

Promero Could Call Center CTI Integration to Oracle Service Cloud

Deployment Guide

V1.0

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This document provides an overview of the Promero Could Call Center CTI integration to Oracle Service Cloud

Document Modification Log				
V1.0				
Initial Draft				

VERSION 1.0

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Prerequisites

In order to use the Promero Could Call Center CTI integration to Oracle Service Cloud, a valid Promero Cloud Call Center account will be needed. This valid account will provide the following:

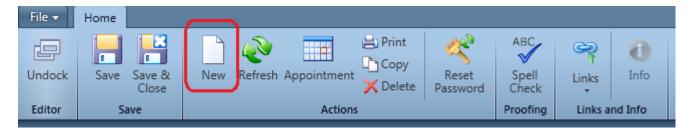
- Alias the company account name used to log
- Username each user will have their own username
- Password each user will have their own password
- Phone Number In order to receive inbound phone calls your account will have one or more DID phone number.

Installation Process

- 1. After the work order has been processed by your Promero Cloud Contact Account Manager, the Promero's Implementation Manager will schedule a webinar to begin the project kick off.
- 2. During the webinar the Promero's Implementation Manager will demonstrate Oracle CTI features and provide documentation that is needed as well as a link to installation page to download the CTI package. Save the zip file to your local PC.
- 3. A user with administration rights will log into Oracle organization.
- 4. Click on Site Configuration
- 5. Double click on Add-In Manager



6. Click on NEW at the top menu icons



7. Locate and open the zip file downloaded in step #2.

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8. Click on Save and Close icon in the menu bar

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9. Congradulations, Oracle Service Cloud is now integrated with the Promero Cloud Call Center. Please refer to the user guide on how to place phone calls using the media bar.

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