

# 3CX Connector installation and configuration

## 1. Install Omni3CXConnector package to the Creatio system

Install package from file in Application Hub

## 2. Set the system settings

Open System settings and find LibMsg settings.

Choose the “Telephony integration library based on 3CX protocol” option.

Find the “3CX REST API URL” setting and set the 3CX WebAPI URL according to the template:

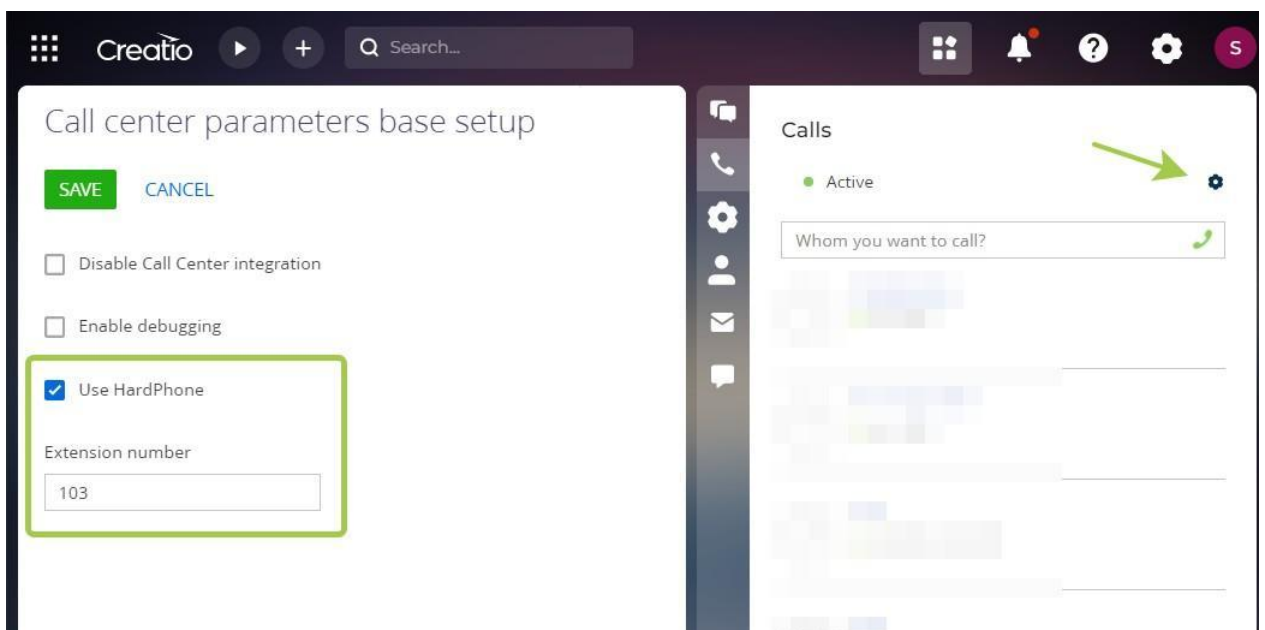
[https://\[3CX\\_HOST\]:5001/webapi/\[3CX\\_TOKEN\]/](https://[3CX_HOST]:5001/webapi/[3CX_TOKEN]/)

3CX\_TOKEN can be found in the AuthKeys.csv file in the 3CX WebAPI directory.

If your 3CX WebAPI is not configured to provide access for your users IP address to call recording files, you should find the system setting “Save 3CX call recordings to DB” and turn it on. (this is not recommended)

## 3. Set up user call center integration settings

Every user should open Contact Center integration settings and put they extension number and choose if they use hardphone

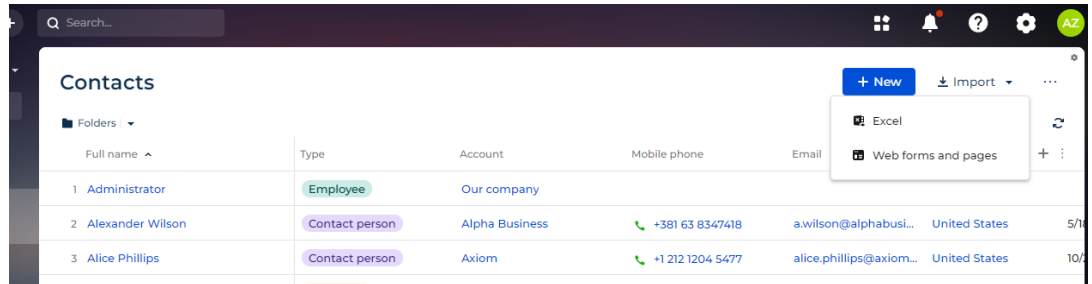


#### 4. Set up webhook access for 3CX

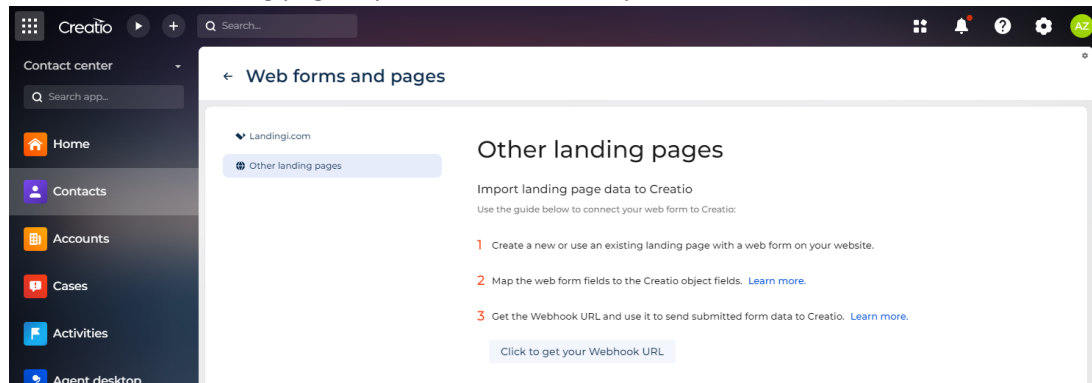
To use 3CX integration, you should create a new Creatio Webhook API Key, even if you are already using Creatio Webhook Service.

To do that you should follow this steps:

- 4.0. If you are using the On-Site installation of Creatio, you should configure the instance following the [instruction](#) (only first step)
- 4.1. Open Contact section, in Import menu click the “Web forms and pages” button



- 4.2. Choose “Other landing page” option, and click “Get your webhook URL” button



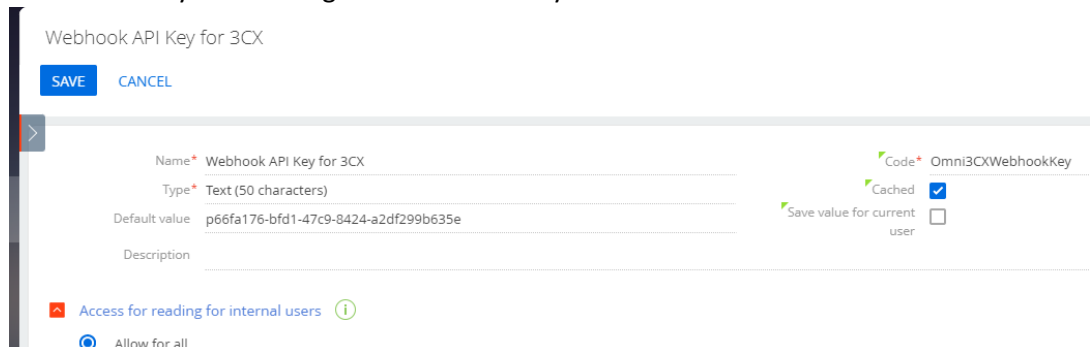
- 4.3. You will get the URL with this template  
`https://webhooks.creatio.com/webhooks/[Webhook_KEY]`

Example:

`https://webhooks.creatio.com/webhooks/p66fa176-bfd1-47c9-8424-a2df299b635e`

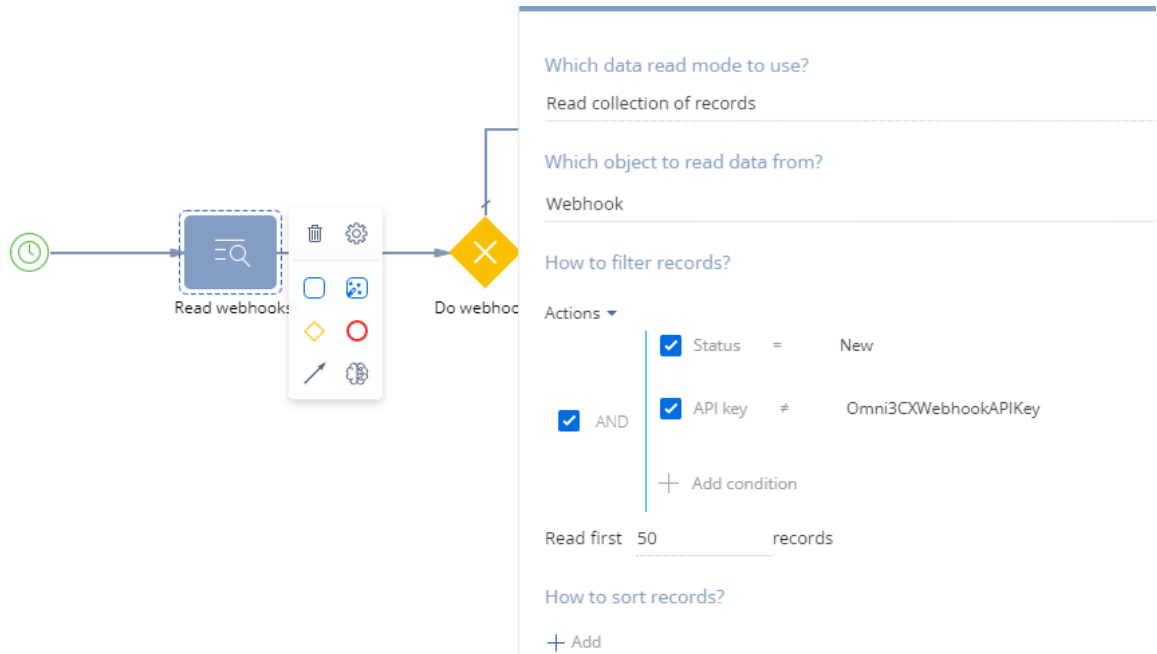
You should save this URL somewhere, it will be used in 3CX configuration.

Also, you should copy Webhook\_KEY part (p66fa176-bfd1-47c9-8424-a2df299b635e) and save it to the system setting “Webhook API Key for 3CX”



#### 5. (Optional) Change the “Create object records based on incoming webhooks” business process

If you have your own edited version of “Create object records based on incoming webhooks” process, you should change the Webhook reading element filter to ignore Webhooks with 3CX API Key (It can be readed from system setting from the previous step.



## 6. Set up 3CX Webhook settings.

You should set WEBHOOK and WEBHOOK\_POST parameters according to this templates:

WEBHOOK [https://webhooks.creatio.com/webhooks/\[Webhook\\_KEY\]](https://webhooks.creatio.com/webhooks/[Webhook_KEY])

WEBHOOK\_POST [https://webhooks.creatio.com/webhooks/\[Webhook\\_KEY\]](https://webhooks.creatio.com/webhooks/[Webhook_KEY])

POST setting should be set to 0.