



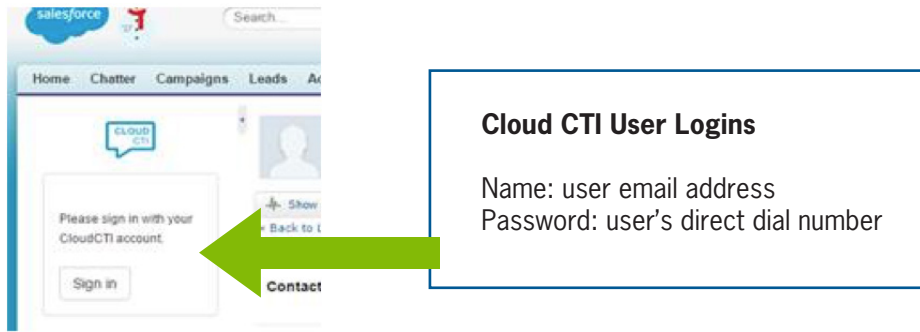
Getting Started with CloudCTI

Now: Salesforce Administrator Configuration

1. To be used in conjunction with Salesforce, the Salesforce administrator must configure the adapter and its users in Salesforce. For instructions, click on this link or type in the following to your browser:

<https://www.cloudcti.nl/webclient/metaswitchsalesforce/postinstall>.

2. After the Salesforce administrator has completed all three steps of the instructions, the individual users will see a Cloud CTI widget on the top left of their Salesforce screen as shown below. In most cases, Salesforce will only require the user to log in once then remember all of the login information going forward.



Later: Tenant Administrator Maintenance

During implementation, Line Systems builds the Tenant and its associated users in the Cloud CTI portal with all of their initial settings. After that point, the Tenant Administrator will manage the settings for the users.

The login for this portal will be sent to the administrator via email. The email will arrive from *noreply@cloudcti.nl*.

After the administrator account has been initialized (instructions in the email), the administrator may login directly at <https://www.cloudcti.nl/>.

Should the user's voicemail (CommPortal) password ever change, it is important to update that piece in the administrator portal. If the CloudCTI settings are not syncing properly with this CommPortal setting, the application will not function properly.

To update the user's password to match the CommPortal (voicemail) password:

- Click on the Users heading
- In the Tenant users screen, find the user you want to modify, then click on its Edit link
- In the API settings field, update the *metaswitch.password* field to match their CommPortal password then click Change to save.
- In the example shown to the right, the CommPortal password is 412441.

