Connector 365 CTI for STARFACE

The user guide for the CTI for STARFACE App

Version 1.0.0.1 for Microsoft Dynamics 365 Business Central

Date of documentation 2020/05/12

Table of contents

Setup

Microsoft Dynamics 365 Business Central

Once the app has been successfully published within your solution, it needs to be set up correctly. Via the search function search for **Web Services**. A new entry will have to be created. The necessary data can be taken from the screenshot seen below

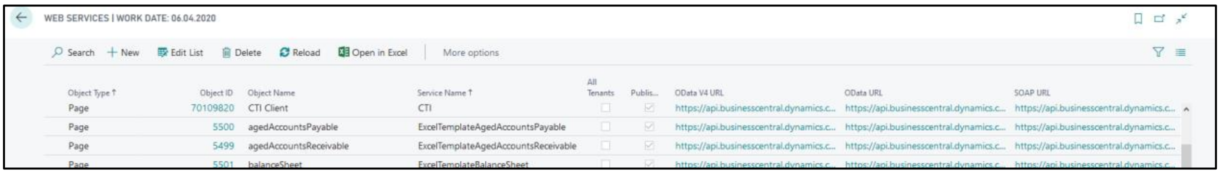

Fig. 1: configuration of the web services interface

After the basic setup within Dynamics 365 Business Central is done, you can start adding CTI users to the system. Switch to the **User Setup**, which again can be found via the search function. Select a user, activate the CTI functions, add their **extension** and **add them to a CTI group**. The process of setting up groups is explained in the next step.

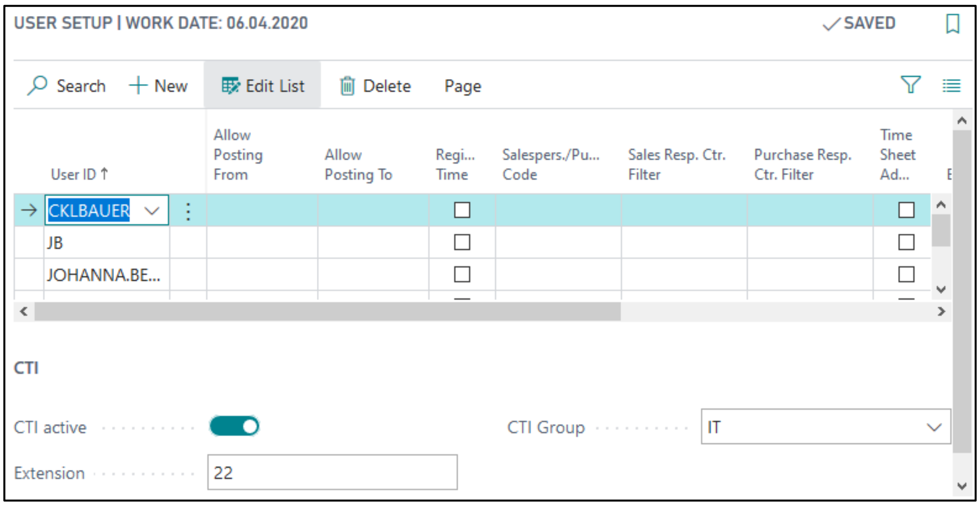

Fig. 2: Business Central User Setup

Switch to the page for **CTI groups** and create the groups that you need, these can be anything. We recommend creating groups per department.

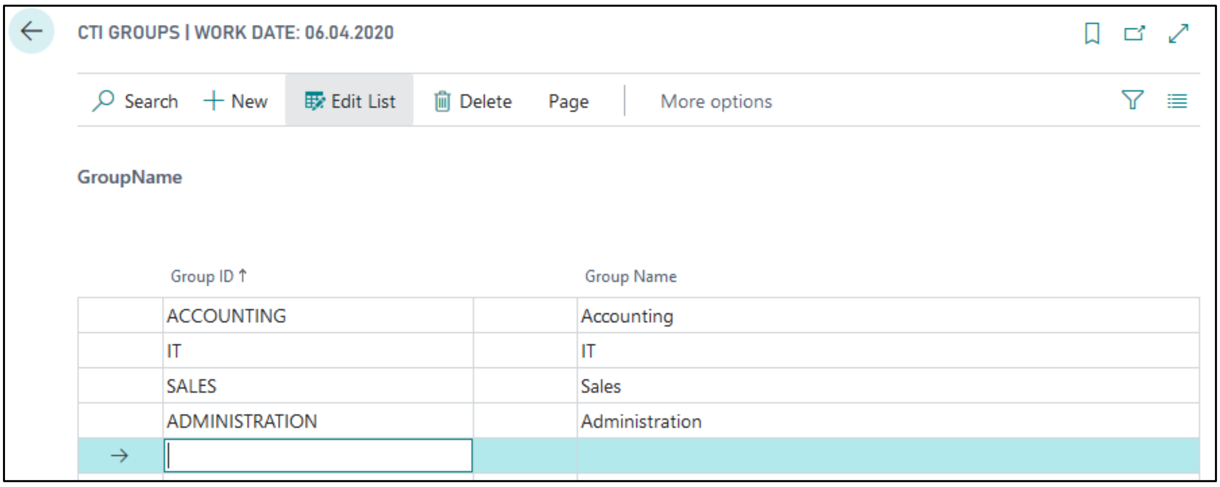

Fig. 3: CTI Groups

Starface Telephone System

To allow communication between Business Central and the STARFACE telephone system another setup needs to be completed. This requires an additional module which can be downloaded on our website.

Add the module via the admin portal and then configure it. Click the pen-symbol to do so

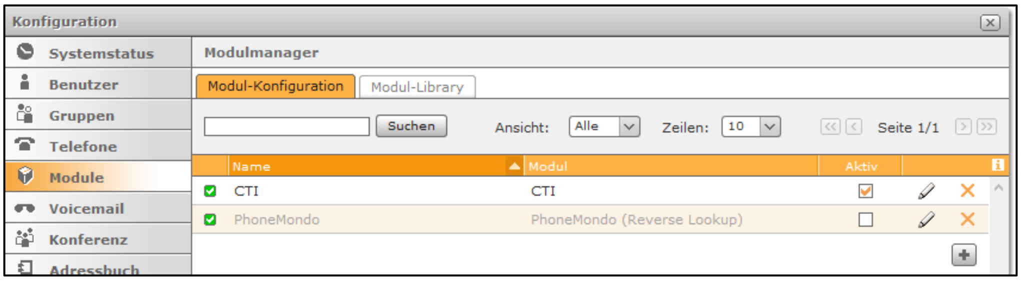

Fig. 4 Module configuration STARFACE

In the setup tab add the STARFACE Login-ID of all users that are going to use the app.

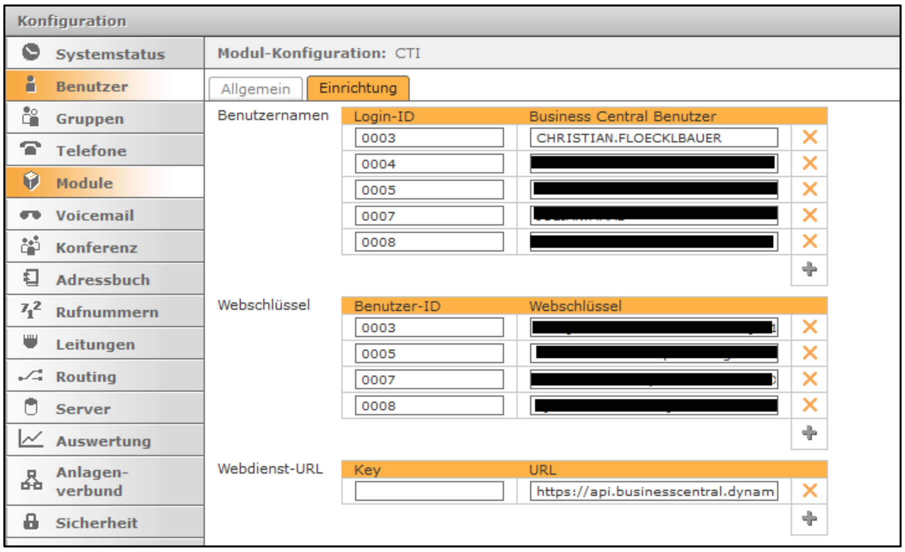

Fig. 5 Module setup STARFACE

The name of each user and their web key can be found in your business central environment. Open **Users** and open the respective **User Card** and copy the **User Name** and their **Web Service Access Key; OData V4-URL** (see Fig. 1)

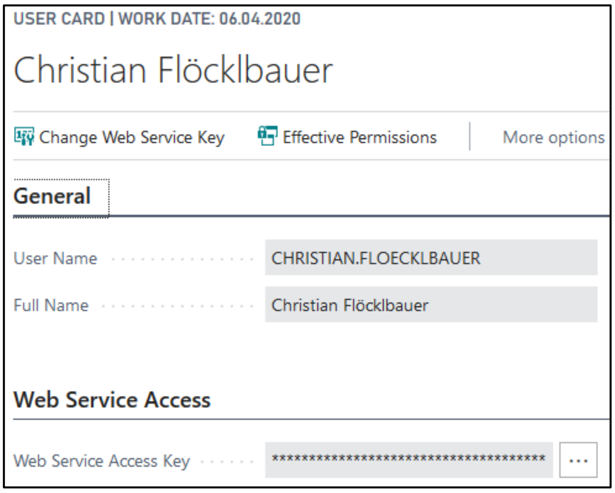

Fig. 6 User Page Business Central

Using the CTI solution

After the setup has been completed, the CTI can be used fully. Calls will be logged automatically. You can view all logged calls via the CTI Entries. The list is pre-filtered to users of the same group.

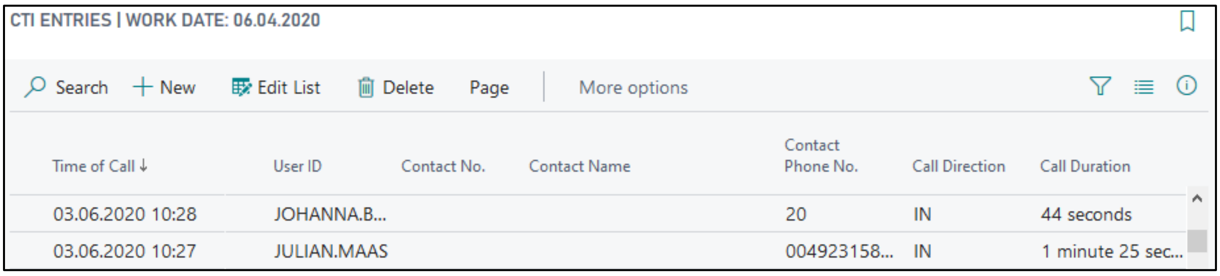

Fig 7. CTI Entries

The CTI client

In the CTI client you can see all currently ongoing calls of the current CTI Users. This view is again pre-filtered, so users only see other users of the same group.

While the client is open, incoming calls automatically trigger the contact card of the caller in a new window - if the number was previously added to the contact.

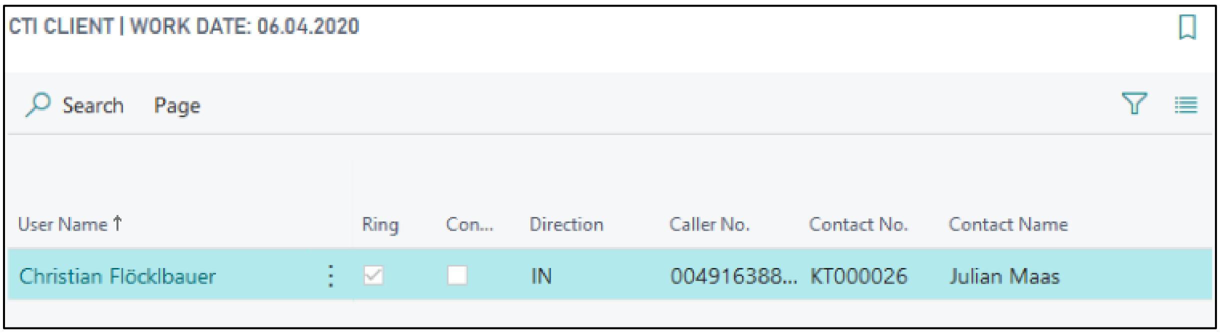

Fig. 8 CTI Client

Copyright

We are glad to answer your questions and are thankful for suggestions of improvement.

BELWARE GmbH