

CTI Data Connector for Salesforce

The test was done with

- Swyx TAPI and SwyxIt Client 12.30
- CTI Data Connector for Salesforce: 6.7.027
- TAPI Link Connector: 5.7.2

Outbound

- Dial from Salesforce – call was answered by called party – on hold in Salesforce – resume call in Salesforce – terminate call in Salesforce
- Dial from Salesforce – call was answered by called party – on hold in SwyxIt Client – resume call in SwyxIt Client – terminate call in Salesforce
- Dial from SwyxIT Client – call is not signaled in Salesforce
- Dial internal number – call was answered by other SwyxIT user – on hold in Salesforce – resume call in Salesforce – terminate call in Salesforce
- Dial from SwyxIT – dials, but does not display Called ID in Salesforce

Inbound

- Inbound call to Salesforce – call answered in SwyxIT – call terminate in SwyxIT
- Inbound call to Salesforce – call answered in Salesforce – call terminate in Salesforce
- Inbound call to switchboard with SwyxIT client – blind transfer to Salesforce – Caller ID shown and search is done – call terminate in Salesforce
- Inbound call to switchboard with SwyxIT client – consulted transfer to Salesforce – Call ID from Switchboard signaled – transfer call - Caller ID from caller and search with caller ID – call terminate in Salesforce

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