

## CC360 installation guide

To install extension you should follow these steps:

### 1. Install OmniWhoCalls package to your system

Install package via "System designer" -> "Installed applications" (Creation version 7) or "Application hub" (Creatio version 8) from .zip archive

### 2. Create the Data search strategy

Strategy configuration described in CC360 configuration manual

### 3. Check if users have their internal (extension) numbers in "Contact communications" detail

You should specify internal (extension) phone number for every user that will use agent panel.

Phone number should be specified in Contact communications with communication type "Extension phone"

CC360 searching user contact by this phone number, provided by PBX.

Extension number should not repeat on different user contacts.

You can change communication type that system uses to search user contacts, process described in CC360 configuration manual, in paragraph 7.

### 4. Set the System settings

You should set the configuration via system setting for your CC360 use case.

System settings values for different purposes is described in Call Center 360 configuration manual, at paragraph 7

### 4. (Optional) Configure anonymous access to a OmniWhoCalls service.

This step is required only when PBX system you use don't support default Creatio authentication with CSRF token.

Anonymous access is restricted for Creatio systems that don't use HTTPS.

To configure anonymous access you should follow steps from 4 to 7 from [Creatio Academy article](#).

.svc file for step 4.2 is provided in archive with installation guide.

Full endpoint name is:

Terrasoft.Configuration.OmniWhoCalls.OmniWhoCallsService

services.config example (step 5):

```
<service name="Terrasoft.Configuration.OmniWhoCalls.OmniWhoCallsService">
  <endpoint name="OmniWhoCallsServiceEndPoint"
    address=""
    binding="webHttpBinding"/>
```

```
behaviorConfiguration="RestServiceBehavior"

bindingNamespace="http://Terrasoft.WebApp.ServiceModel"

contract="Terrasoft.Configuration.OmniWhoCalls.OmniWhoCallsService" />

</service>
```

Creatio Academy article about anonymous authentication:

[https://academy.creatio.com/docs/developer/back\\_end\\_development/web\\_services/develop\\_a\\_web\\_service\\_anonymous\\_authentication](https://academy.creatio.com/docs/developer/back_end_development/web_services/develop_a_web_service_anonymous_authentication)