

SCOPED CERTIFIED APPLICATION INSTALLATION AND CONFIGURATION GUIDE

ServiceNow CTI For Amazon Connect

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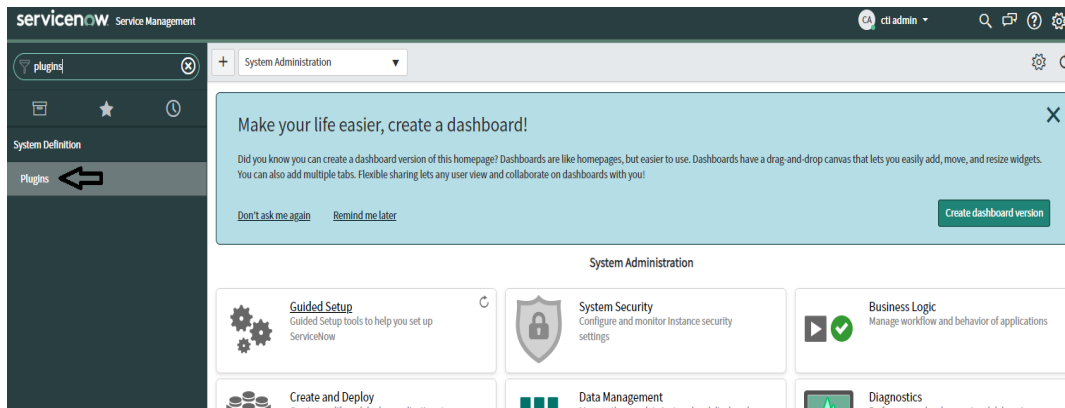
Overview

Your Application Installation and Configuration Guide will be used to assist with the preparation of the customer's instance in order to enable your application components to function properly. This document should contain a clear, step-by-step process for any configuration steps that are required after installing your certified application. Additionally, it should clearly call out any application dependencies that may exist.

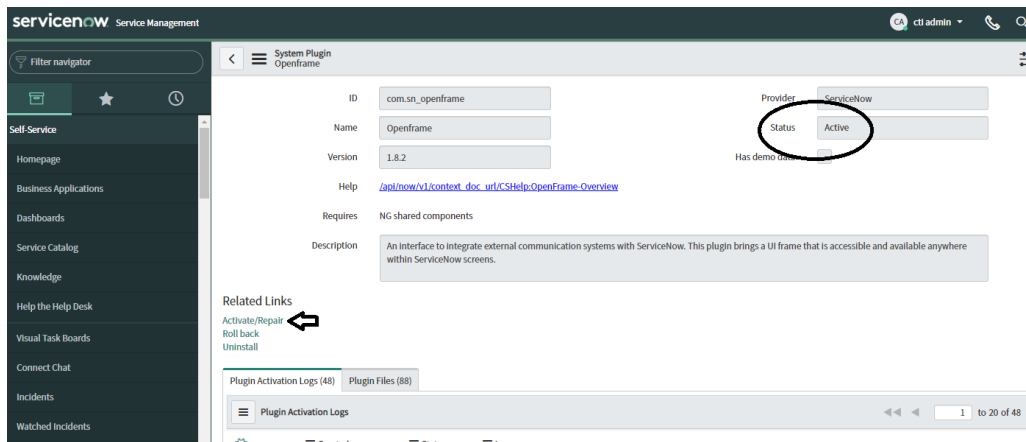
OpenFrame API

Navigate to OpenFrame Plugin

1. Type *plugins* into the Filter Navigator
2. Click on the **Plugins** link found under System Definition

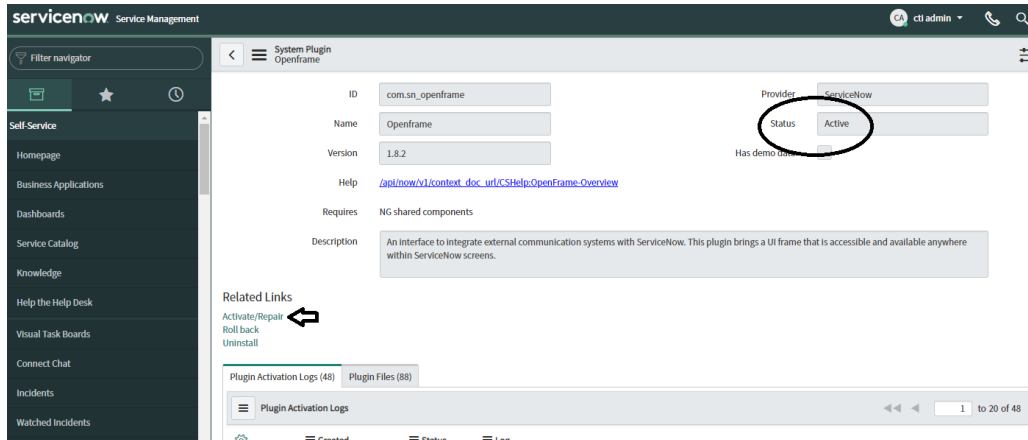


3. Type *openframe* in the System Plugins search box and hit enter.
4. Click on the **OpenFrame** link found in the search results.
5. If the status of the OpenFrame plugin is not 'Active', click on the Activate link.



Activate OpenFrame Plugin

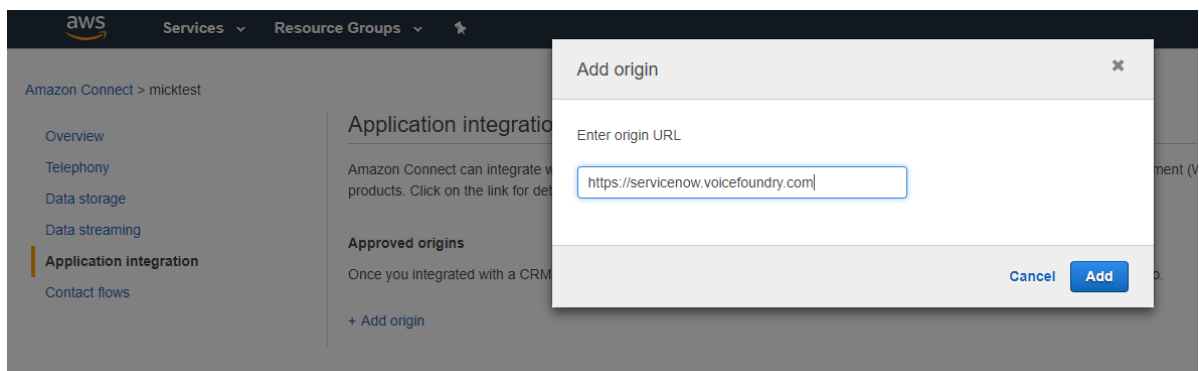
1. If the **Status** of the OpenFrame plugin is not 'Active', click on the Activate link.



Configuration Amazon Connect

Application Integration

1. Within the AWS console, navigate to your Amazon Connect instance, and click on **Application Integration**, then **Add Origin**.
2. Add <https://servicenow.voicefoundry.com> as the **Origin URL**, then click **Add**.

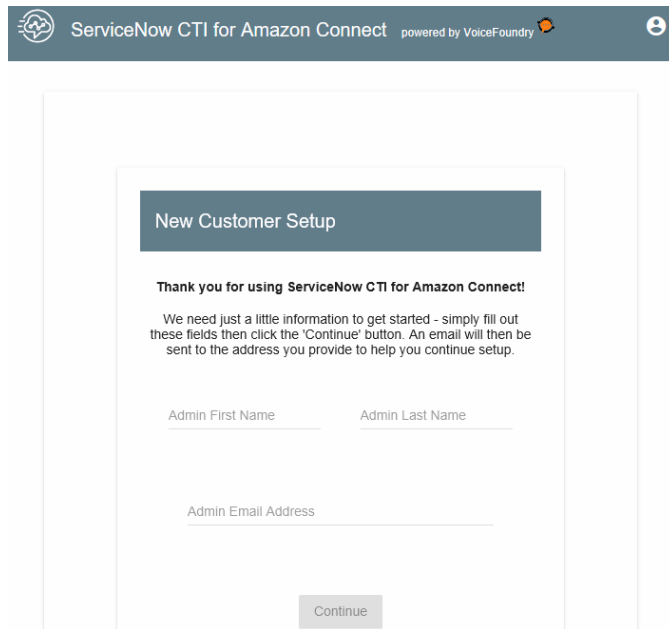


CTI Register and Registration

1. Obtain the App from Amazon AWS Marketplace.
2. The AWS Marketplace will redirect to the CTI Registration page to create an admin account.

New Customer Setup

1. Enter First Name, Last Name, Email, click **Continue** (*IMPORTANT: The Email entered must match the Email for the user in ServiceNow*).



The screenshot shows a web browser window with a dark header bar containing the ServiceNow logo, the text 'ServiceNow CTI for Amazon Connect powered by VoiceFoundry', and a user profile icon. The main content area is a white box with a dark blue header 'New Customer Setup'. Below the header, there is a thank-you message: 'Thank you for using ServiceNow CTI for Amazon Connect! We need just a little information to get started - simply fill out these fields then click the 'Continue' button. An email will then be sent to the address you provide to help you continue setup.' There are three input fields: 'Admin First Name', 'Admin Last Name', and 'Admin Email Address'. A 'Continue' button is located at the bottom of the form.

After clicking Continue, an email will be sent to the address you provide to continue setup.

2. Clicking on the link in the email sent to the address entered navigates to the ServiceNow CTI for Amazon Connect setup page.
3. Click on Register. Enter Email, Password, & Confirm Password then click **Register** (*NOTE: MUST be the same email address entered in step 1*).
4. User will receive an email with a verification link.
 - a. Click on the link in the email, and the user will be directed to log in.

Add CTI Users

1. Click on Manage CTI Users
2. Enter the email address of the ServiceNow users which need to be granted access to the CTI panel.
 - a. Users can be enabled/disabled using the UI toggle switch.
 - b. Number of users cannot exceed the number of entitlements granted in the AWS Marketplace

Manage CTI Users
[View API Key](#)

Manage your active ServiceNow CTI for Amazon Connect users here. Your current subscription entitlement includes up to 5 active users.

- robbie.harrington@voicefoundry.com
- robbie.harrington@waterfield.com ✖
- robbie.harrington@chrysalis.com ✖
- mick.casper@waterfield.com ✖
- mick.casper@voicefoundry.com ✖

Install ServiceNow CTI for Amazon Connect

1. Navigate to applications.
2. Search for *ServiceNow CTI for Amazon Connect* and click **Install**

CORS Rule in ServiceNow

1. Open the CORS Rule for ServiceNow VoiceFoundry CTI.
2. Verify the Domain is <https://servicenow.voicefoundry.com>

The screenshot shows the ServiceNow Service Management interface. The left sidebar is expanded to 'System Web Services' > 'REST' > 'CORS Rules'. The main content area displays a table of CORS Rules. The table has columns for 'Name' and 'Actions on selected rows...'. A single rule is listed with the name 'ServiceNow VoiceFoundry.CTI'. The 'Name' column is sorted in ascending order. The 'Actions on selected rows...' column has a dropdown menu.

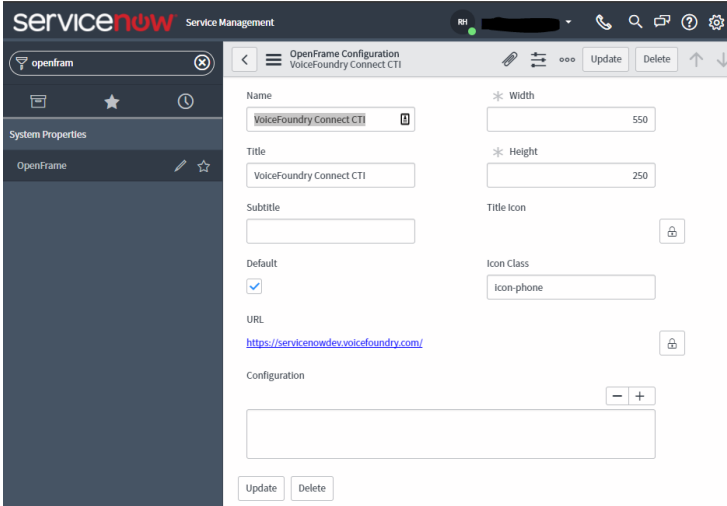
	Name	Actions on selected rows...
<input type="checkbox"/>	ServiceNow VoiceFoundry.CTI	

Configure CTI Users in ServiceNow

1. In ServiceNow, add roles to CTI users
 - a. sn_openframe_user
 - b. itil
 - c. x_vof_snconnectcti.servicenow_cti_for_amazon_connect_settings_admin
 - d. x_vof_snconnectcti.servicenow_cti_for_amazon_connect_user

Configure OpenFrame

1. Verify or create the OpenFrame configuration
 - a. Name: ServiceNowCTIforAmazonConnect
 - b. Title: ServiceNow CTI for Amazon Connect
 - c. URL: https://YOUR-SERVICENOW-INSTANCE-NAME.servicenow.com/x_vof_snconnectcti_ServiceNowCTIforAmazonConnect.do
 - d. Width: 550
 - e. Height: 250
 - f. Icon: icon-phone



The screenshot shows the ServiceNow configuration page for an OpenFrame. The interface includes a left-hand navigation menu with 'System Properties' and 'OpenFrame' sections. The main content area displays the configuration for 'VoiceFoundry Connect CTI'. Fields include Name, Title, Subtitle, Default (checked), URL, and Configuration. On the right side, there are fields for Width (550), Height (250), Title Icon, and Icon Class (icon-phone). Buttons for 'Update' and 'Delete' are visible at the bottom of the configuration area.

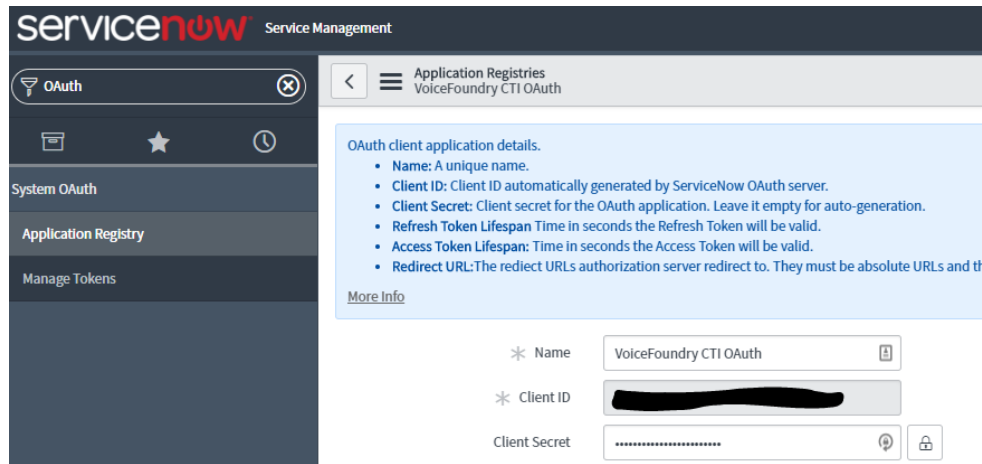
Create ServiceNow User for API access

1. Add ServiceNow user which will be used for API purposes and take note of the username/password.
2. Add roles to new user
 - a. rest_service
 - b. rest_api_explorer

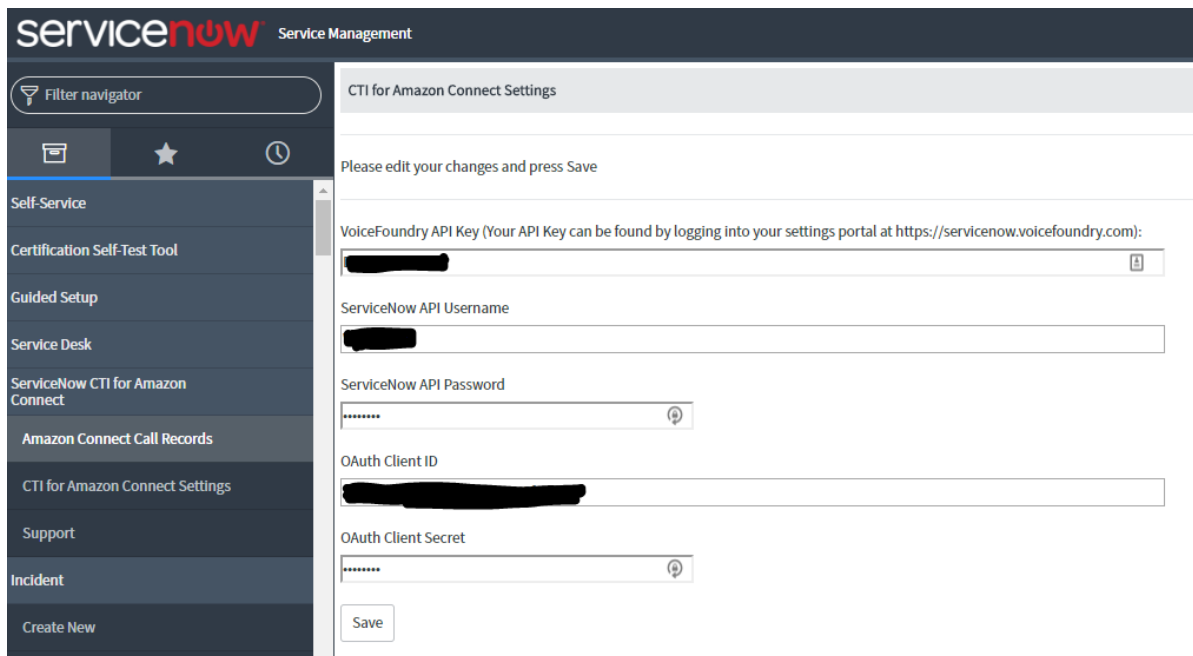
Authorization Configuration

1. Go to <https://servicenow.voicefoundry.com> and click on **View API Key** to view your **CTI API key**.
2. In your ServiceNow instance, type OAuth in the Filter Navigator.
 - a. From the resulting menu choices, click on Application Registry.
 - b. In the items in the main screen, click on VoiceFoundry CTI OAuth
 - c. Copy or write down the value in the **Client ID** field

- d. Next to **Client Secret** field, click on the lock icon button to view and copy or write down the value in this field.



3. In your ServiceNow instance, locate and click the ServiceNow CTI for Amazon Connect Settings menu option.
- a. Click **New** to add a single entry into this list as follows:
- VoiceFoundry API Key: Enter the key found in Step 1 of Authorization Setup (see above).
 - ServiceNow API Username: Enter the username entered in the Create ServiceNow User for API Access (see above)
 - ServiceNow API Password: Enter the password entered in the Create ServiceNow User for API Access (see above)
 - OAuth Client ID: Enter the Client ID from Step 2 of Authorization Setup.
 - OAuth Client Secret: Enter the Client Secret from Step 2 of Authorization Setup.



Password Reset

Deployed to Amazon Connect with a ServiceNow interface. Users leverage the Amazon Connect Contact Flow to automate email sent to the address of the caller. ServiceNow sends a reset password link to the user email address. Here are the steps to add this functionality to your contact flow:

1. Add *Set contact attributes* to your contact flow

Destination Key	Value
servicenow_instance	The domain of your ServiceNow instance. ex: myinstance.service-now.com
servicenow_username	ServiceNow API Username
servicenow_password	ServiceNow API Password

2. Add *Invoke AWS Lambda Function* to your contact flow (output of Step 1a should be connected to the Input of this step). Set the ARN to match the value of the PasswordReset lambda function.

