

Salesforce Cti Developer Guide

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Create customizable softphones (call-control tools) that function as fully integrated parts of Salesforce and the Salesforce console. Provide users with CTI systems that are browser and platform agnostic, for example, CTI for Microsoft® Internet Explorer®, Mozilla® Firefox®, Apple® Safari®, or Google Chrome® on Mac, Linux, or Windows machines. To implement Open CTI, it helps if you have a basic familiarity with: CTI, JavaScript, Visualforce, web services, software development, the ...

~~Get Started with Open CTI | Open CTI Developer Guide ...~~

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Open CTI for Lightning Experience works only in Lightning apps—it doesn't work in Salesforce Classic apps. Even though you can view Salesforce Classic apps in Lightning Experience, those apps are still Classic apps under-the-covers. To check if your app is a Lightning app, use the App Manager in Setup.

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Build and integrate third-party computer-telephony integration (CTI) systems with Salesforce Call Center using a browser-based JavaScript API. To display CTI functionality in Salesforce, Open CTI uses browsers as clients. With Open CTI, you can make calls from a softphone directly in Salesforce without installing CTI adapters on your machines.

~~Open CTI Developer Guide - Salesforce Implementation guides~~

The way you implement Open CTI depends on your org's user interface. There are separate Open CTI APIs for Salesforce Classic and Lightning Experience. The reqSalesforceCompatibilityModeitem in your call center definition file identifies the user interface you plan to use—Salesforce Classic, Lightning Experience, or both.

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We've put together a demo adapter package that lets you test drive Open CTI for Lightning Experience. The package provides a demo softphone that highlights and demonstrates the main features of Open CTI for Lightning Experience without even connecting to a phone system.

~~Open CTI Demo Adapter | Open CTI Developer Guide ...~~

About This Guide The CTI Toolkit Developer's Guide is a reference for developers who want to customize Salesforce CRM Call Center beyond the scope of what is currently offered by Salesforce. This guide includes the following information: Chapter Description Salesforce CRM Call Center overview, documentation, and system requirements

~~CTI Toolkit Versions 1.0 to 3.0 Developer Guide~~

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Computer Telephony Integration: Lower your agent's average handle times and improve customer satisfaction by turning clicks into calls with computer-telephony integration. Service Cloud Live Agent : Support your customers and prospects while they're still on your site or in your app with real-time, live chat software.

~~Computer Telephony Integration (CTI) - Salesforce.com~~

Open CTI helps advanced administrators and developers build and integrate third-party computer-telephony integration (CTI) systems with Salesforce so that Salesforce users can use a SoftPhone without installing CTI adapters on their machines. For example, you can use

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1. Use Open CTI Tools. Open CTI, also known as Salesforce CRM Call Centre is a tool developed by Salesforce.com. It helps in integration with third-party CTI systems. The best part of using the software is that it is browser-based and enables the developers to take full advantage of the cloud architecture.

~~CTI Integration with Salesforce: Quick Guide & Support ...~~

Maria installs a CTI package created by a developer or partner from the AppExchange [Salesforce's online marketplace for apps. When she installs the package, it creates a call center for your organization]an Open CTI system that integrates with Salesforce.

~~Learn About Call Center Unit | Salesforce Trailhead~~

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Note that according to the Open CTI Developer Guide https://developer.salesforce.com/docs/atlas.en-us.api_cti.meta/api_cti/sforce_api_cti_screenpop_lex.htm, [Experience doesn't support the softphone layout field Screen pops open within when the value is New browser window or tab. In Lightning Experience, the default Open CTI for Lightning value is Existing browser window]. Assign the Softphone Layout to the relevant profiles. Figure 25 . 26

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