' and the priority is 'Normal'. The description includes start and end times and a call recording URL. There is a checkbox for 'Send Notification Email' and a 'Reminder' section at the bottom.

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialled number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they ; not known until the call is cleared.
Call Recording	If integrating with a Xarios Call Recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser The call event trigger must have been set to at least Call Answered as the call recorder only create the recording id when the call has been answered.

The plugin configuration has several options that can be set to determine how the record is created.



Status: This allows the type of *Status* for the task to be configured. Valid options are: *Not Started, In Progress, Completed, Waiting on someone else, Deferred.*

Priority: This will set the priority of the Task to be *High, Normal* or *Low.*

Display activity record: If this is set then the Task will be displayed when it's created in a new browser window.

Use Start and End times only: If this is set then only the start and end time will be populated into the *Comments* section for a call history entry.

Configuration

For any of the features there needs to be some basic configuration that needs to be performed to authenticate and allow access to Salesforce.

User authentication

The plugin requires a valid Salesforce username and password to be entered. These are the details that will be used for searching and creating history records. Ensure that the user has the appropriate permissions within Salesforce to do this. As a minimum they need to have the *API Enabled* flag set on their *Profile.*

CollaborationFolder Members	Products
Contacts	Solutions
Content	Tasks
Contracts	
Administrative Permissions	
API Enabled <input checked="" type="checkbox"/>	Manage Mobile Configurations <input type="checkbox"/>
Assign Permission Sets <input type="checkbox"/>	Manage Package Licenses <input type="checkbox"/>
Author Apex <input type="checkbox"/>	Manage Password Policies <input type="checkbox"/>
Bulk API Hard Delete <input type="checkbox"/>	Manage Profiles and Permission <input type="checkbox"/>

Security

The Security tab enables the type of access and location of the Salesforce services to be set.

salesforce.com

Profile Security Options Activities Browser

Server

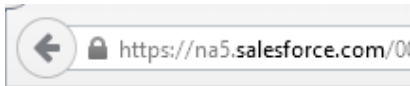
URL

Token

Use security token

Security Token

Server -> URL: This should be set to Salesforce server that your organisation uses. This can be found by looking at the URL that is displayed in the address bar of the web browser once you have logged into Salesforce.



Token: Depending on the security configuration of Salesforce and how it is accessed will dictate what options are required. To connect to the Salesforce API requires that the public IP address that the user is connecting from is configured in the *Administration Setup -> Network Access* section under *Trusted IP Ranges*.

Quick Find

[Expand All](#) | [Collapse All](#)

Force.com Home

System Overview

Personal Setup

- My Personal Information
- Email
- Import
- Desktop Integration
- Call Center Settings

Administration Setup

- Manage Users
- Manage Apps
- Company Profile
- Security Controls
 - Sharing Settings
 - Field Accessibility
 - Password Policies
 - Session Settings
 - Network Access**

Network Access [Help for this Page](#)

The list below contains IP address ranges from sources that your organization trusts. Users logging in to salesforce.com with a browser from trusted networks are allowed to access salesforce.com without having to activate their computers.

Trusted IP Ranges <input type="button" value="New"/>			
Action	Start IP Address	End IP Address	Description
Edit Del	78.158.57.34	78.158.57.46	
Edit Del	78.158.57.46	78.158.57.46	

If this cannot be configured, for example if you have remote workers whose IP address changes all the time. Then the Security Token option will need to be enabled.

To create a Security Token from the *Personal Setup -> My Personal Information -> Reset My Security Token* section of Salesforce.com, select the *Reset Security Token* button. This will send an email to the associated user with their Security Token.

The email will contain the token and will look similar to the one shown below:

- y67IBpMdiBY02RkbDWqwhCEX

This value then needs to be entered into the Security Token section.