

1. Setup > VisualForce > helloAdapter

- a. Open
- b. Click Preview and let the visual force page load.
- c. Copy the e.g

 brrnglimited2-dev-ed--helloduty.vf.force.com/apex/helloAdapter

2. Setup > Call Center > HelloDuty_CallCenter

- a. Edit
- b. Change the CTI Adapter URL to the URL copied above
- c. Save

3. Setup > Call Center > HelloDuty_CallCenter

- a. Manage Users
- b. Assign users.
- c. Click Find
 - i. Select your users
 - ii. Click Add to Call Center.

4. Setup > Permission Set > HelloDuty

- a. Click Manage Assignments
- b. Assign the users above to the permission set
- c. Click the nine dots and search for HelloDuty. You should see the HelloDuty app now.

5. Object Manager > User Object > Page Layouts

- a. Add the Token field to the page layout.

6. Setup > Users

- a. Find the Users above and open
- b. Go to demo.helloduty.com > Setup (Gear Icon) > Team
 - i. Create new API users
 - ii. Copy the token
- c. Assign the token to the HelloDuty User Token field.

HelloDuty variables you can override via the flow.

externalId => The CTI will pop up this record.

displayName => The CTI will display this name.

Installations - Managed package

Version	Link	Comments
V1.94	https://login.salesforce.com/packaging/installPackage.apexp?p0=04tDm00000p7JJO	
V1.9.3	https://login.salesforce.com/packaging/installPackage.apexp?p0=04tDm00000p7J9	
V1.9	https://login.salesforce.com/packaging/installPackage.apexp?p0=04tDm000000y8V	
V1.8	https://login.salesforce.com/packaging/installPackage.apexp?p0=04tDm000000sOX	

Setup

Home

Object Manager

Search Setup

Quick Find

Setup Home

Service Setup Assistant

Commerce Setup Assistant

Field Service Setup Home (Beta)

Hyperforce Assistant

Release Updates

Salesforce Mobile App

Lightning Usage

Optimizer

Sales Cloud Everywhere

ADMINISTRATION

Users

Data

Email

PLATFORM TOOLS

Subscription Management

Apps

App Manager

AppExchange Marketplace

Connected Apps

External Client Apps

Lightning Bolt

GET UP

New Lightning App

New Connected App

58 Items • Sorted by App Name • Filtered by All app namespaces • Tablet Type: App Type

App Name	Developer Name	Description	Last Modified	App Type	W.L.
1 All Tabs	alltabstest		02/05/2023, 11:32	Classic	✓
2 Analytics Studio	Insights	Build CRM Analytics dashboards and apps	02/06/2023, 10:30	Classic	✓
3 Ant Migration Tool	Forcecoms_Migration_Tool	The Force.com Migration Tool is a JavaScript-based command-line utility for moving metadata between a local directory and a Salesforce o...	02/06/2023, 10:11	Connected (Managed)	✓
4 App Launcher	AppLauncher	App Launcher tabs	02/05/2023, 11:32	Classic	✓
5 Approvals	Approvals	Manage approvals and approval flows	04/10/2023, 08:27	Lightning	✓
6 Automation	FlowApp	Automate business processes and repetitive tasks	06/06/2024, 08:20	Lightning	✓
7 Bulk Solutions	LightningBolt	Discover and manage business solutions designed for your industry	02/06/2023, 11:35	Lightning	✓
8 Brng Studio	Brng_studio		02/06/2023, 11:51	Classic	✓
9 Brng Studio	Brng_studio_Lighting		06/06/2023, 15:03	Lightning	✓
10 Brng Studio	BrngStudio		14/11/2023, 02:16	Lightning (Managed)	✓
11 Community	Community	Salesforce CRM Communities	03/06/2023, 11:32	Classic	✓
12 Content	Content	Salesforce CRM Content	03/06/2023, 11:32	Classic	✓
13 Data Manager	DataManager	Use Data Manager to view links, monitor usage, and manage imports	02/06/2023, 11:32	Lightning	✓
14 Datacenter Bulk	Datacenter_Bulk		02/06/2023, 10:11	Connected (Managed)	✓
15 Datacenter Partner	Datacenter_Partner	The Data Loader is an easy to use graphical tool that helps you to get your data into Salesforce objects.	02/06/2023, 10:11	Connected (Managed)	✓
16 Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	02/06/2023, 11:32	Lightning	✓
17 Force.com IDE	Forcecoms_IDE	The Force.com IDE is a powerful client application for creating, modifying, testing and deploying Force.com applications based on the Sol...	02/06/2023, 10:11	Connected (Managed)	✓
18 Helixday	Helixday	Integrate with Helixday services.	10/06/2024, 10:10	Lightning (Managed)	✓
19 Lightning Usage App	LightningUsageInformation	View Adoption and Usage Metrics for Lightning Experience	02/05/2023, 11:32	Lightning	✓
20 Marketing CRM Classic	Marketing	Track sales and marketing efforts with CRM objects.	02/05/2023, 11:32	Classic	✓

☒ Start automatically