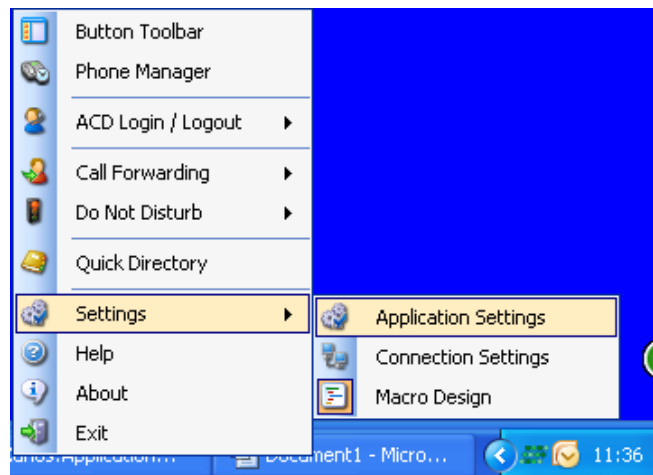


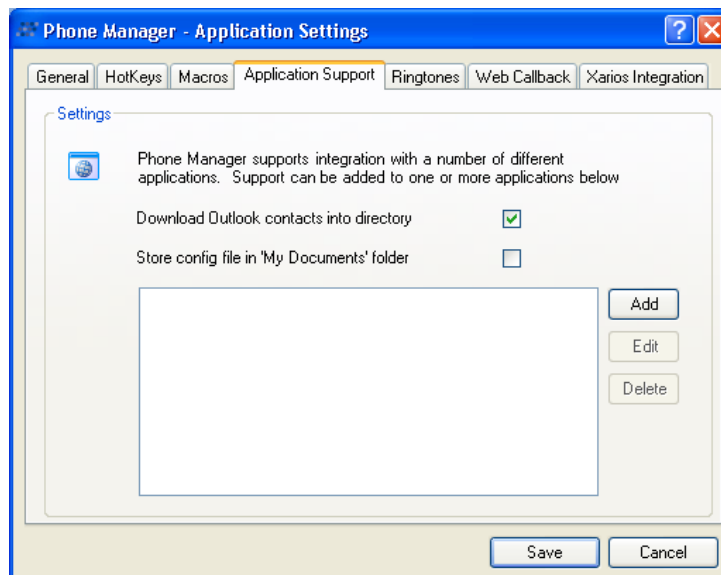
## Salesforce.com Application Integration Guide

In order to use the [Salesforce.com](https://www.salesforce.com) screen pop you will need to be running Salesforce in **Enterprise**, **Unlimited** or **Developer** editions. This is necessary as only these versions have the Salesforce API which is needed for the Xarios Phone Manager integration to work.

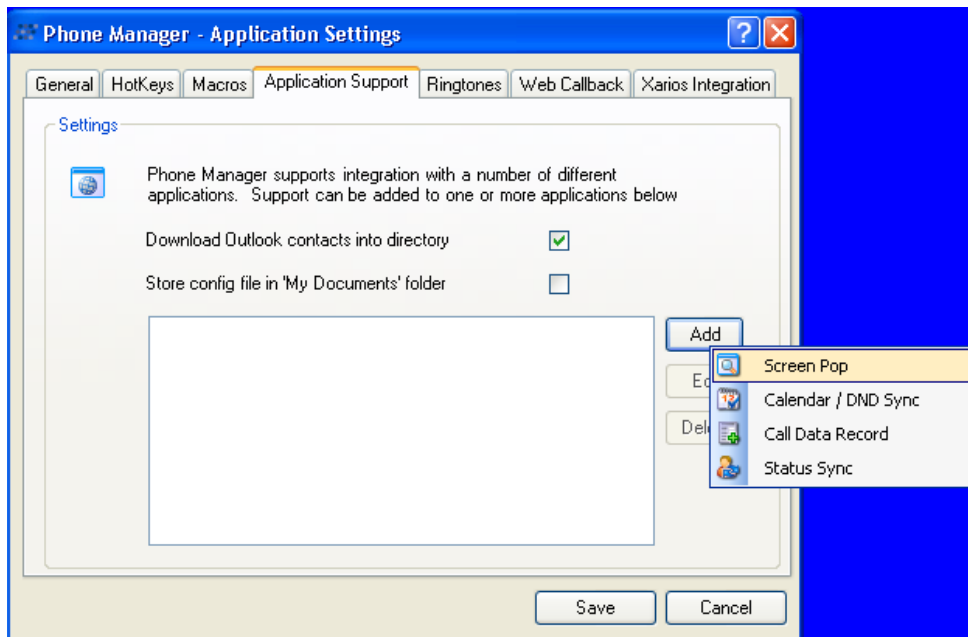
In order to add in the application support you should first access the application settings for the Xarios Phone Manager, to do this the user should right click on the phone manager icon in the system tray and then select the 'Application Settings' option:



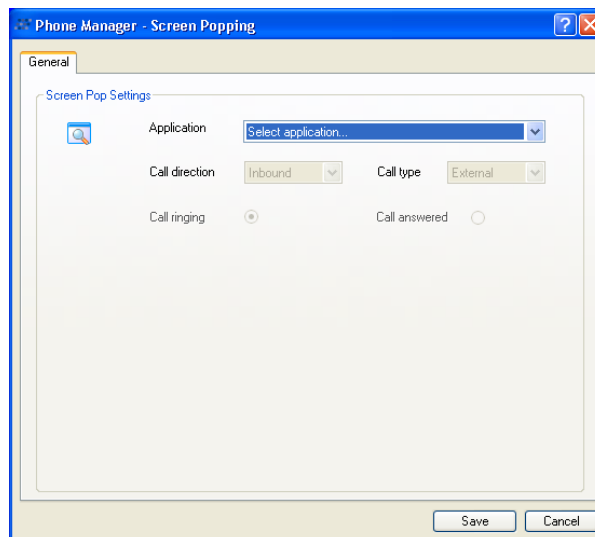
This will bring up the 'Application Settings' window, where you should click on the 'Application Support' tab:



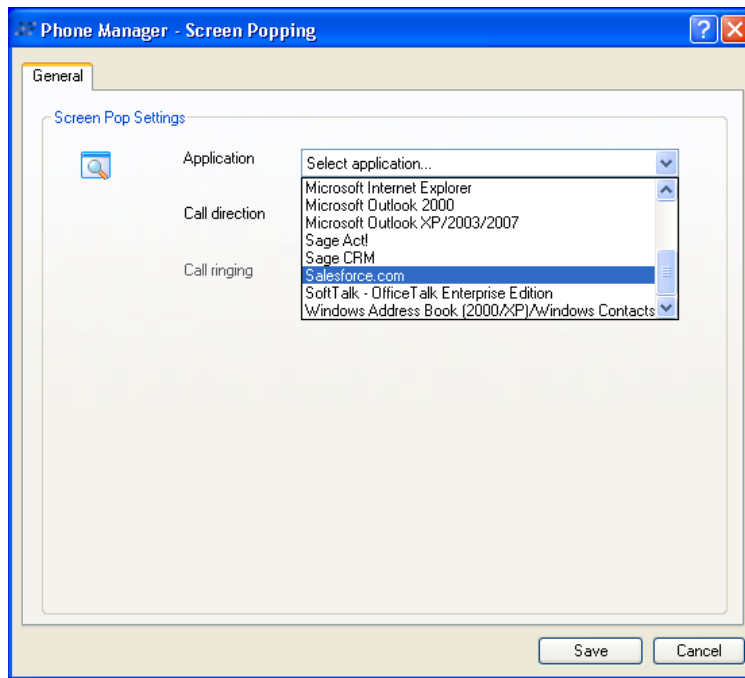
Clicking the Add button will bring up further options menu for you, where you can decide on which kind of Xarios integration to choose. In this case you should choose the Screen Pop option from the menu:



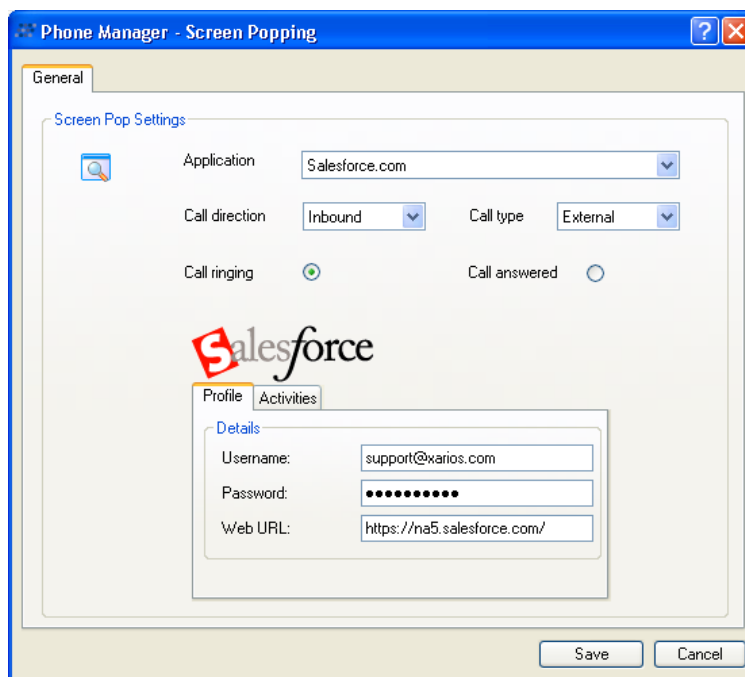
This will bring up another window where upon you can specify what type of integration to use:



To select Salesforce integration you should click on the 'Application' drop down menu and navigate down the list then select Salesforce.com:

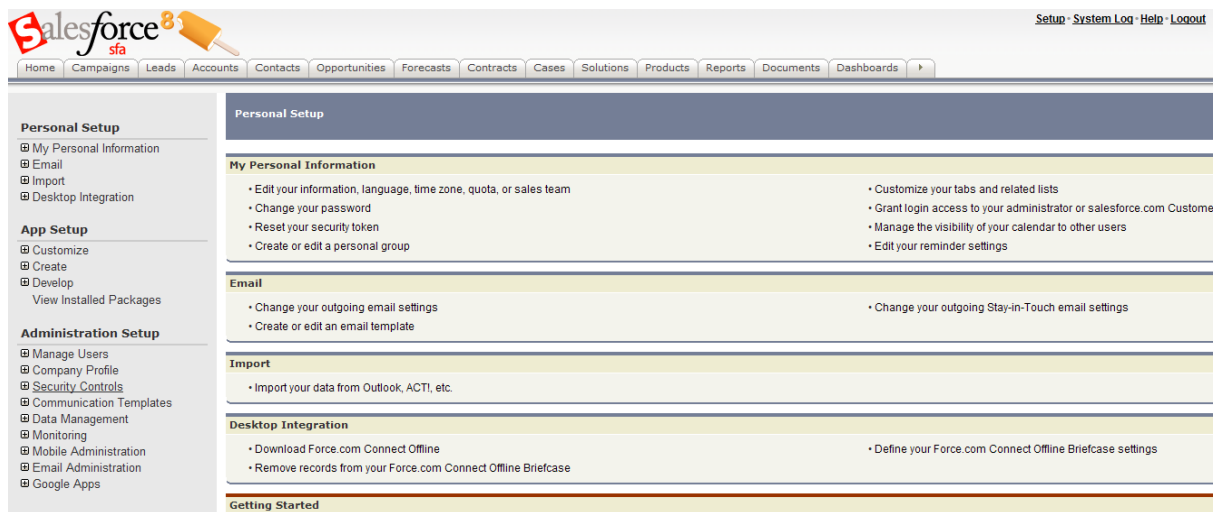


This will bring up information about Salesforce. In here the you will need to add in the Salesforce username and password used to gain access to Salesforce.com. The Xarios Phone Manager should default the Web URL back to <https://na5.salesforce.com/> it is recommended that you leave this default URL as if this in place the application will still redirect you to the current URL of the webpage.

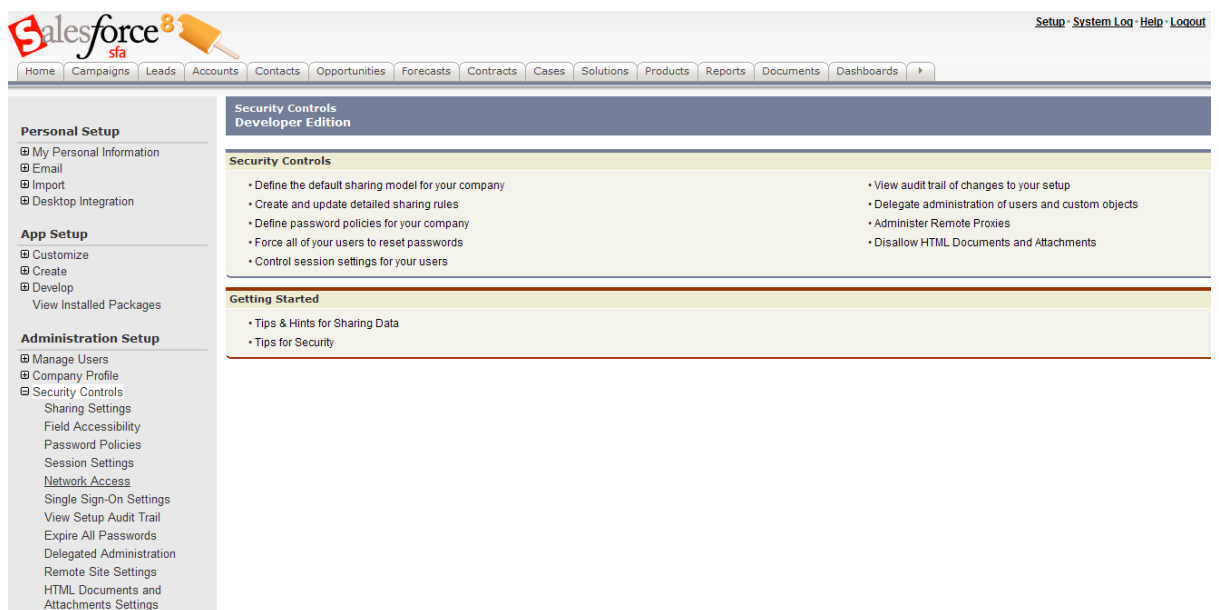


In addition you can use the drop down boxes on 'Call Direction' to switch between 'Inbound' 'Outbound' and 'Both' direction calls as well as using the drop down box to determine if the screen pop happens on 'External', 'Internal' or 'Both' types of call. Finally you can choose whether or not to screen pop the information in Salesforce when the call is either 'ringing' or 'answered'.

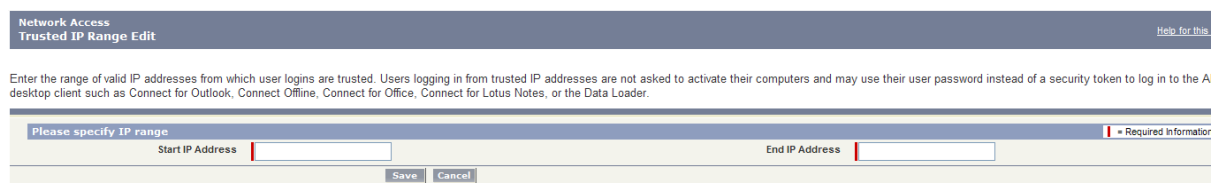
Please note that in addition to these settings the user will have to make a change to their settings on [salesforce.com](https://salesforce.com). You will have to go into the 'Setup' option in the top right of the screen, then click on Security controls:



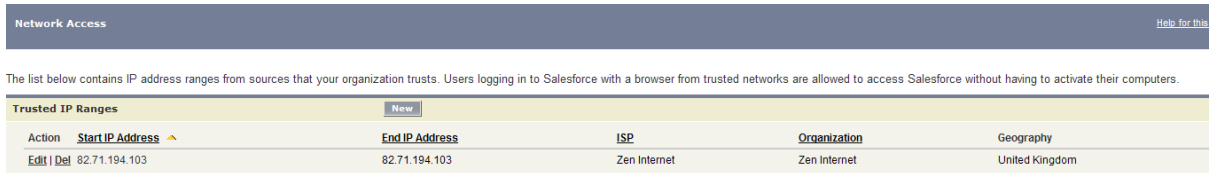
When you click on 'Security Controls' a further list of options drops down, from here click the 'Network Access' option:



This will bring up the 'Network Access' webpage; from here you should add in your networks external IP address. A good way to find this information out is to go to [www.whatsmyipaddress.com](http://www.whatsmyipaddress.com) Once you have this information you should add it into the 'Network Access', to do this click the 'New' button:



You will have to add the IP address you got from [www.whatsmyipaddress.com](http://www.whatsmyipaddress.com) to both the Start IP Address and End IP Address boxes and then click 'Save'. At this point you will be returned to the previous webpage and you should see their IP information on the 'Network Access' page of the website:



The screenshot shows the 'Network Access' page in Salesforce. At the top, there is a header bar with 'Network Access' on the left and 'Help for this' on the right. Below the header, a text block states: 'The list below contains IP address ranges from sources that your organization trusts. Users logging in to Salesforce with a browser from trusted networks are allowed to access Salesforce without having to activate their computers.' Below this text is a table titled 'Trusted IP Ranges' with a 'New' button. The table has five columns: 'Action', 'Start IP Address', 'End IP Address', 'ISP', and 'Organization'. The first row of data shows 'Edit | Del' in the Action column, '82.71.194.103' in the Start IP Address column, '82.71.194.103' in the End IP Address column, 'Zen Internet' in the ISP column, and 'Zen Internet' in the Organization column. The Geography column is empty for this entry.

Action	Start IP Address	End IP Address	ISP	Organization	Geography
Edit   Del	82.71.194.103	82.71.194.103	Zen Internet	Zen Internet	United Kingdom

The application support for Salesforce.com should now be set up and thus new calls should now be screen popped for the user.