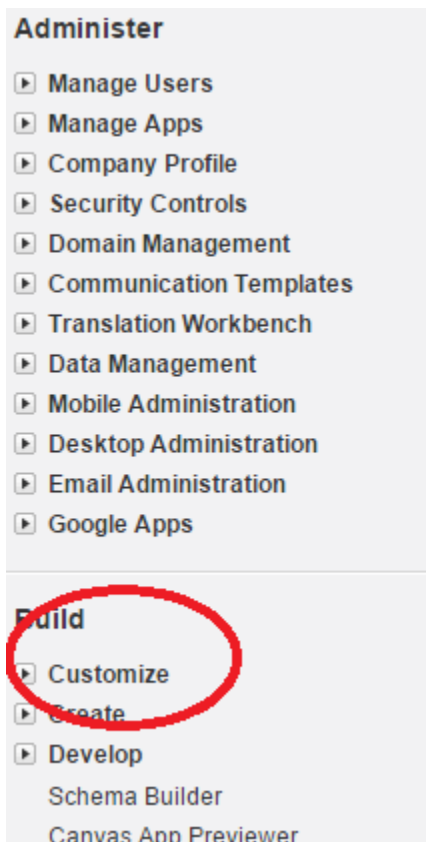
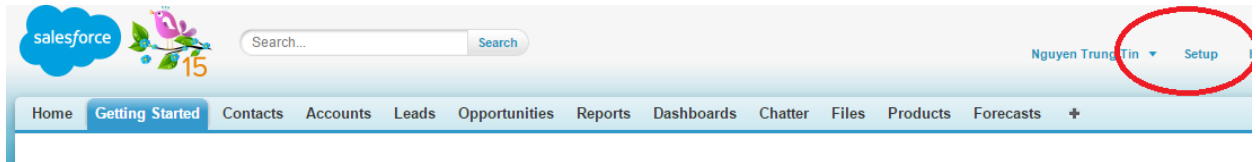


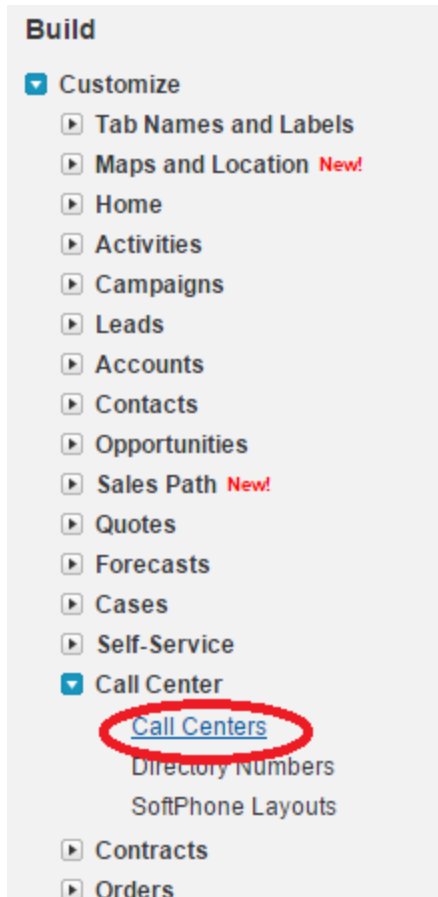
## Salesforce Adaptor configure

### 1. Login salesforce with admin privileged

Click Setup menu



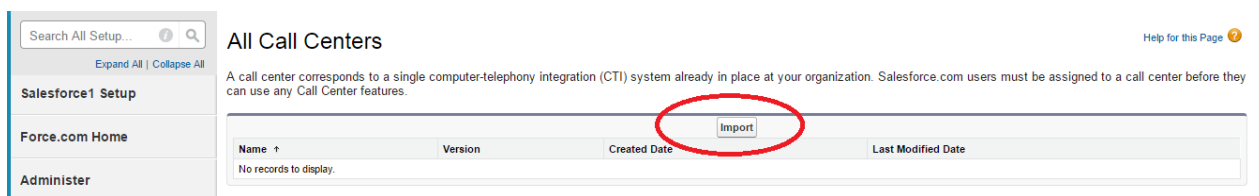
On left menu, you will see Build/Customize menu, click customize menu



Click Callcenter menu

**a. Add new adapter**

Click Import menu



Click choice file, select LotusCTIAdapter.xml (attach with document) on hard disk

Search All Setup...

Expand All | Collapse All

Salesforce1 Setup

Force.com Home

Administer

Manage Users

Manage Apps

Company Profile

Call Center Import

To create your first call center record for a CTI adapter that was just installed, import the adapter's default XML call center definition file into salesforce.com. The call center definition file is located in the adapter's installation directory, and is typically named after the type of CTI system that the adapter supports (for example, "CiscoPCCEnterprise7x.xml"). [View sample definition file](#)

Import

Cancel

New Call Center Import Information

Call Center Definition File

Choose File

No file chosen

Click Import

Search All Setup...

Expand All | Collapse All

Salesforce1 Setup

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Call Center Import

To create your first call center record for a CTI adapter that was just installed, import the adapter's default XML call center definition file into salesforce.com. The call center definition file is located in the adapter's installation directory, and is typically named after the type of CTI system that the adapter supports (for example, "CiscoPCCEnterprise7x.xml"). [View sample definition file](#)

Import

Cancel

New Call Center Import Information

Call Center Definition File

Choose File

LotusCTIAdapter.xml

← → ↻

https://ap2.salesforce.com/\_ui/cti/callcenter/CallCenter/d?id=04v28000000GmiT&retURL=%2Fui%2Fsetup%2Fcti%2FCallCenterUploadUi&setupid=CallCenters

salesforce

Search...

Search

Home

Getting Started

Contacts

Accounts

Leads

Opportunities

Reports

Dashboards

Chatter

Files

Pr

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☐ Always allow pop-ups from ap2.salesforce.com  
☒ Continue blocking pop-ups  
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Done

Search All Setup...

Expand All | Collapse All

Salesforce1 Setup

Force.com Home

Administer

Manage Users

Manage Apps

Call Center

Lotus Call Center Adapter

All Call Centers » Lotus Call Center Adapter

Call Center Detail

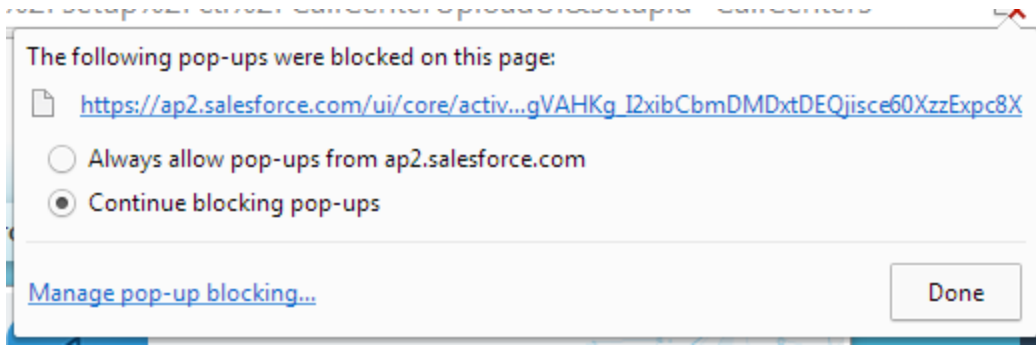
Edit

Delete

Clone

General Information

Internal Name	LotusCTIAdapter
Display Name	Lotus Call Center Adapter
Description	Lotus Call Center Adapter
CTI Connector Progid	DemoAdapter.DemoAdapter.1
Version	4.0



## b. Edit existing adapter

Click edit on exist adapter

### All Call Centers

A call center corresponds to a single computer-telephony integration (CTI) system already in place at your organization. Salesforce.com users must be assigned to a call center before can use any Call Center features.

Import				
Action	Name ↑	Version	Created Date	Last Modified Date
<a href="#">Edit</a> <a href="#">Del</a>	Lotus Call Center Adapter	4.000	2/15/2015 6:47 AM	2/24/2015 9:00 PM

Call Center Edit

### Lotus Call Center Adapter

[All Call Centers](#) > Lotus Call Center Adapter

Save

Cancel

General Information

Internal Name

LotusCTIAdapter

Display Name

Lotus Call Center Adapter

Description

Lotus Call Center Adapter

CTI Connector ProgId

DemoAdapter.DemoAdapter.

Version

4.0

CTI Adapter URL

https://dev.lotus-asia.net/sale

Use CTI API

true

Softphone Height

400

Softphone Width

200

Dialing Options

Outside Prefix

Long Distance Prefix

International Prefix

Network 2

Internet access

Change value on CTI Adapter

- For Dev: <https://dev.lotus-asia.net/salesforce>
- For Production: <https://<IP OF LOTUS IPPBX>/salesforce>

## 2. Assign user to CallCenter Adapter profile

You can assign each user with adapter profile separator.

Click Setup menu

Click users on left menu

Action	Full Name	Alias	Username	Last Login	Role	Active	Profile
<a href="#">Edit</a>	Chatter Expert	Chatter	chattv.00d28000000hvhheac.vrww7e36n2z@chatter.salesforce.com			✓	Chatter Free User
<a href="#">Edit</a>	Tin.Nguyen Trung	Tin	tin.nguyen@phoenix-asia.net	2/15/2015 7:01 AM		✓	System Administrator

Click user

Profile: System Administrator

Active: ✓

Marketing User: ✓

Offline User: ☐

Sales Anywhere User: ☐

Salesforce Classic User: ☒

Mobile Configuration:

Accessibility Mode: ☐

Color-Blind Palette on Charts: ☐

Salesforce1 User: ☒

Make Setup My Default Landing Page: ☐

Force.com Quick Access Menu: ☒

Development Mode: ☐

Show View State in Development Mode: ☐

Allow Forecasting: ☒

Checkout Enabled: ☒

Call Center: Lotus Call Center Adapter

Phone: 84913654857

Extension:

Change call center adapter profile as pictures

The screenshot displays the Salesforce user profile settings page. On the left, there are fields for Username (tin.nguyen@phoenix-asia.net), Nickname (tin.nguyen1.42401108297105), Title (Dev), Company (Lotus), Department, and Division. On the right, there are various user settings including Sales Anywhere User, Salesforce Classic User, Mobile Configuration, Accessibility Mode, Color-Blind Palette on Charts, Salesforce1 User, Make Setup My Default Landing Page, Force.com Quick Access Menu, Development Mode, Show View State in Development Mode, Allow Forecasting, Checkout Enabled, Call Center (Lotus Call Center Adapter), Phone (84913654857), Extension, Fax, Mobile, Email Encoding (General US & Western Europe (ISO-8859-1, ISO-LATIN-1)), Employee Number, Start of day (6:00 AM), and End of day (11:00 PM). A red circle and arrow point to the 'Call Center' field, with a red text label 'Click here to change CTI Adapter profile' next to it.

Username	tin.nguyen@phoenix-asia.net
Nickname	tin.nguyen1.42401108297105
Title	Dev
Company	Lotus
Department	
Division	

Sales Anywhere User	<input type="checkbox"/>
Salesforce Classic User	<input checked="" type="checkbox"/>
Mobile Configuration	
Accessibility Mode	<input type="checkbox"/>
Color-Blind Palette on Charts	<input type="checkbox"/>
Salesforce1 User	<input checked="" type="checkbox"/>
Make Setup My Default Landing Page	<input type="checkbox"/>
Force.com Quick Access Menu	<input checked="" type="checkbox"/>
Development Mode	<input type="checkbox"/>
Show View State in Development Mode	<input type="checkbox"/>
Allow Forecasting	<input checked="" type="checkbox"/>
Checkout Enabled	<input checked="" type="checkbox"/>
Call Center	Lotus Call Center Adapter
Phone	84913654857
Extension	
Fax	
Mobile	
Email Encoding	General US & Western Europe (ISO-8859-1, ISO-LATIN-1)
Employee Number	
Start of day	6:00 AM
End of day	11:00 PM

3.