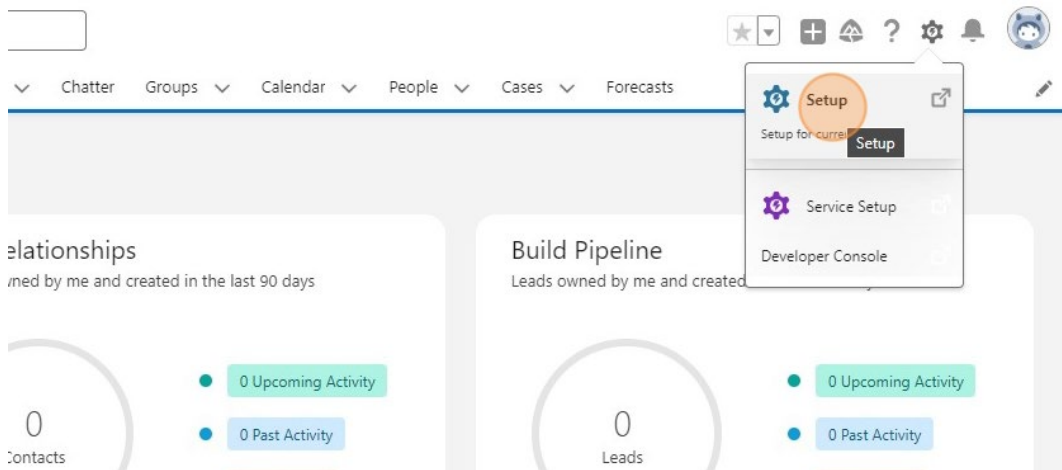
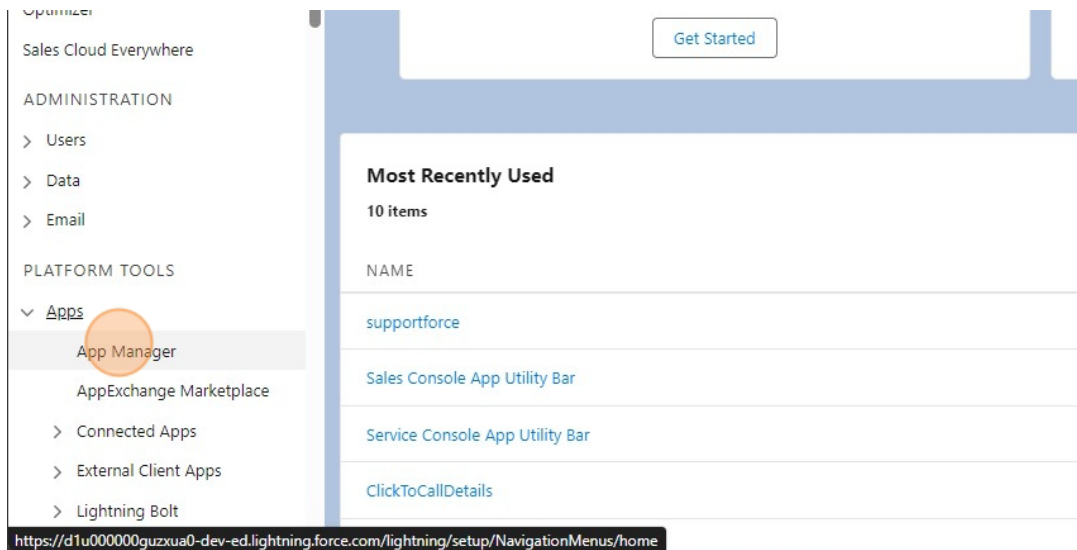


SmartChoice Salesforce CTI Integration

1. On the top right menu click Setup



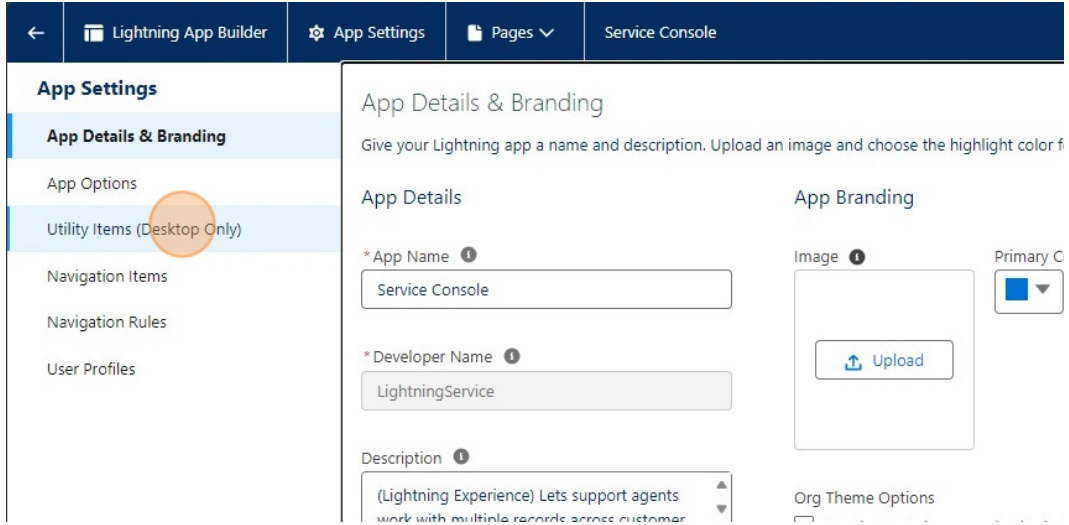
2. Under Apps, click on App Manager



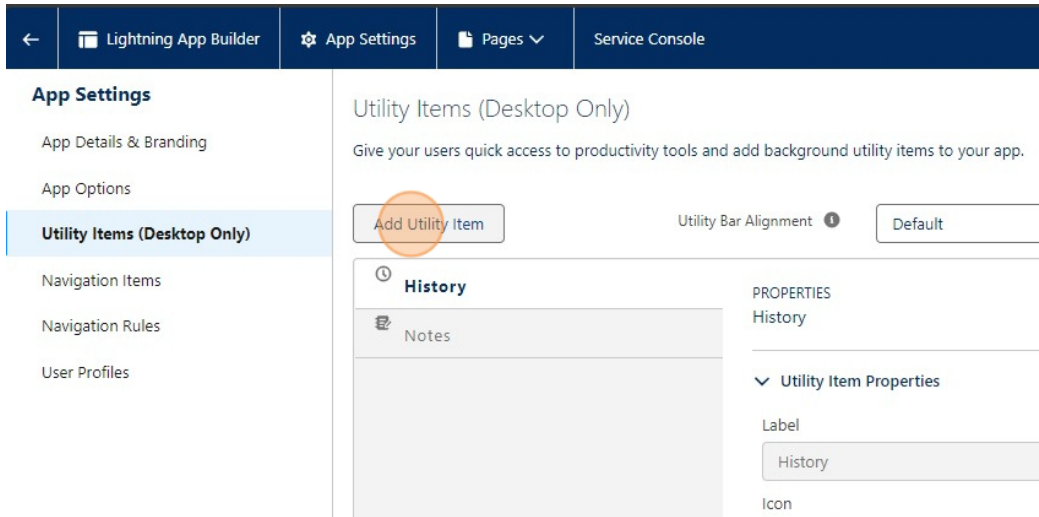
3. Select the app where you want the call Pop-Up to appear, then click Edit

. Use it for real-time access to your Salesforce data, in a layout that's desi...	7/18/2020 4:31 AM	Connected (Managed)	☐
	4/28/2023 9:44 AM	Connected	☐
	12/6/2018 11:53 A...	Classic	☒
ross customer service channels on one screen	12/6/2018 11:53 A...	Lightning	☒
application, and manage content and published sites.	12/6/2018 11:53 A...	Classic	☐
	1/13/2023 11:41 A...	Connected	☐
	7/18/2020 4:31 AM	Connected	☐
	3/18/2022 12:54 PM	Lightning	☒
trators and developers to interact with Salesforce.com organizations via t...	7/18/2020 4:31 AM	Connected (Managed)	☐

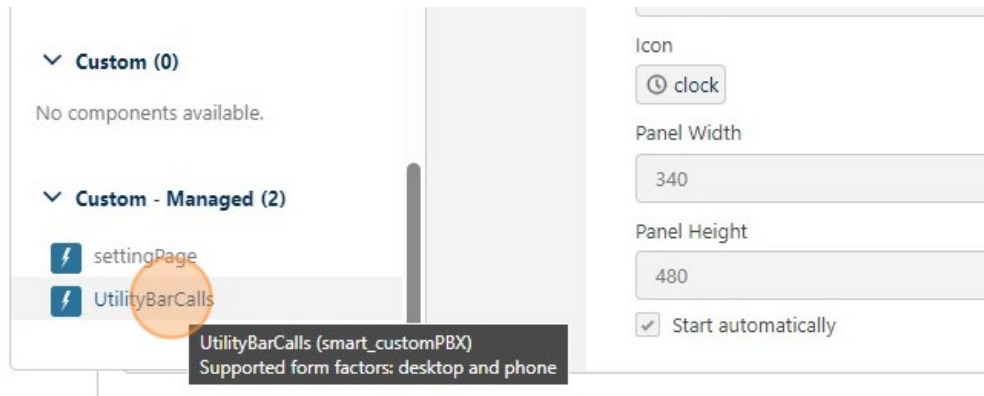
4. Click on Utility Items (Desktop Only).



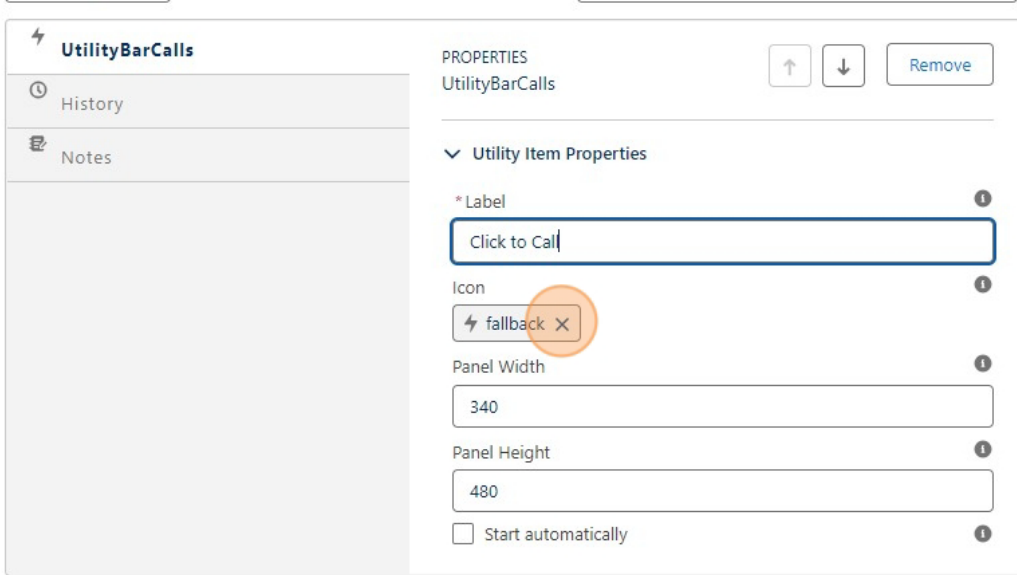
5. Click on Add Utility Item



6. Add the UtilityBarCalls component by Add Utility Item



7. Change the displayed name under 'Label' and displayed icon. (Optional)



UtilityBarCalls

History

Notes

PROPERTIES
UtilityBarCalls

Utility Item Properties

* Label *i*

Click to Call

Icon *i*

⚡ fallback ×

Panel Width *i*

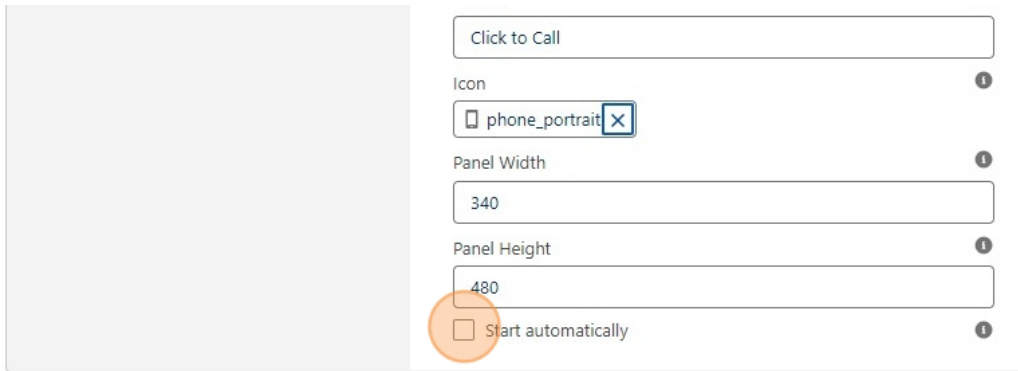
340

Panel Height *i*

480

☐ Start automatically *i*

8. Set service to start automatically.



Click to Call

Icon *i*

📞 phone_portrait ×

Panel Width *i*

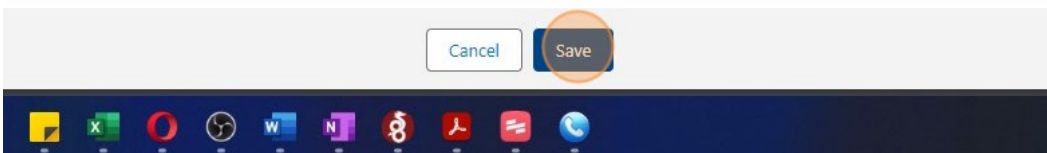
340

Panel Height *i*

480

☒ Start automatically *i*

9. Save changes



Cancel Save