The Right Technology, the Right Results

Promero Could Call Center CTI Integration to Oracle Service Cloud

Deployment Guide

V1.0

September, 2015

This document provides an overview of the Promero Could Call Center CTI integration to Oracle Service Cloud
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| Document Modification Log	
V1.0	
Initial Draft	

VERSION 1.0

Table of Contents

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

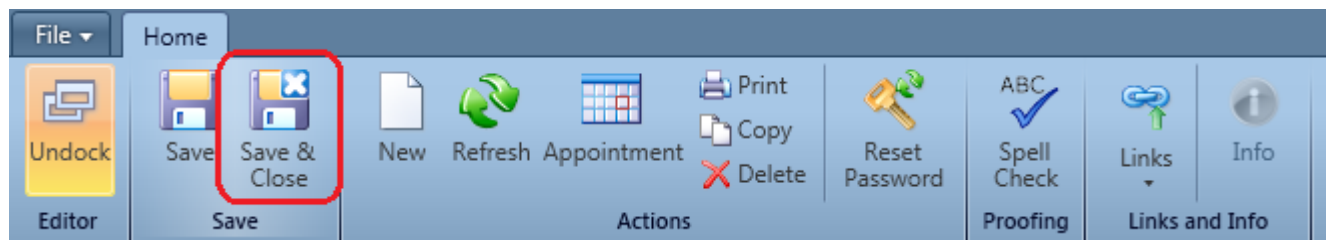5. Double click on Add-In Manager
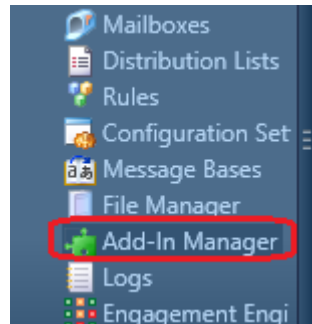
6. Click on NEW at the top menu icons
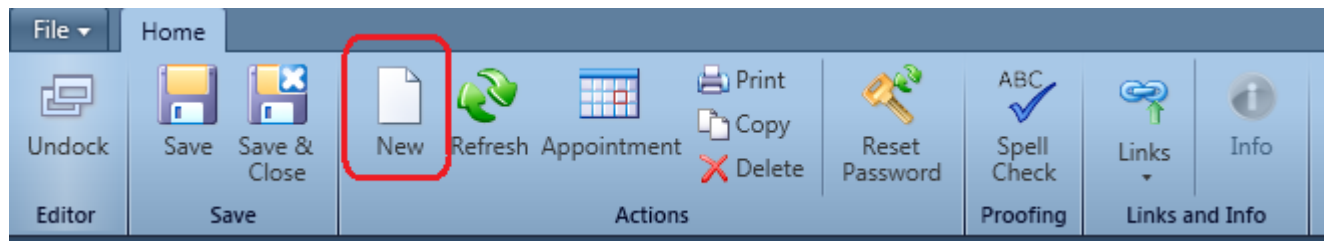
7. Locate and open the zip file downloaded in step #2.
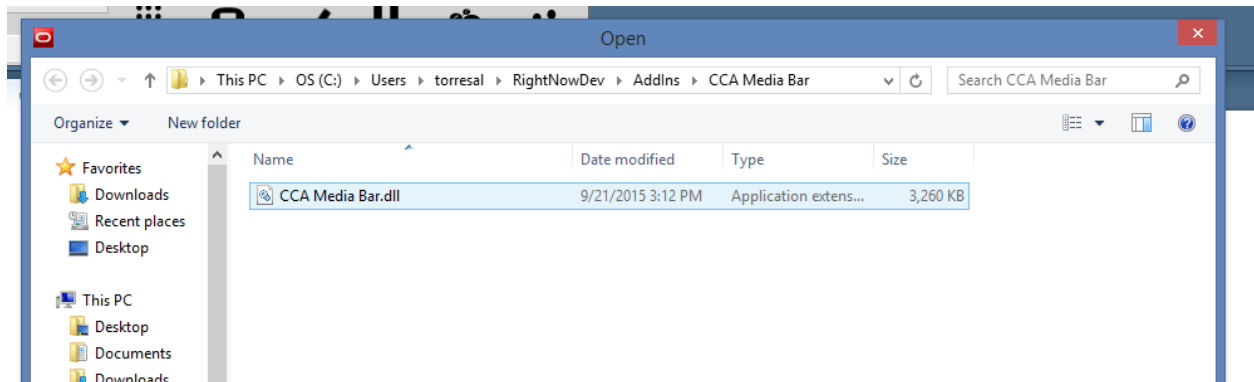
8. Click on Save and Close icon in the menu bar

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.

Contact and Support Information

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