

# Newtel for Salesforce

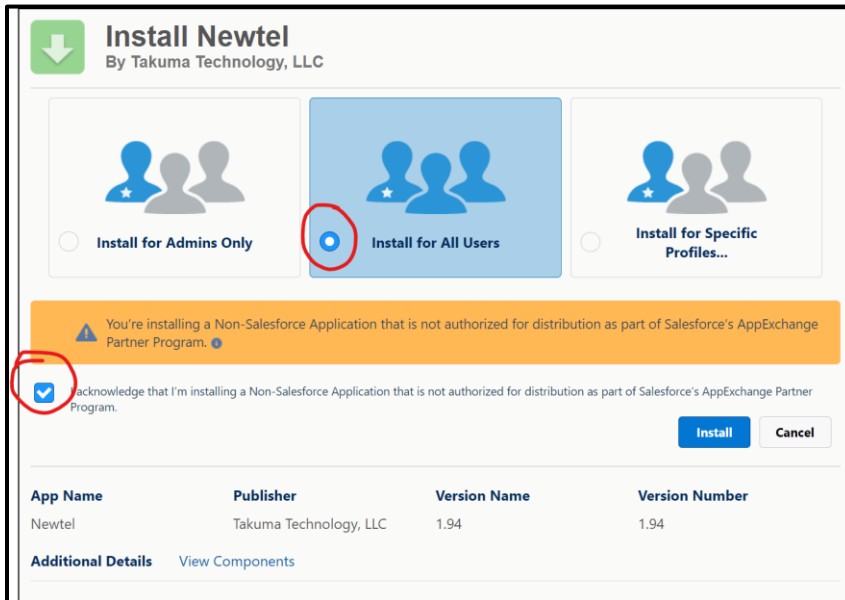
Installation Instructions for the Newtel CTI Integration App for Salesforce

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## Install Newtel for Salesforce

1. Install the Newtel for Salesforce package from this [link](#). Installation of this package requires administrator privileges.
2. During installation, you will be asked to which subset of users you would like to grant access. It is recommended to select “Install for All Users” as this will ensure future steps will go smoothly; however, only users the administrator assigns to the call center will have access to the application.



**Install Newtel**  
By Takuma Technology, LLC

☐ Install for Admins Only ☒ Install for All Users ☐ Install for Specific Profiles...

**You're installing a Non-Salesforce Application that is not authorized for distribution as part of Salesforce's AppExchange Partner Program.**

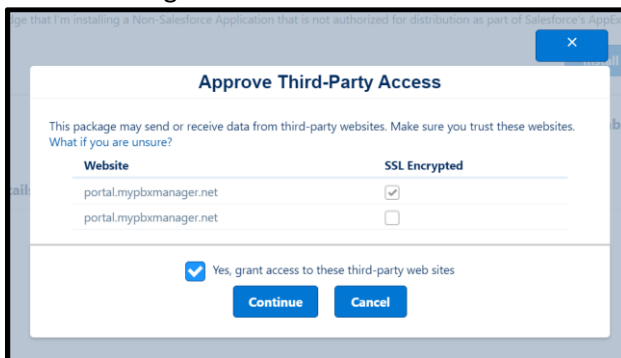
☒ I acknowledge that I'm installing a Non-Salesforce Application that is not authorized for distribution as part of Salesforce's AppExchange Partner Program.

**Install** **Cancel**

App Name	Publisher	Version Name	Version Number
Newtel	Takuma Technology, LLC	1.94	1.94

**Additional Details** [View Components](#)

3. Check the box acknowledging the package is a Non-Salesforce Application and then click **Install**.
4. Select **Yes** to grant access to the Newtel sites and then **Continue**.



**Approve Third-Party Access**

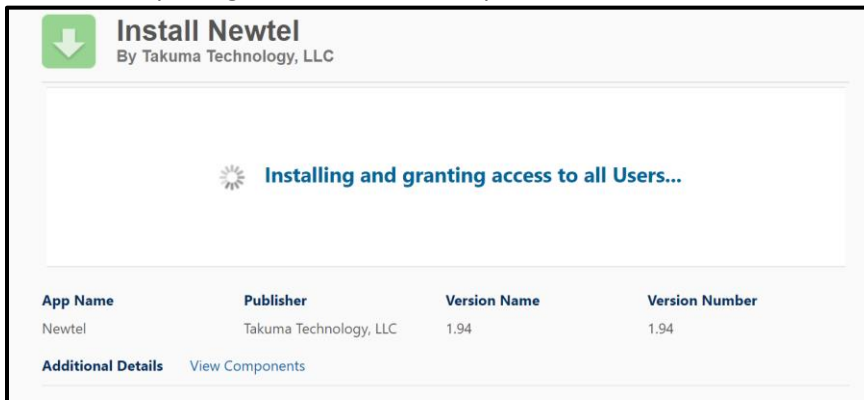
This package may send or receive data from third-party websites. Make sure you trust these websites. What if you are unsure?

Website	SSL Encrypted
portal.mypbxmanager.net	<input checked="" type="checkbox"/>
portal.mypbxmanager.net	<input type="checkbox"/>

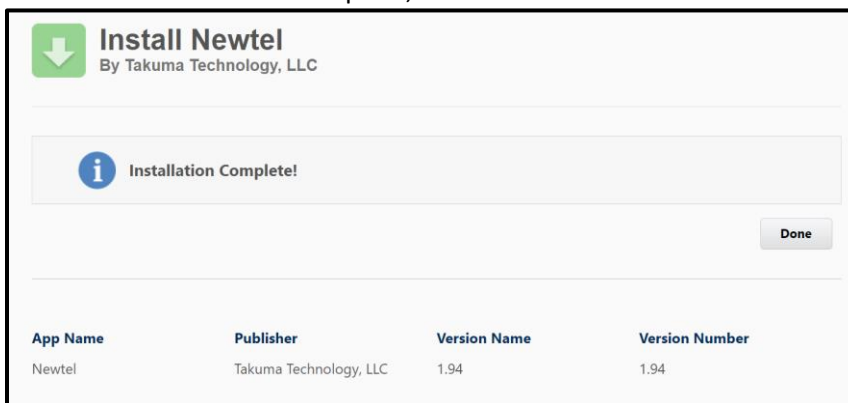
☒ Yes, grant access to these third-party web sites

**Continue** **Cancel**

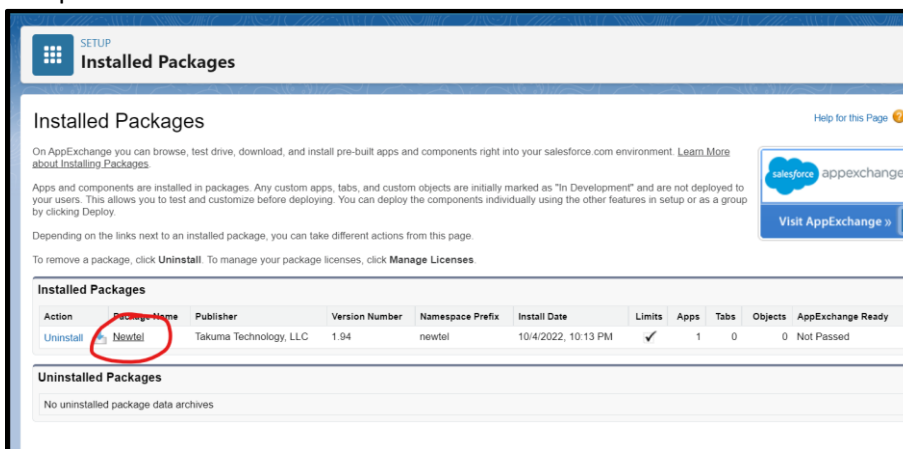
- Wait for the package installation to complete.



- When the installation is complete, click **Done**.



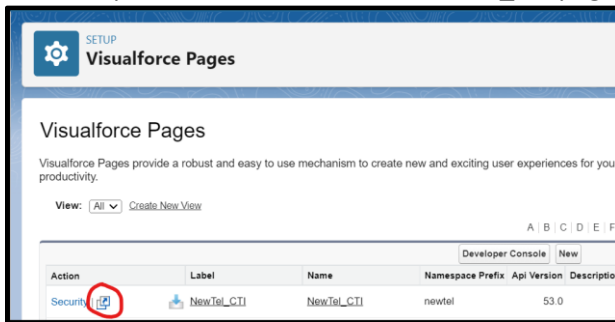
- After installation Newtel will be listed as “Newtel” in the installed packages section of Salesforce Setup.



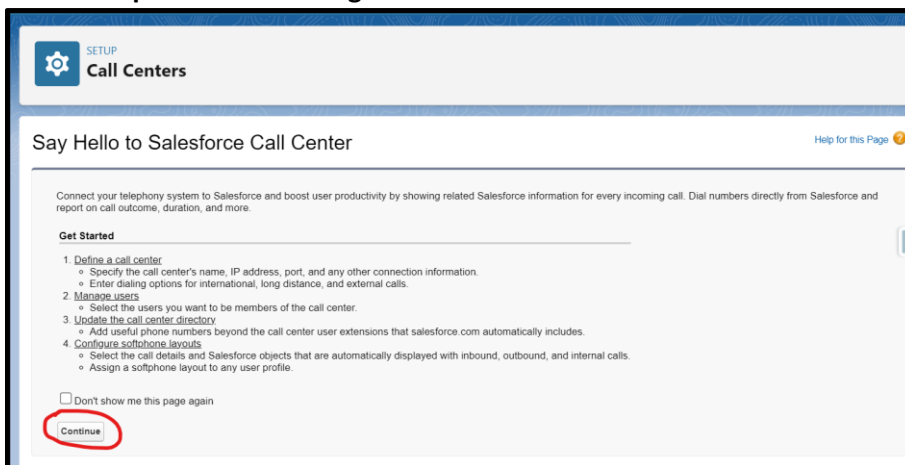
## Configure the Call Center

- Go to **Setup > Custom Code > Visualforce Pages**.

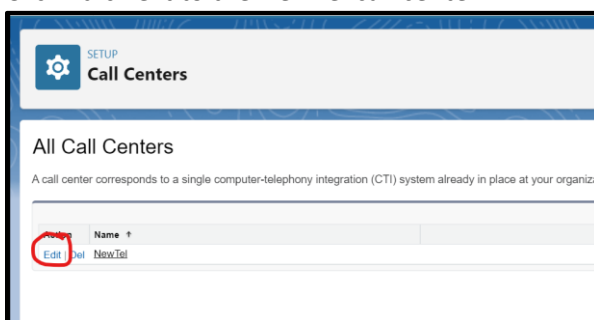
- Click the preview icon next to the NewTel\_CTI page.



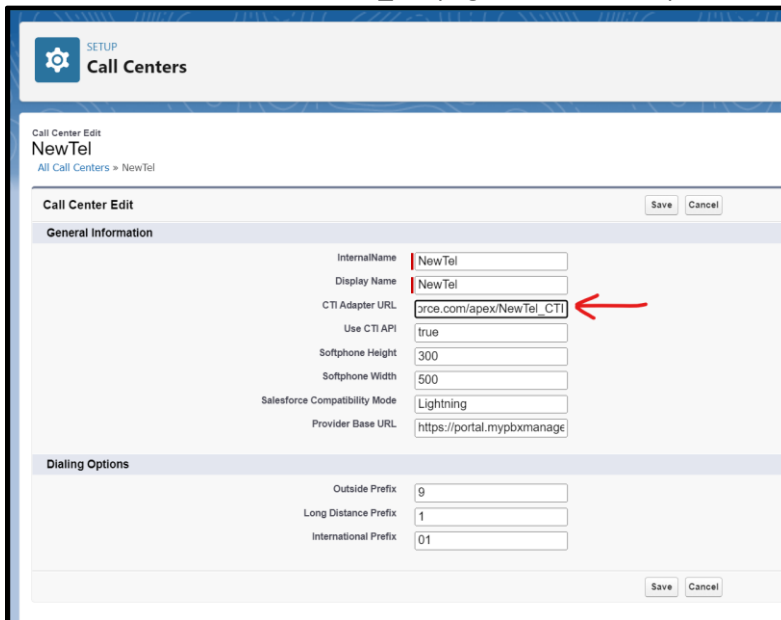
- After the page opens in a new tab, copy the URL. (e.g. [https://\[YOURSALSFORCEDOMAIN\].vf.force.com/apex/NewTel\\_CTI](https://[YOURSALSFORCEDOMAIN].vf.force.com/apex/NewTel_CTI))
- Close the tab or window and return to Setup.
- Go to **Setup > Feature Settings > Service > Call Center > Call Centers** and click **Continue**.



- Click **Edit** next to the NewTel call center.



7. Paste the URL from the NewTel\_CTI page in the CTI Adapter URL field and click **Save**.



**Call Center Edit** [Save] [Cancel]

**General Information**

Internal Name: NewTel  
Display Name: NewTel  
CTI Adapter URL: force.com/apex/NewTel\_CTI  
Use CTI API: true  
Softphone Height: 300  
Softphone Width: 500  
Salesforce Compatibility Mode: Lightning  
Provider Base URL: https://portal.mypbxmanage

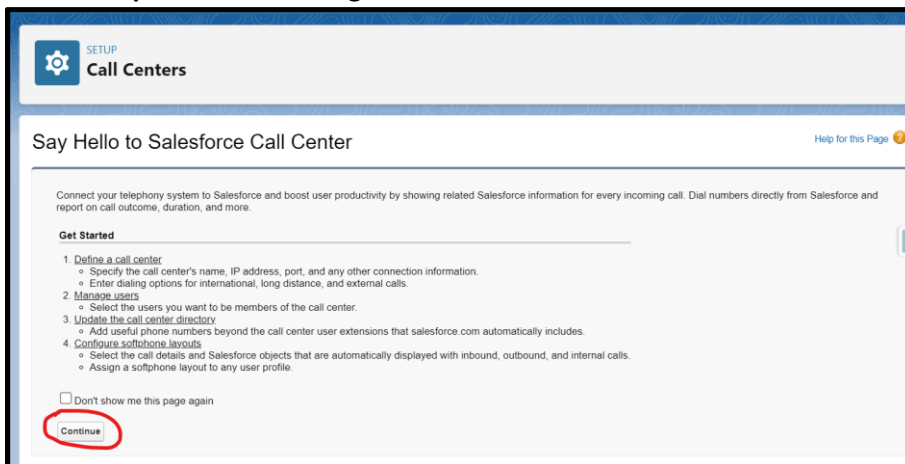
**Dialing Options**

Outside Prefix: 9  
Long Distance Prefix: 1  
International Prefix: 01

[Save] [Cancel]

## Add Users to the Call Center

1. Go to **Setup > Feature Settings > Service > Call Center > Call Centers** and click **Continue**.



**Say Hello to Salesforce Call Center** [Help for this Page]

Connect your telephony system to Salesforce and boost user productivity by showing related Salesforce information for every incoming call. Dial numbers directly from Salesforce and report on call outcome, duration, and more.

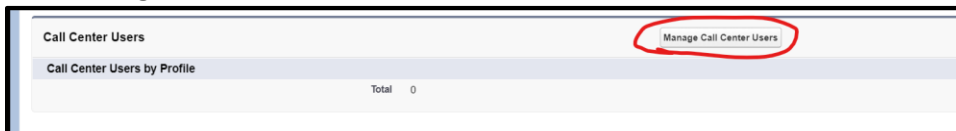
**Get Started**

1. **Define a call center**
  - Specify the call center's name, IP address, port, and any other connection information.
  - Enter dialing options for international, long distance, and external calls.
2. **Manage users**
  - Select the users you want to be members of the call center.
3. **Update the call center directory**
  - Add useful phone numbers beyond the call center user extensions that salesforce.com automatically includes.
4. **Configure softphone layouts**
  - Select the call details and Salesforce objects that are automatically displayed with inbound, outbound, and internal calls.
  - Assign a softphone layout to any user profile.

☐ Don't show me this page again

**Continue**

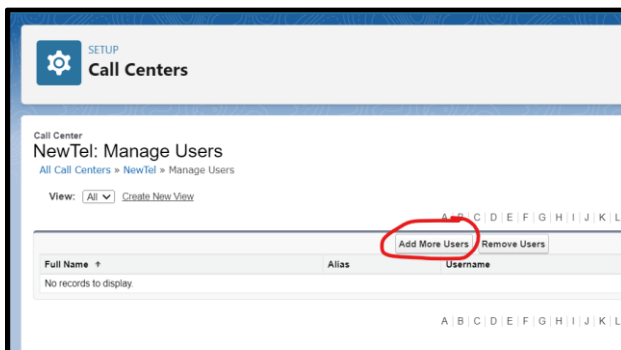
8. Click **Manage Call Center Users**.



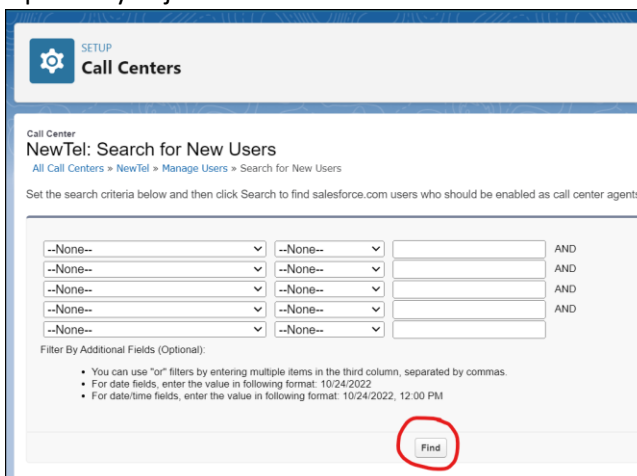
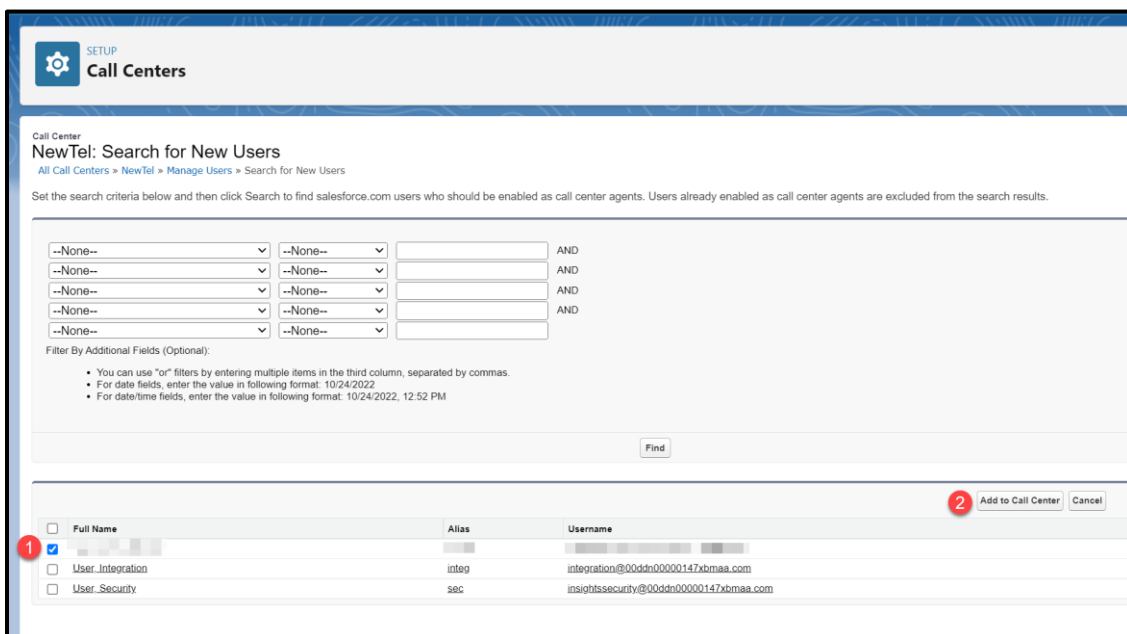
**Call Center Users** [Manage Call Center Users]

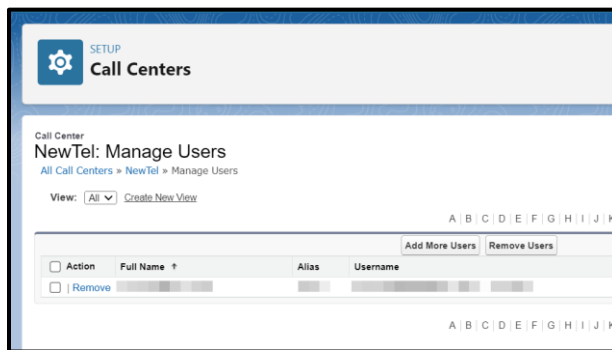
**Call Center Users by Profile**

Total: 0

9. Click **Add More Users**.

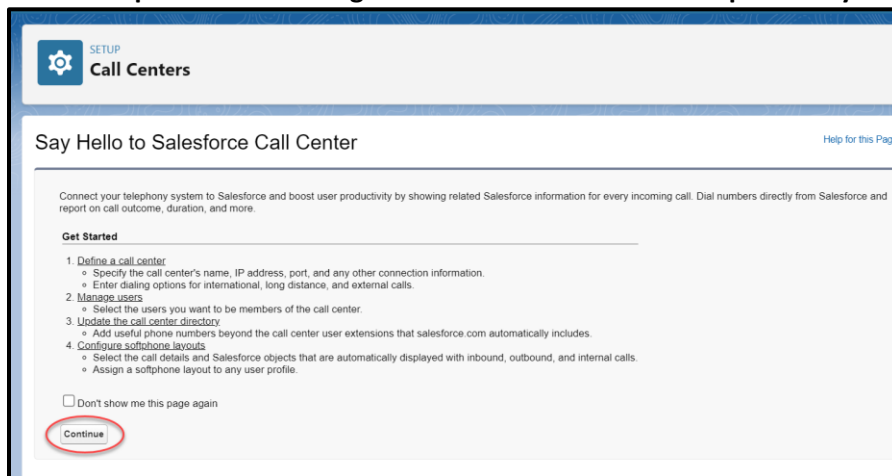
**Note:** If your users are already added to another call center, please remove them from that call center before you try to add them to Newtel.

10. Optionally adjust the filters and then click **Find**.11. Select the checkbox next to each user to add and click **Add to Call Center**.

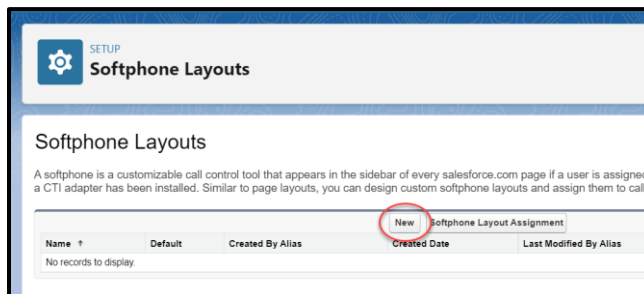


## Add a Softphone Layout

1. Go to **Setup > Feature Settings > Service > Call Center > Softphone Layouts** and click **Continue**.

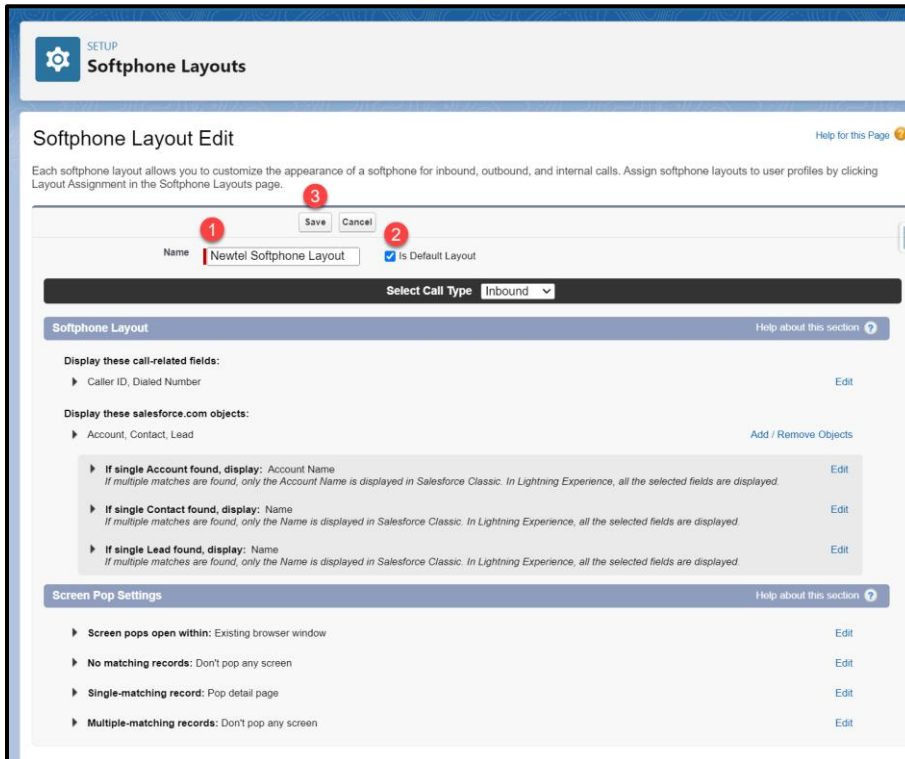


2. Click **New**.





- Enter a name in the Name field (e.g. "Newtel SoftPhone Layout"), select **Is Default Layout**, and click **Save**.



**Softphone Layout Edit**

Each softphone layout allows you to customize the appearance of a softphone for inbound, outbound, and internal calls. Assign softphone layouts to user profiles by clicking Layout Assignment in the Softphone Layouts page.

1. Name: Newtel Softphone Layout

2. ☒ Is Default Layout

3. Save

Select Call Type: Inbound

**Softphone Layout**

Display these call-related fields:

- Caller ID, Dialed Number

Display these salesforce.com objects:

- Account, Contact, Lead

If single Account found, display: Account Name  
 If multiple matches are found, only the Account Name is displayed in Salesforce Classic. In Lightning Experience, all the selected fields are displayed.

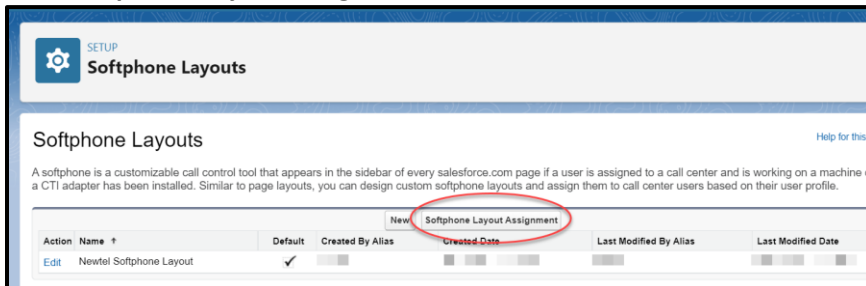
If single Contact found, display: Name  
 If multiple matches are found, only the Name is displayed in Salesforce Classic. In Lightning Experience, all the selected fields are displayed.

If single Lead found, display: Name  
 If multiple matches are found, only the Name is displayed in Salesforce Classic. In Lightning Experience, all the selected fields are displayed.

**Screen Pop Settings**

- Screen pops open within: Existing browser window
- No matching records: Don't pop any screen
- Single-matching record: Pop detail page
- Multiple-matching records: Don't pop any screen

- Click **Softphone Layout Assignment**.



**Softphone Layouts**

A softphone is a customizable call control tool that appears in the sidebar of every salesforce.com page if a user is assigned to a call center and is working on a machine or a CTI adapter has been installed. Similar to page layouts, you can design custom softphone layouts and assign them to call center users based on their user profile.

New Softphone Layout Assignment

Action	Name	Default	Created By Alias	Created Date	Last Modified By Alias	Last Modified Date
<a href="#">Edit</a>	Newtel Softphone Layout	<input checked="" type="checkbox"/>				

- Assign the layout to the appropriate profiles and click **Save**.



**Softphone Layout Assignment**

Assign a softphone layout to each profile in the list below. Only profiles that include call center agents

Save Cancel

Profile

System Administrator (1) -- Default --

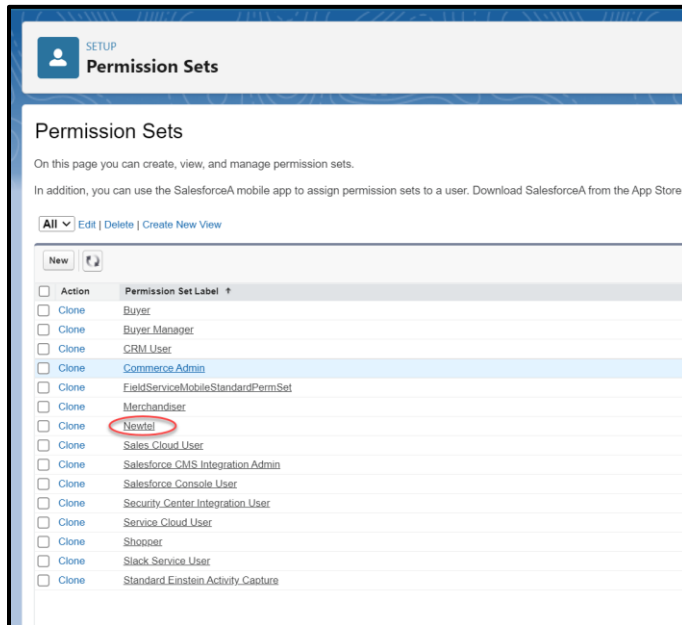
-- Default --

Newtel Softphone Layout

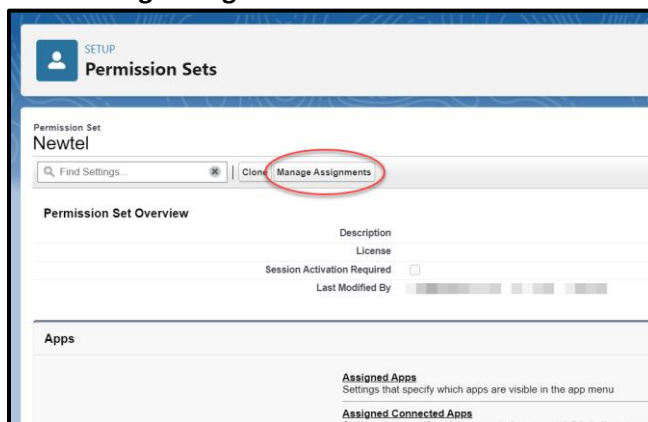
## Setup Users

### Grant Permissions

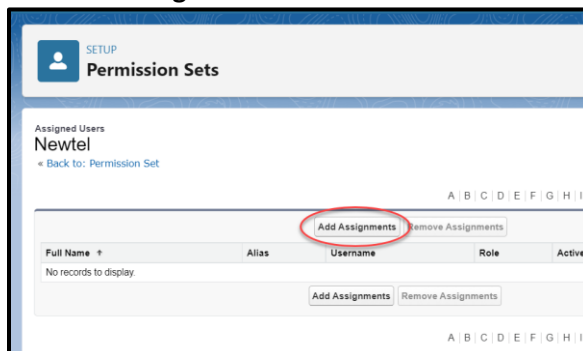
1. Go to **Setup > Users > Permission Sets** and click on **Newtel**.



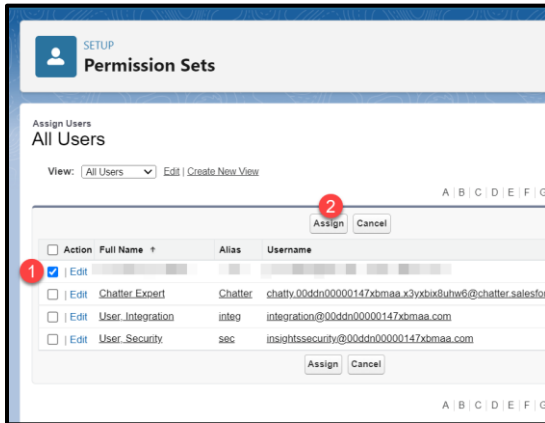
2. Click **Manage Assignments**.



3. Click **Add Assignments**.



4. Select all the users who will use the Newtel app and click **Add Assignments**.

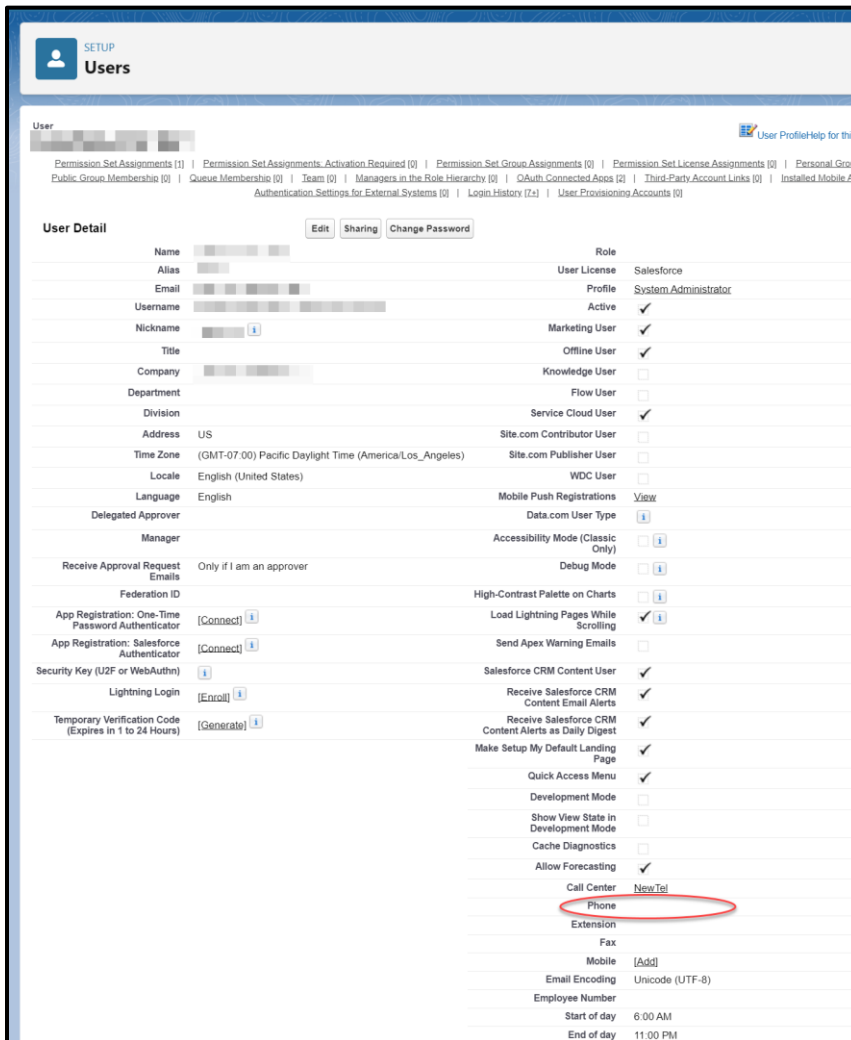


### Add Phone Numbers to Users

1. Go to **Setup > Users > Users**.
2. Edit each user record and add a phone number.

**Note:** This phone number will be used to route calls to the user. The number dialed on inbound

calls will determine the user to receive the call.



**SETUP**  
**Users**

User: [Redacted] [User Profile Help for this](#)

[Permission Set Assignments \(1\)](#) | 
 [Permission Set Assignments Activation Required \(0\)](#) | 
 [Permission Set Group Assignments \(0\)](#) | 
 [Permission Set License Assignments \(0\)](#) | 
 [Personal Group Public Group Membership \(0\)](#) | 
 [Queue Membership \(0\)](#) | 
 [Team \(0\)](#) | 
 [Managers in the Role Hierarchy \(0\)](#) | 
 [OAuth Connected Apps \(2\)](#) | 
 [Third-Party Account Links \(0\)](#) | 
 [Installed Mobile App Authentication Settings for External Systems \(0\)](#) | 
 [Login History \(2\)](#) | 
 [User Provisioning Accounts \(0\)](#)

**User Detail** [Edit](#) [Sharing](#) [Change Password](#)

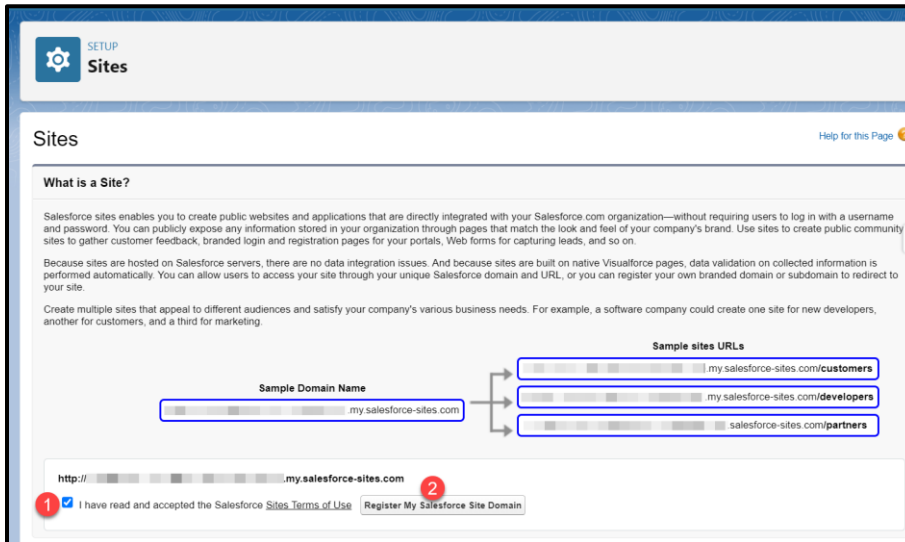
Name	[Redacted]	Role	Salesforce
Alias	[Redacted]	User License	Salesforce
Email	[Redacted]	Profile	System Administrator
Username	[Redacted]	Active	<input checked="" type="checkbox"/>
Nickname	[Redacted]	Marketing User	<input checked="" type="checkbox"/>
Title	[Redacted]	Offline User	<input checked="" type="checkbox"/>
Company	[Redacted]	Knowledge User	<input type="checkbox"/>
Department	[Redacted]	Flow User	<input type="checkbox"/>
Division	[Redacted]	Service Cloud User	<input checked="" type="checkbox"/>
Address	US	Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (United States)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<a href="#">View</a>
Delegated Approver	[Redacted]	Data.com User Type	<a href="#">i</a>
Manager	[Redacted]	Accessibility Mode (Classic Only)	<input type="checkbox"/> <a href="#">i</a>
Receive Approval Request Emails	Only if I am an approver	Debug Mode	<input type="checkbox"/> <a href="#">i</a>
Federation ID	[Redacted]	High-Contrast Palette on Charts	<input type="checkbox"/> <a href="#">i</a>
App Registration: One-Time Password Authenticator	<a href="#">[Connect]</a> <a href="#">i</a>	Load Lightning Pages While Scrolling	<input checked="" type="checkbox"/> <a href="#">i</a>
App Registration: Salesforce Authenticator	<a href="#">[Connect]</a> <a href="#">i</a>	Send Apex Warning Emails	<input type="checkbox"/>
Security Key (U2F or WebAuthn)	<a href="#">[i]</a>	Salesforce CRM Content User	<input checked="" type="checkbox"/>
Lightning Login	<a href="#">[Enroll]</a> <a href="#">i</a>	Receive Salesforce CRM Content Email Alerts	<input checked="" type="checkbox"/>
Temporary Verification Code (Expires in 1 to 24 Hours)	<a href="#">[Generate]</a> <a href="#">i</a>	Receive Salesforce CRM Content Alerts as Daily Digest	<input checked="" type="checkbox"/>
		Make Setup My Default Landing Page	<input checked="" type="checkbox"/>
		Quick Access Menu	<input checked="" type="checkbox"/>
		Development Mode	<input type="checkbox"/>
		Show View State in Development Mode	<input type="checkbox"/>
		Cache Diagnostics	<input type="checkbox"/>
		Allow Forecasting	<input checked="" type="checkbox"/>
		Call Center	NewTel
		Phone	[Redacted]
		Extension	[Redacted]
		Fax	[Redacted]
		Mobile	<a href="#">[Add]</a>
		Email Encoding	Unicode (UTF-8)
		Employee Number	[Redacted]
		Start of day	6:00 AM
		End of day	11:00 PM

## Grant Public Access to the Endpoint

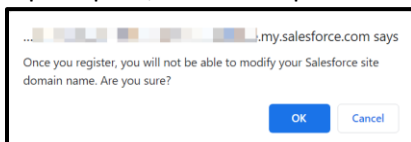
1. Go to **Setup > User Interface > Sites and Domains > Sites**.

- Accept the Salesforce Sites Terms of Use and click **Register My Salesforce Site Domain**.

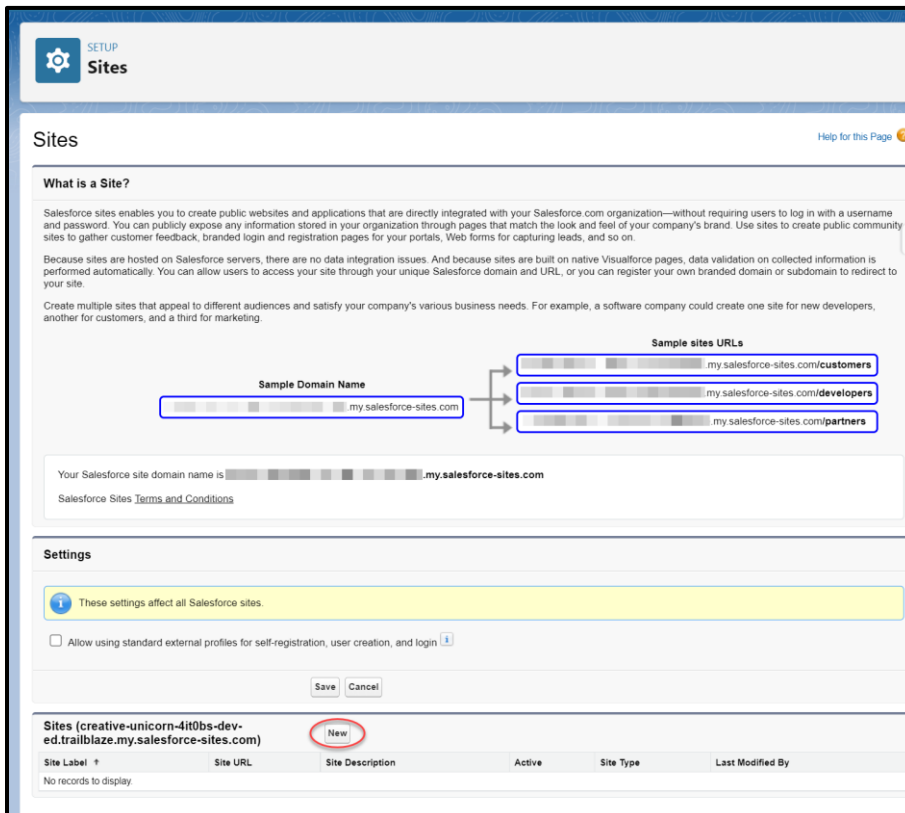
**Note:** If you already have a site available for this integration, skip to step 7 below.



- If prompted, click **Ok** to proceed with the registration of your Site.

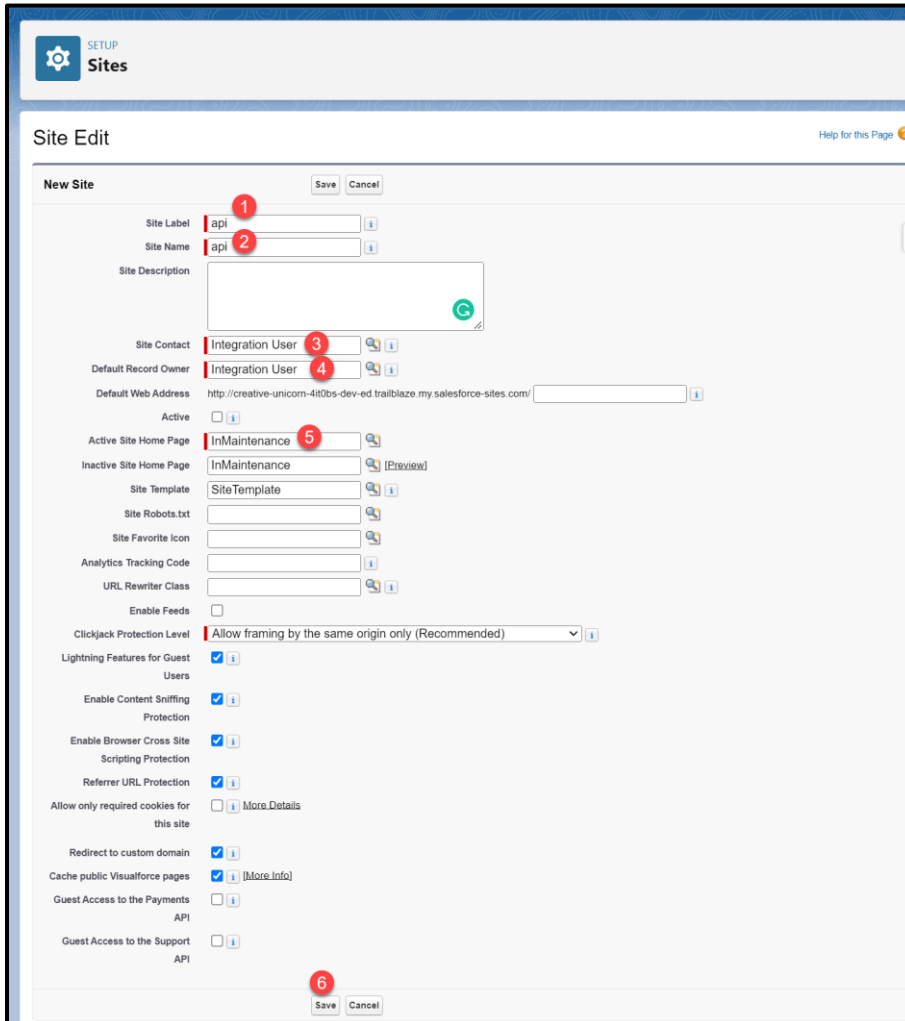


- Click **New** to add a site.



5. Enter a **Site Label**, **Site Name**, **Site Contact**, **Default Record Owner**, and **Active Site Home Page**, and click **Save**.

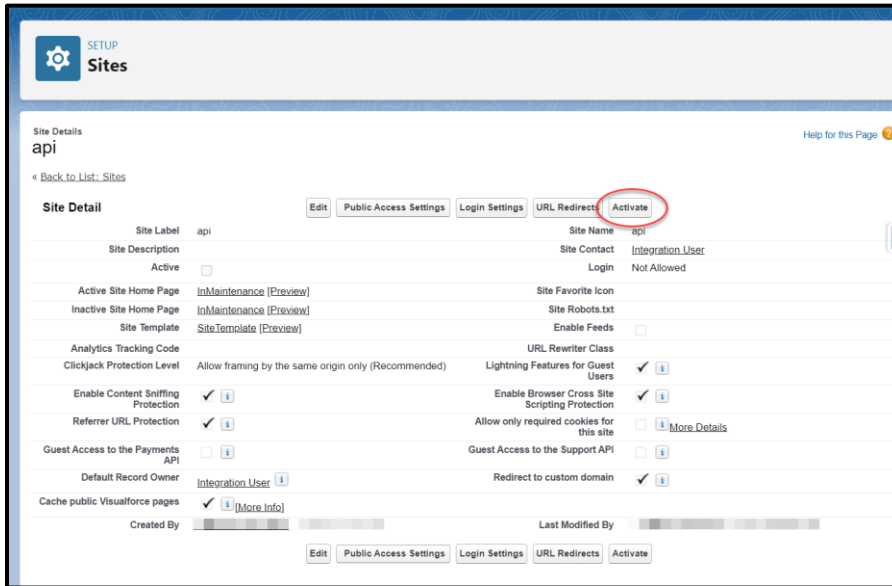
**Note:** It is not in the scope of this document to define the full parameters of a Salesforce Site. The inputs shown here are examples.



The screenshot displays the 'New Site' configuration page in Salesforce. The page is titled 'Site Edit' and includes a 'Help for this Page' link. The 'New Site' section contains the following fields and options, with numbered callouts indicating the steps:

- 1** Site Label: Text input field containing 'api'.
- 2** Site Name: Text input field containing 'api'.
- Site Description: Text area with a green 'G' icon.
- 3** Site Contact: Text input field containing 'Integration User'.
- 4** Default Record Owner: Text input field containing 'Integration User'.
- Default Web Address: Text input field containing 'http://creative-unicorn-4it0bs-dev-ed.trailblaze.my.salesforce-sites.com/'.
- Active: Checkmark button.
- 5** Active Site Home Page: Text input field containing 'InMaintenance'.
- Inactive Site Home Page: Text input field containing 'InMaintenance'.
- Site Template: Text input field containing 'SiteTemplate'.
- Site Robots.txt: Text input field.
- Site Favorite Icon: Text input field.
- Analytics Tracking Code: Text input field.
- URL Rewriter Class: Text input field.
- Enable Feeds: Checkmark button.
- Clickjack Protection Level: Dropdown menu set to 'Allow framing by the same origin only (Recommended)'.
- Lightning Features for Guest Users: Checkmark button.
- Enable Content Sniffing Protection: Checkmark button.
- Enable Browser Cross Site Scripting Protection: Checkmark button.
- Referrer URL Protection: Checkmark button.
- Allow only required cookies for this site: Checkmark button.
- Redirect to custom domain: Checkmark button.
- Cache public Visualforce pages: Checkmark button.
- Guest Access to the Payments API: Checkmark button.
- Guest Access to the Support API: Checkmark button.

At the bottom of the page, there are 'Save' and 'Cancel' buttons, with a red circle and the number **6** highlighting the 'Save' button.

6. Click **Activate**.


**SETUP Sites**

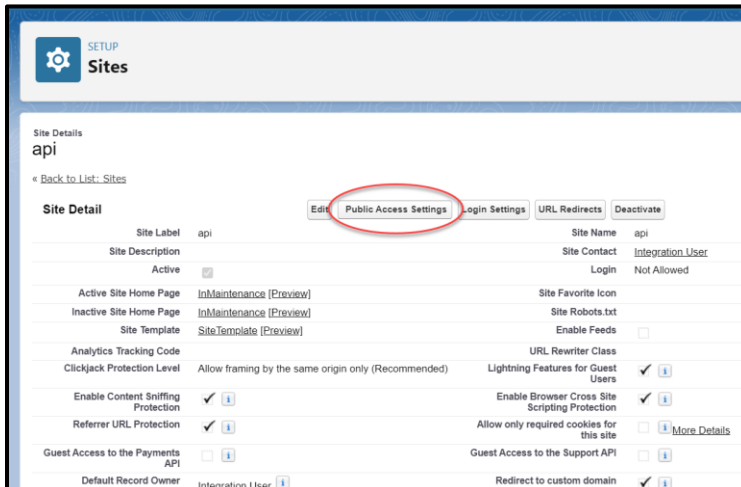
Site Details  
**api**

« Back to List: Sites

**Site Detail** Edit Public Access Settings Login Settings URL Redirects **Activate**

Site Label	api	Site Name	api
Site Description		Site Contact	Integration User
Active	<input type="checkbox"/>	Login	Not Allowed
Active Site Home Page	InMaintenance [Preview]	Site Favorite Icon	
Inactive Site Home Page	InMaintenance [Preview]	Site Robots.txt	
Site Template	SiteTemplate [Preview]	Enable Feeds	<input type="checkbox"/>
Analytics Tracking Code		URL Rewriter Class	
Clickjack Protection Level	Allow framing by the same origin only (Recommended)	Lightning Features for Guest Users	<input checked="" type="checkbox"/> <a href="#">i</a>
Enable Content Sniffing Protection	<input checked="" type="checkbox"/> <a href="#">i</a>	Enable Browser Cross Site Scripting Protection	<input checked="" type="checkbox"/> <a href="#">i</a>
Referrer URL Protection	<input checked="" type="checkbox"/> <a href="#">i</a>	Allow only required cookies for this site	<input type="checkbox"/> <a href="#">i</a> More Details
Guest Access to the Payments API	<input type="checkbox"/> <a href="#">i</a>	Guest Access to the Support API	<input type="checkbox"/> <a href="#">i</a>
Default Record Owner	Integration User <a href="#">i</a>	Redirect to custom domain	<input checked="" type="checkbox"/> <a href="#">i</a>
Cache public Visualforce pages	<input checked="" type="checkbox"/> <a href="#">i</a> [More Info]		
Created By		Last Modified By	

Edit Public Access Settings Login Settings URL Redirects **Activate**

7. When the site is active, click **Public Access Settings**.


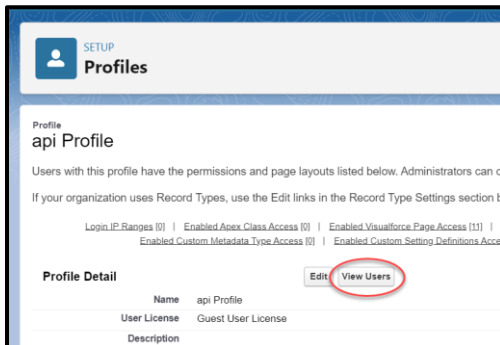
**SETUP Sites**

Site Details  
**api**

« Back to List: Sites

**Site Detail** Edit **Public Access Settings** Login Settings URL Redirects Deactivate

Site Label	api	Site Name	api
Site Description		Site Contact	Integration User
Active	<input checked="" type="checkbox"/>	Login	Not Allowed
Active Site Home Page	InMaintenance [Preview]	Site Favorite Icon	
Inactive Site Home Page	InMaintenance [Preview]	Site Robots.txt	
Site Template	SiteTemplate [Preview]	Enable Feeds	<input type="checkbox"/>
Analytics Tracking Code		URL Rewriter Class	
Clickjack Protection Level	Allow framing by the same origin only (Recommended)	Lightning Features for Guest Users	<input checked="" type="checkbox"/> <a href="#">i</a>
Enable Content Sniffing Protection	<input checked="" type="checkbox"/> <a href="#">i</a>	Enable Browser Cross Site Scripting Protection	<input checked="" type="checkbox"/> <a href="#">i</a>
Referrer URL Protection	<input checked="" type="checkbox"/> <a href="#">i</a>	Allow only required cookies for this site	<input type="checkbox"/> <a href="#">i</a> More Details
Guest Access to the Payments API	<input type="checkbox"/> <a href="#">i</a>	Guest Access to the Support API	<input type="checkbox"/> <a href="#">i</a>
Default Record Owner	Integration User <a href="#">i</a>	Redirect to custom domain	<input checked="" type="checkbox"/> <a href="#">i</a>

8. Click **View Users**.


**SETUP Profiles**

Profile  
**api Profile**

Users with this profile have the permissions and page layouts listed below. Administrators can click the Edit link to modify the profile.

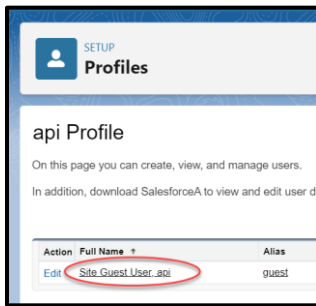
If your organization uses Record Types, use the Edit links in the Record Type Settings section below.

Login IP Ranges (0) | Enabled Apex Class Access (0) | Enabled Visualforce Page Access (13) | Enabled Custom Metadata Type Access (0) | Enabled Custom Setting Definitions Access (0)

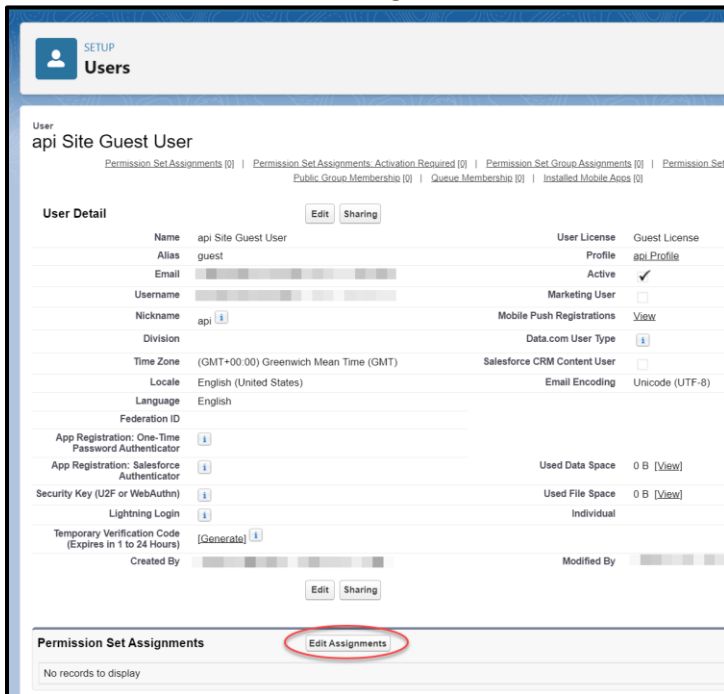
**Profile Detail** Edit **View Users**

Name	api Profile
User License	Guest User License
Description	

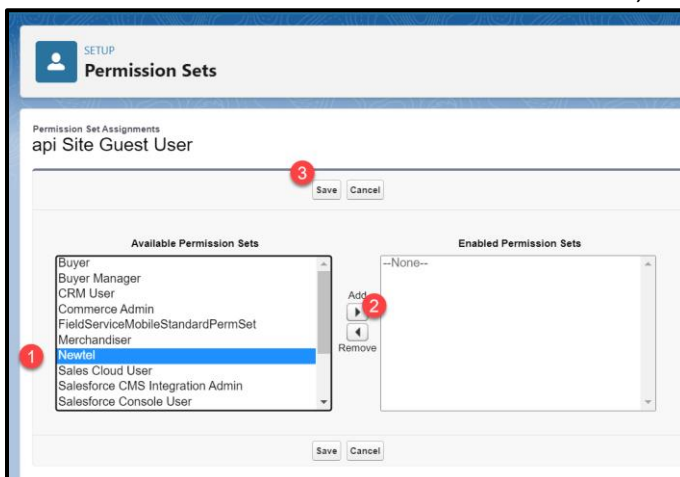
9. Click on the **Site Guest User**.



10. Scroll to the **Permission Set Assignments** section and click **Edit Assignments**.



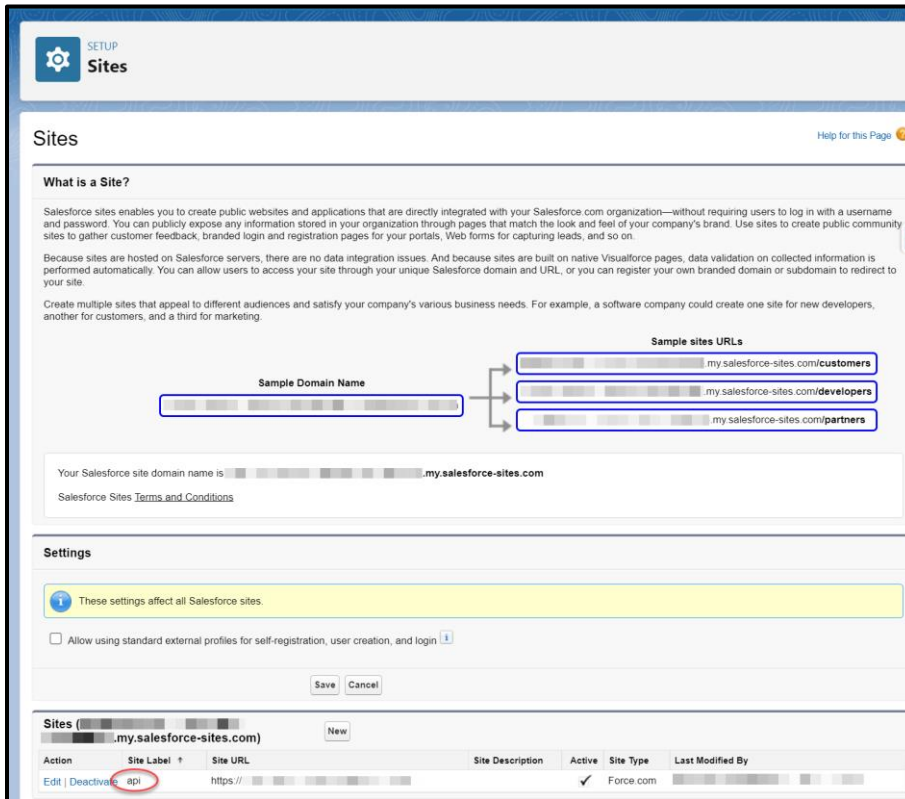
11. Select **Newtel** in the list of **Available Permission Sets**, click **Add**, and then click **Save**.



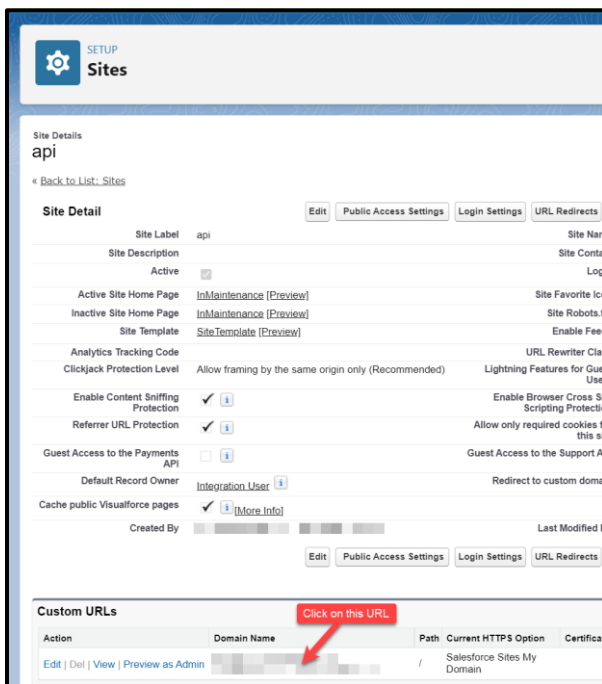


## Set Up the Newtel Portal

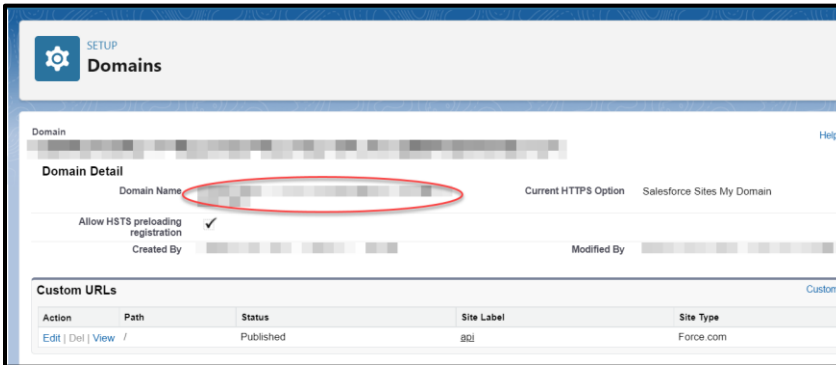
1. Go to **Setup > User Interface > Sites and Domains > Sites** and click on the name of the site that has the guest public access permission set.



2. Click on the domain name listed in the Custom URLs section.



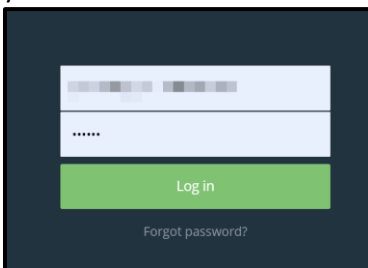
3. Copy the URL in the **Domain Name** field.



The screenshot shows the Salesforce Setup interface for Domains. The 'Domain Name' field is highlighted with a red oval. Below it, there is a section for 'Custom URLs' with a table showing the path, status, site label, and site type.

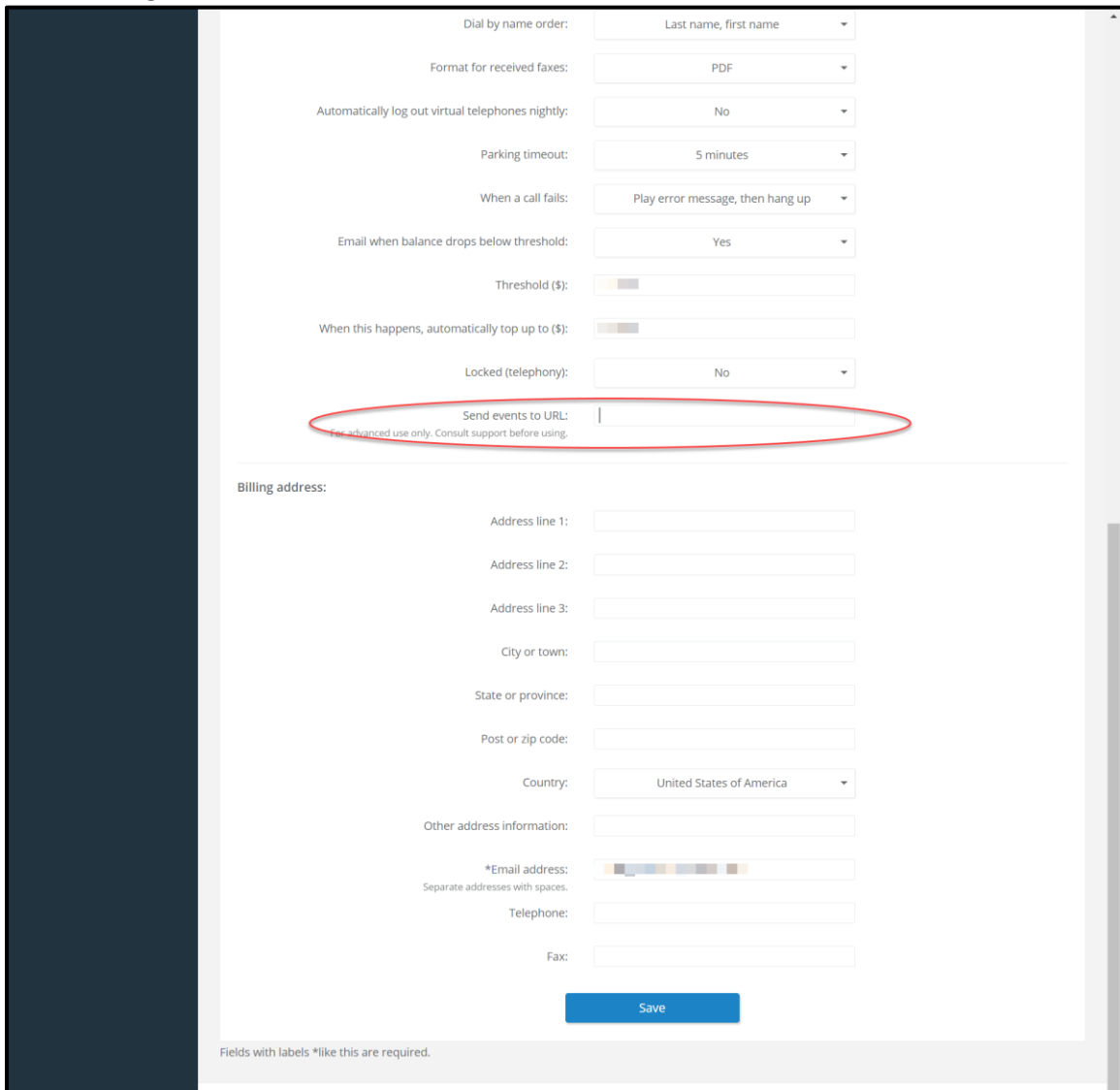
Action	Path	Status	Site Label	Site Type
<a href="#">Edit</a>   <a href="#">Del</a>   <a href="#">View</a>	/	Published	801	Force.com

4. In a new tab or window, log into the Newtel portal (<https://portal.mypbxmanager.net/>) using your customer credentials.



The screenshot shows the Newtel portal login page. It features a username field, a password field with masked characters, a green 'Log in' button, and a 'Forgot password?' link.

5. Go to **Settings > Customer** and scroll to the **Send events to URL** field.



The screenshot shows the 'Customer' settings page in Salesforce. The 'Send events to URL' field is highlighted with a red oval. Below it, the 'Billing address' section contains several input fields for address details. A blue 'Save' button is at the bottom right of the form.

Dial by name order: Last name, first name

Format for received faxes: PDF

Automatically log out virtual telephones nightly: No

Parking timeout: 5 minutes

When a call fails: Play error message, then hang up

Email when balance drops below threshold: Yes

Threshold (\$):

When this happens, automatically top up to (\$):

Locked (telephony): No

Send events to URL:

For advanced use only. Consult support before using.

Billing address:

Address line 1:

Address line 2:

Address line 3:

City or town:

State or province:

Post or zip code:

Country: United States of America

Other address information:

\*Email address:

Separate addresses with spaces.

Telephone:

Fax:

Fields with labels \*like this are required.

6. Combine the domain name you copied in step 3 above and the following:

`/services/apexrest/newtel/inboundCall/`

The result should be something like this:

`https://YOUR_SITE_DOMAIN.my.salesforce-  
sites.com/services/apexrest/newtel/inboundCall/`

7. Paste the combined URL into the **Send events to URL** field and click **Save**.

## Add Open CTI Softphone to the Utility Bar

1. Go to **Setup > Apps > App Manager**.

**Lightning Experience App Manager** New Lightning App New Connected App

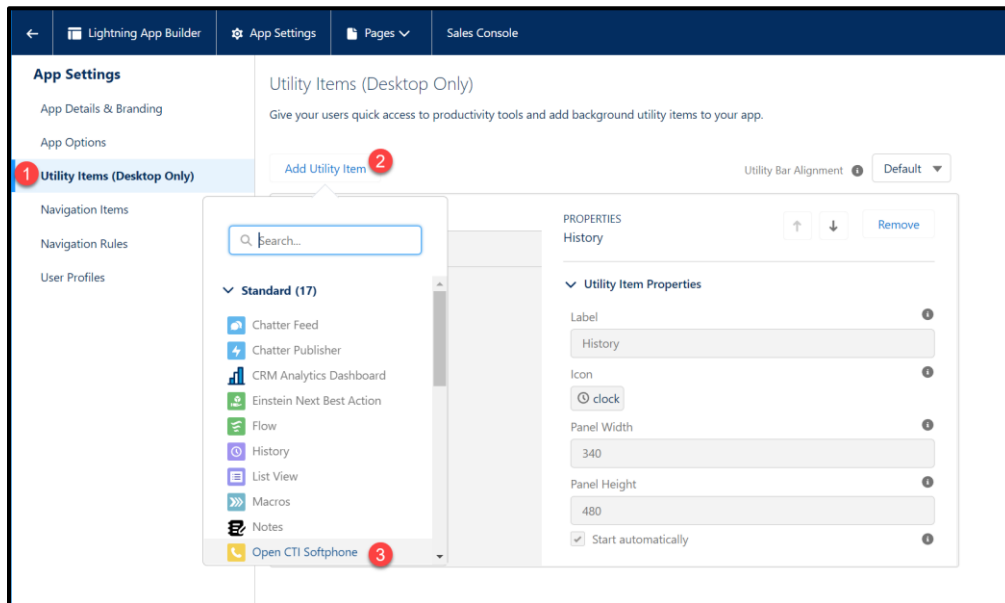
29 items • Sorted by App Name • Filtered by All appmenuitems - TabSet Type

	App Name ↑	Developer Name	Description	Last Modified D...	App Type	Vi...	
1	All Tabs	AllTabSet		10/24/2022, 10:25 A...	Classic		
2	Analytics Studio	Insights	Build CRM Analytics dash...	10/24/2022, 10:25 A...	Classic	✓	
3	Ant Migration Tool	Forcecom_Migration_Tool	The Force.com Migration ...	10/24/2022, 10:25 A...	Connected (Managed)		
4	App Launcher	AppLauncher	App Launcher tabs	10/24/2022, 10:25 A...	Classic	✓	
5	Bolt Solutions	LightningBolt	Discover and manage bus...	10/24/2022, 10:25 A...	Lightning	✓	
6	Commerce	Commerce	Manage your store's prod...	10/24/2022, 10:25 A...	Lightning	✓	
7	Community	Community	Salesforce CRM Communi...	10/24/2022, 10:25 A...	Classic	✓	
8	Content	Content	Salesforce CRM Content	10/24/2022, 10:25 A...	Classic	✓	
9	Data Manager	DataManager	Use Data Manager to vie...	10/24/2022, 10:25 A...	Lightning	✓	
10	Dataloader Bulk	Dataloader_Bulk	The Data Loader is an eas...	10/24/2022, 10:25 A...	Connected (Managed)		
11	Dataloader Partner	Dataloader_Partner	The Data Loader is an eas...	10/24/2022, 10:25 A...	Connected (Managed)		
12	Digital Experiences	SalesforceCMS	Manage content and med...	10/24/2022, 10:25 A...	Lightning	✓	
13	Force.com IDE	Forcecom_IDE	The Force.com IDE is a po...	10/24/2022, 10:25 A...	Connected (Managed)		
14	Lightning Usage App	LightningInstrumentation	View Adoption and Usage...	10/24/2022, 10:25 A...	Lightning	✓	
15	Marketing	Marketing	Best-in-class on-demand ...	10/24/2022, 10:25 A...	Classic	✓	
16	NewTel	NewTel		10/24/2022, 10:55 A...	Lightning (Managed)	✓	
17	Platform	Platform	The fundamental Lightnin...	10/24/2022, 10:25 A...	Classic		
18	Playground Starter	Playground_Starter	Get started with your Trail...	10/24/2022, 10:25 A...	Lightning (Managed)	✓	
19	Sales	Sales	The world's most popular ...	10/24/2022, 10:25 A...	Classic		
20	Sales	LightningSales	Manage your sales proces...	10/24/2022, 10:25 A...	Lightning	✓	
21	Sales Console	LightningSalesConsole	(Lightning Experience) Let...	10/24/2022, 10:25 A...	Lightning	✓	
22	Salesforce Chatter	Chatter	The Salesforce Chatter so...	10/24/2022, 10:25 A...	Classic	✓	
23	Salesforce for Outlook	Salesforce_for_Outlook	A powerful Outlook integr...	10/24/2022, 10:25 A...	Connected (Managed)		
24	Salesforce Mobile Dashbo...	Salesforce_Mobile_Dashb...	The Salesforce.com Analyt...	10/24/2022, 10:25 A...	Connected (Managed)		
25	Salesforce Touch	Salesforce_Touch	Salesforce Touch is Salesf...	10/24/2022, 10:25 A...	Connected (Managed)		
26	Service	Service	Manage customer service ...	10/24/2022, 10:25 A...	Classic	✓	
27	Service Console	LightningService	(Lightning Experience) Let...	10/24/2022, 10:25 A...	Lightning	✓	
28	Site.com	Sites	Build pixel-perfect, data-ri...	10/24/2022, 10:25 A...	Classic	✓	

2. Select any Lightning app you would like to add the Newtel app, and click **Edit**.

16	NewTel	NewTel		10/24/2022, 10:55 A...	Lightning (Managed)	✓	
17	Platform	Platform	The fundamental Lightnin...	10/24/2022, 10:25 A...	Classic		
18	Playground Starter	Playground_Starter	Get started with your Trail...	10/24/2022, 10:25 A...	Lightning (Managed)	✓	
19	Sales	Sales	The world's most popular ...	10/24/2022, 10:25 A...	Classic		
20	Sales	LightningSales	Manage your sales proces...	10/24/2022, 10:25 A...	Lightning	✓	
21	Sales Console	LightningSalesConsole	(Lightning Experience) Let...	10/24/2022, 10:25 A...	Lightning	✓	1
22	Salesforce Chatter	Chatter	The Salesforce Chatter so...	10/24/2022, 10:25 A...	Classic		
23	Salesforce for Outlook	Salesforce_for_Outlook	A powerful Outlook integr...	10/24/2022, 10:25 A...	Connected (Managed)		
24	Salesforce Mobile Dashbo...	Salesforce_Mobile_Dashb...	The Salesforce.com Analyt...	10/24/2022, 10:25 A...	Connected (Managed)		
25	Salesforce Touch	Salesforce_Touch	Salesforce Touch is Salesf...	10/24/2022, 10:25 A...	Connected (Managed)		

3. Navigate to **Utility Items (Desktop Only)**, click **Add Utility Item**, then select **Open CTI Softphone** from the list.



4. Click **Save**.

