

5.3 Salesforce.com Integration

Bright Pattern Documentation

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Purpose

The Bright Pattern Contact Center *Salesforce.com Integration Guide* provides detailed instructions for setting up your Bright Pattern Contact Center solution to function in an integrated manner with your Salesforce applications.

Integration embeds the Agent Desktop communications widget into your Salesforce applications and provides single sign-on functionality, Salesforce data-driven interaction routing, screen pop, activity history, and click-to-call functions.

Note that throughout this guide, configuration instructions and tutorials are given for Salesforce Classic, Lightning, and Service Cloud views, where applicable.