

# KPN ÉÉN, RoutIT

Platform: Broadsoft UC-One Hosted Voice

Protocol: Broadsoft Xtended Services Interface (XSI)

## Prerequisites

- 1) Subscribe for a CloudCTI user account

Visit our website: <https://cloudcti.nl/signup>

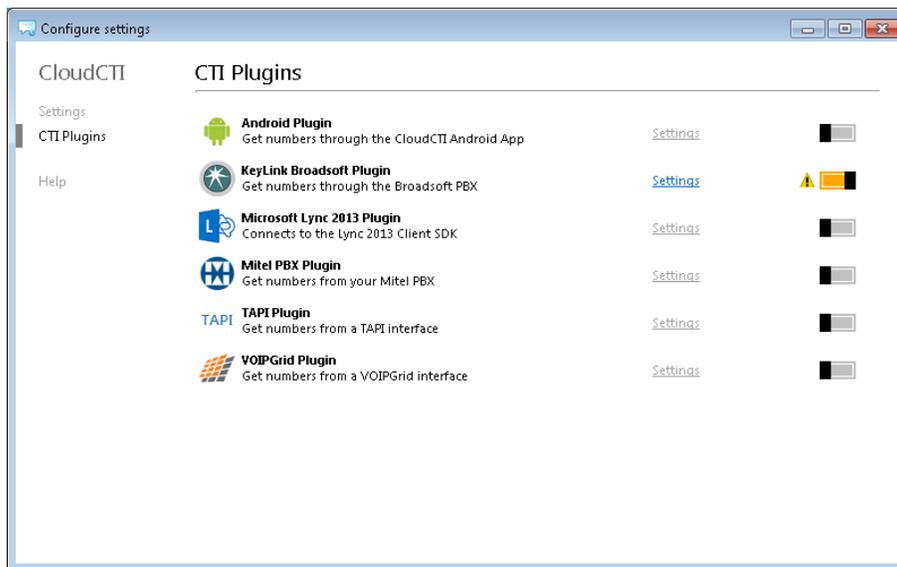
Sign up for a new account, you will receive a confirmation e-mail to confirm your subscription and end-user license.

*Regarding resellers: for use in their own organization and demo purposes and within reasonable numbers and time, no fee will be charged.*

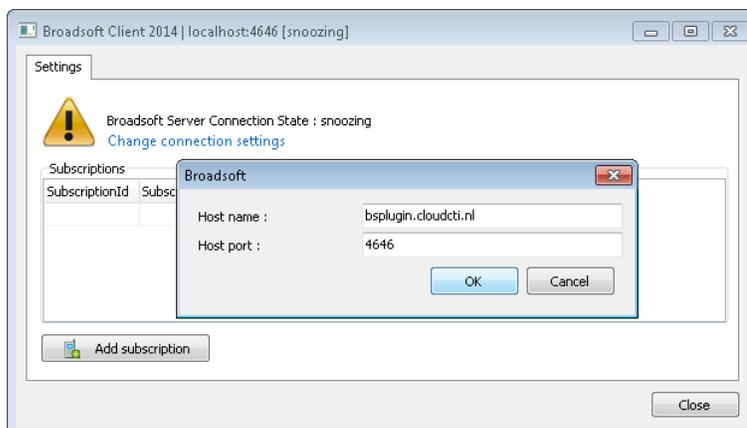
- 2) Download and install both CloudCTI software applications.
  - a. CloudCTI client (lightweight) for outbound dialing, customer recognition and application pop-up.
  - b. Recognition Configuration Tool for database replication.
- 3) Broadsoft credentials.

## Configuration steps

- 1) Open the CloudCTI Client configuration by via the CloudCTI tray icon and select 'Configure'.
- 2) Go to tab 'CTI plugins'
- 3) Activate the 'Keylink Broadsoft Plugin' by moving the plugin slider to the right. It will display orange to indicate the plugin is not connected / not configured properly.



- 4) Click on the 'Settings' link. This will open a new window.
- 5) Click 'Change connection settings' to provide CloudCTI server details. (This will be configured for you in a future version)



Enter the following values:

Host name: bsplugin.cloudcti.nl

Host port: 4646

- 6) Click OK to connect
- 7) Add a new subscription via the button 'Add subscription'



Provide your Broadsoft Url and credentials

Broadsoft url (optional): *The default value is http://xsp.voipit.nl*

User Id: *your broadsoft user id*

password: *your broadsoft password*

- 8) If the connection is established, the plugin slider becomes green.

The next step is to use the CTI Wizard (Recognition Tool) to connect with a CRM application of your choice. If the desired application is not in the list, please send an email to: [support@keylinkcti.com](mailto:support@keylinkcti.com).