



DRAFT

Genesys Cloud - Premier Edition:  
CTI Adapter for Salesforce

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## Creating your Contact Center

To create your contact center, you must:

- remove agents from the old call center in Salesforce, if you are an existing VCC CTI Adapter for Salesforce (the Adapter) user
- download the **Call Center Definition** .xml file, which is provided by Genesys
- import the **Call Center Definition** .xml file into Salesforce to create a new call center
- search for and add users to the new call center

The **Call Center Definition** .xml file is a configuration file that is used to define a set of parameters that enables the Adapter. Installing this .xml file provides you with more control in managing your call center.

### Important



Importing the **Call Center Definition** .xml file is only necessary when upgrading to a new version.

## Adding a New Call Center Video

Watch the following video to see all the steps that you need to do to create your contact center:

- Adding a New Call Center

## Downloading the Call Center Definition .XML File

To download the **Call Center Definition** .xml file and save on your computer:

1. Click [here](#) to download the latest zipped version of the **Call Center Definition** .xml file.
2. Save the file into a clean folder on your computer where you can locate it afterwards.
3. Extract the files by right-clicking on the zipped file and selecting **Extract Here**.

## Importing the Call Center Definition .XML File

To import the **Call Center Definition** .xml file into the salesforce.com instance:

1. Log into Salesforce.com with your administrator credentials to open the **Home** page.
2. Click **Setup** found under the **User menu** drop-down list found under your user name in the top right-hand corner to open the **Force.com** page.
3. From the **App Setup** section on the left-hand side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** > **Call Centers** to open the **All Call Centers** page.
5. Click **Import**.
6. Click **Choose File** to browse to the .xml file that you saved on your computer.
7. Click **Import** to import the .xml file. The **Call Center Detail** screen opens. From this screen you can edit, delete, clone the .xml file. You can also manage the call center users from this screen as well.
8. (Optional) Click **Cancel** to stop this import.

## Editing the Call Center Definition .XML File

### Warning

Edit the **Call Center Definition** .xml file only when requested by Genesys Technical Support.

To edit the **Call Center Definition** .xml file, if you have just imported the **Call Center Detail** screen:

1. Click **Edit** to the open **Call Center Edit** screen.
2. On the **Call Center Edit** screen, update the following fields:
  1. In the **General Information** section, update **CTI Adapter URL** field value using the location of the Genesys Web Service API, which must be:  
**`https://vcc3.angel.com/ui/cti/index.html?crm=salesforce`**

2. In the **Call Center Details** section, update the **VCC Server Address** field value, which must be:  
**<https://vcc3.angel.com/api/v2>**
3. After updating the **CTI Adapter URL** value, click **Save**.

See the [Specifying Field Value Parameters](#) topic for more information about these parameters.

To edit the **Call Center Definition** .xml file from another screen in Salesforce, from **Setup** navigate to **Customize > Call Center > Call Centers** and then follow the same steps as above.

## Next Steps

After installing and configuring the **Contact Center Definition** .xml file, you need to:

- [Add users to your call center in Salesforce](#)

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