

# Casos de Integración con Salesforce

## Ejemplo de integración con Salesforce Classic

### Llamada Entrante

El agente John Doe, que está configurado en la cola "Soporte" en XCally y en Salesforce recibe una llamada del cliente Jane Miller

The screenshot displays the Salesforce Classic console interface. At the top, a status bar shows 'Jane Miller 1002 Ringing 00:00:07' and 'READY 01:49:41'. Below this, the browser address bar shows 'https://eu11.salesforce.com/console'. The main content area features a 'Contacts' tab with a table of contacts. A modal window on the right shows 'John Doe, 1001' with a 'Phone Number' field and a numeric keypad. A call overlay at the bottom right displays 'Caller: Jane Miller 1002', 'Queue: Support', and an 'Extra' field.

ACTION	NAME	ACCOUNT NAME	TITLE	PHONE	EMAIL
	Barr, Tim	Grand Hotels & Resorts Ltd	SVP, Administration and Fina...	(312) 596-1000	barr_tim@grandhotels.com
	Bond, John	Grand Hotels & Resorts Ltd	VP, Facilities	(312) 596-1000	bond_john@grandhotels.com
	Boyle, Lauren	United Oil & Gas Corp.	SVP, Technology	(212) 842-5500	lboyle@uog.com
	Cinti, Daniele			123456789	
	Davis, Josh	Express Logistics and Transport	Director, Warehouse Mgmt	(503) 421-7800	j.davis@expresslogistics.com
	D'Cruz, Liz	United Oil & Gas, Singapore	VP, Production	(650) 450-8810	ldcruz@uog.com
	Forbes, Sean	Edge Communications	CFO	(512) 757-6000	sean@edgecom.com

Esto provoca que se abra una nueva tarea (task) en Salesforce, de acuerdo con las condiciones establecidas en el trigger.

Screenshot of a Salesforce console interface. The top bar shows a user profile for Jane Miller 1002, connected at 00:00:09. The main header displays the Salesforce logo and a search bar. The left sidebar shows the 'Contacts' tab selected. The main content area displays a task titled '[xCALLY Ticket] Support 1002'. The task details include:

- Assigned To: Andrea Bianco
- Subject: [xCALLY Ticket] Support 1002
- Due Date: 24/08/2017
- Phone: 1002
- Priority: Normal
- Created By: Andrea Bianco, 24/08/2017 16:31
- Comments: \*\*\* Call Info \*\*\*  
Caller Name: Jane Miller  
Call To: 6000  
Caller Number: 1002  
Uniqueld: 1503585057.34182  
Queue: Support  
\*\*\* Agent Info \*\*\*  
Agent Name: John Doe  
Agent Number: 1001  
Date: 2017-08-24 16:30:57  
\*\*\* Time Info \*\*\*  
Agent Ring: 2017-08-24 16:30:57  
Agent Connect: 2017-08-24 16:31:09  
Hold Time: 12

The right sidebar shows a contact card for John Doe, 1001, with a phone number field and a numeric keypad. The bottom bar shows the system clock at 16:31 on 24/08/2017.

## Llamada Saliente

El agente John Doe marca el número de teléfono de un cliente registrado en Salesforce, lo cual provoca que se abra una nueva tarea (task) en Salesforce de acuerdo con las condiciones establecidas en el trigger de la ruta saliente.

Screenshot of a Salesforce console interface. The top bar shows a user profile for John Doe 1001, connected at 00:33:14. The main header displays the Salesforce logo and a search bar. The left sidebar shows the 'Contacts' tab selected. The main content area displays a task titled '[xCALLY Ticket] Outbound Call 01112345678'. The task details include:

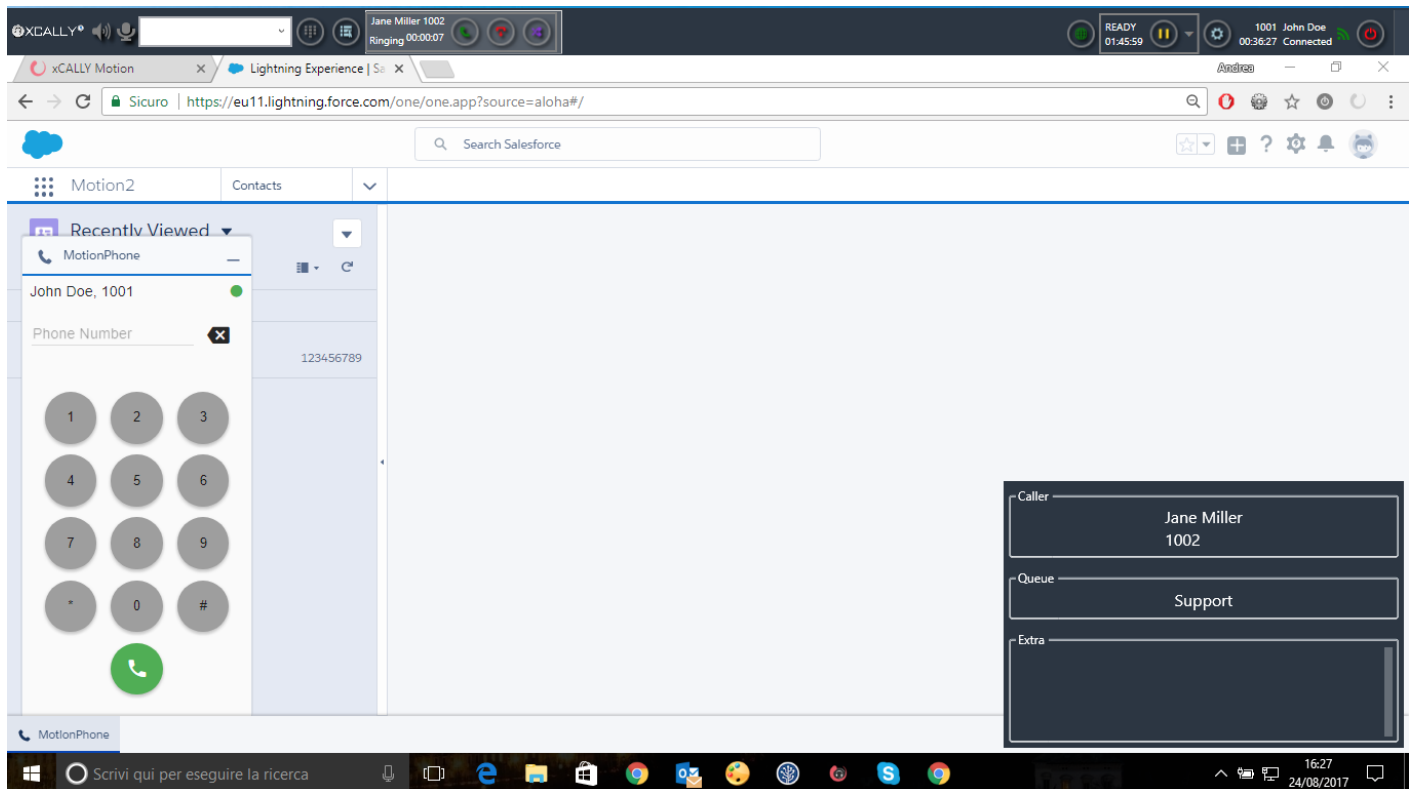
- Assigned To: Andrea Bianco
- Subject: [xCALLY Ticket] Outbound Call 01112345678
- Due Date: 24/08/2017
- Phone: 01112345678
- Priority: Normal
- Created By: Andrea Bianco, 24/08/2017 16:23
- Comments: \*\*\* Call Info \*\*\*  
Member Name: john.doe  
Called Number: 01112345678  
Uniqueld: 1503584633.34162  
Date: 2017-08-24 16:23:53  
\*\*\* Time Info \*\*\*  
Answer Time: 2017-08-24 16:23:53

The right sidebar shows a contact card for John Doe, 1001, with a phone number field and a numeric keypad. The bottom bar shows the system clock at 16:24 on 24/08/2017.

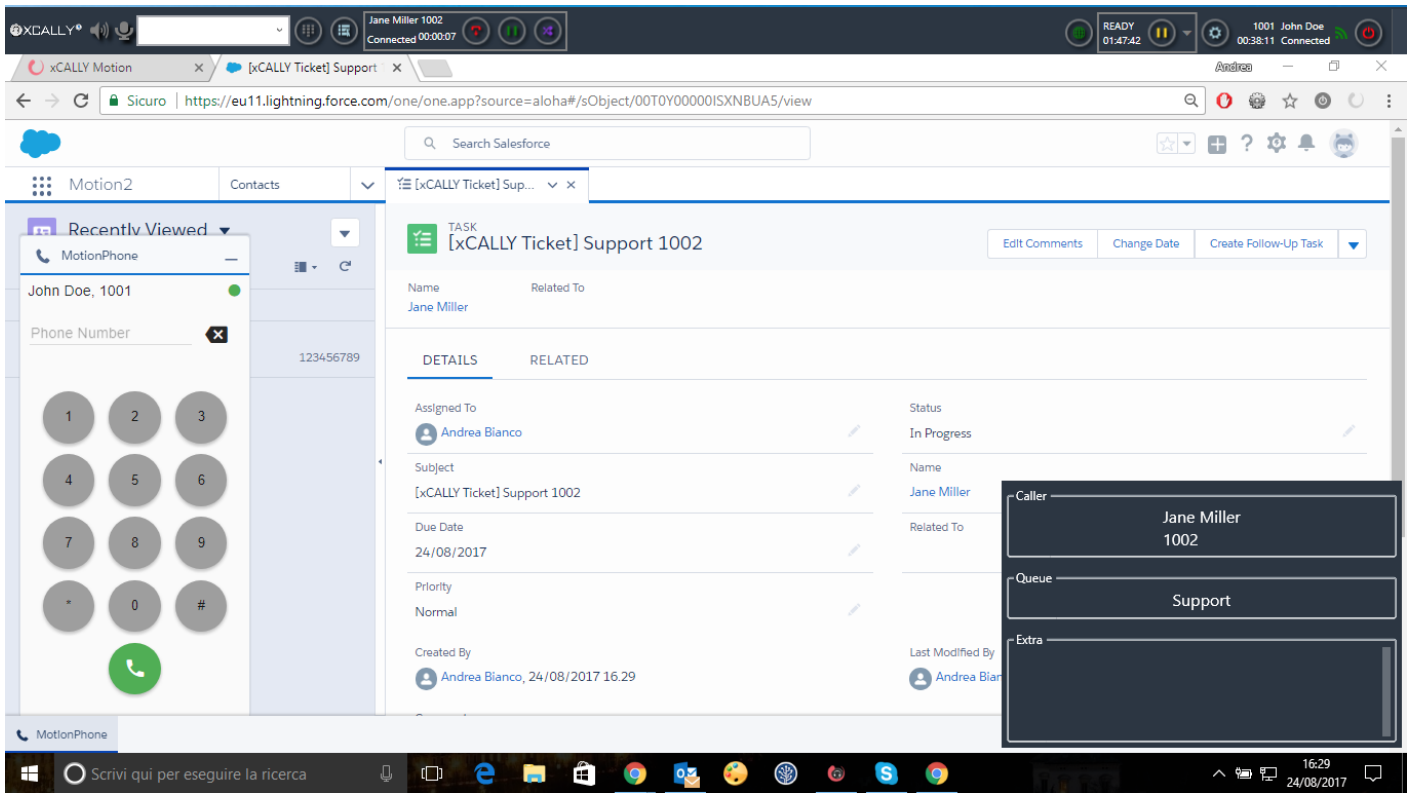
# Ejemplo de Integración con Salesforce Lightning

## Llamada Entrante

El agente John Doe, que está configurado en la cola "Soporte" en Xcally y en Salesforce recibe una llamada del cliente Jane Miller.

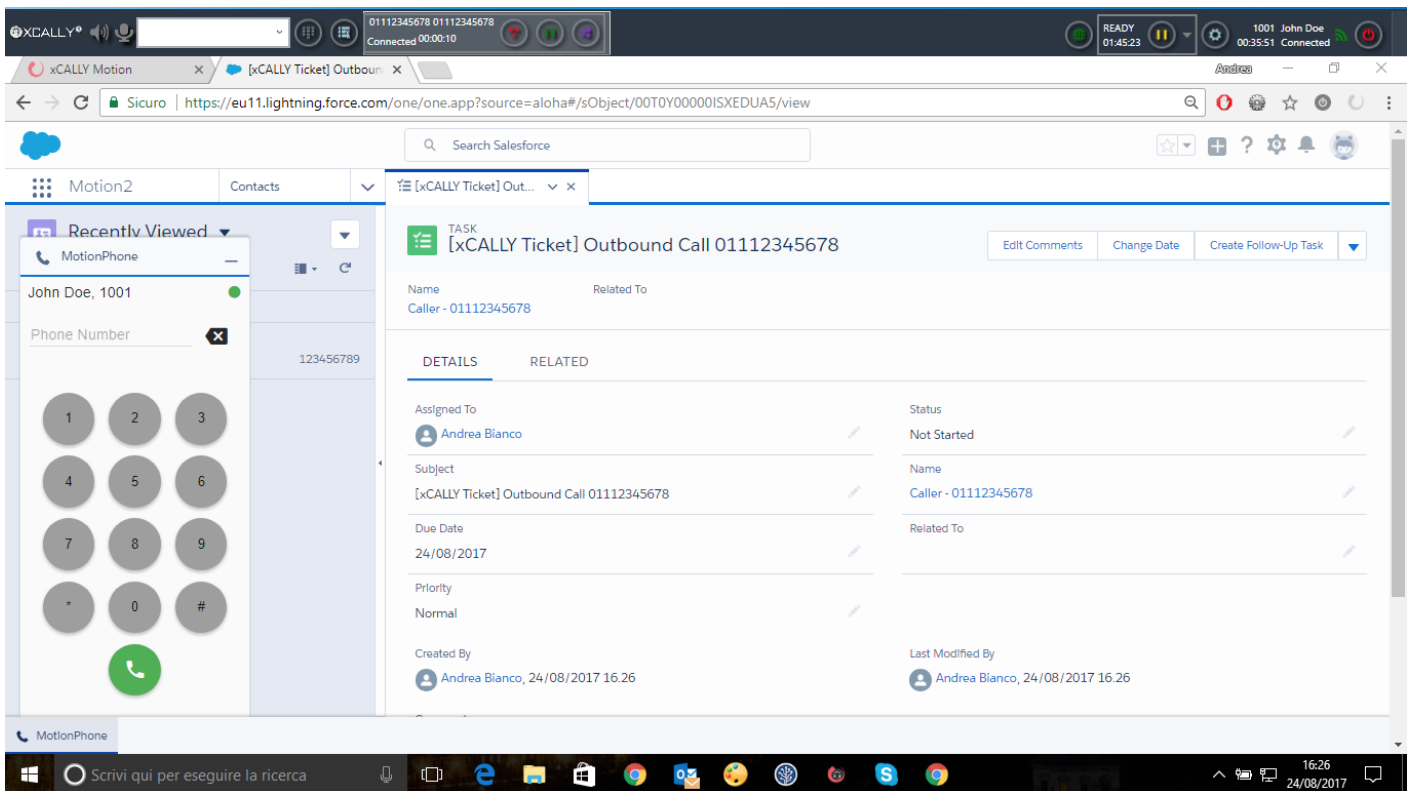


Esto provoca que se abra una nueva tarea (task) en Salesforce, de acuerdo con las condiciones establecidas en el trigger.



## Llamada Saliente

El agente John Doe marca el número de teléfono de un cliente registrado en SalesForce, lo cual provoca que se abra una nueva tarea (task) en SalesForce de acuerdo con las condiciones establecidas en el trigger de la ruta saliente.



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