

MiVoice Integration for Salesforce Troubleshooting Guide

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RELEASE 2.6

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USER ISSUES	4
UNABLE TO GET USER INFORMATION.....	4
UNABLE TO GET PHONE NUMBER	8
ACCESS ISSUES - CREATE A CUSTOM SALESFORCE USER PROFILE.....	9
ACCESS CONTROL FOR PROFESSIONAL EDITION	13
MiVOICE INTEGRATION UNRESPONSIVE AFTER SESSION TIMES OUT	18
PHONE OUT OF SERVICE WITH MiCOLLAB ACD SIP SOFTPHONE USER	18
DISPLAY ISSUES.....	20
DISABLE SCREEN POP-UP IN NEW WINDOW OR TAB	20
ENABLE THE SIDEBAR FOR THE CASES SCREEN	21
ADD A CUSTOM FIELD FOR DNIS SEARCH	23

This guide provides troubleshooting information for configuring your Salesforce system to support the MiVoice Integration for Salesforce.

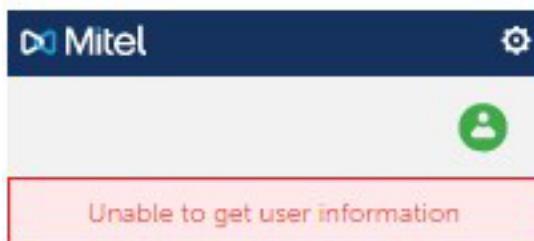
Note: MiVoice Integration for Salesforce is supported for use with Salesforce Classic and Salesforce Lightning Experience. For information about configuring MiVoice Integration for Salesforce, see the *MiVoice Integration for Salesforce Administration Guide*.

User Issues

Unable to Get User Information

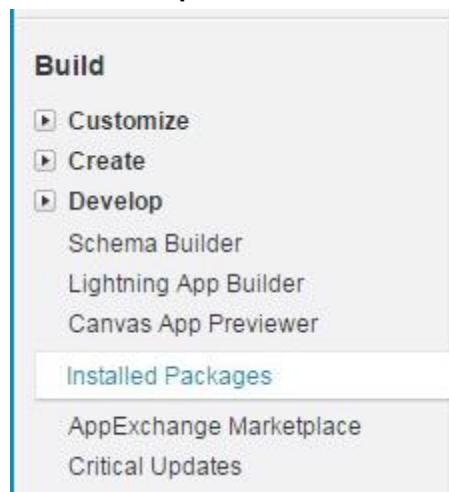
Symptom

The MiVoice Integration is unable to find and display user information.



Corrective Action

1. Log in as Salesforce Administrator.
2. Click **Setup > Build > Installed Packages**.

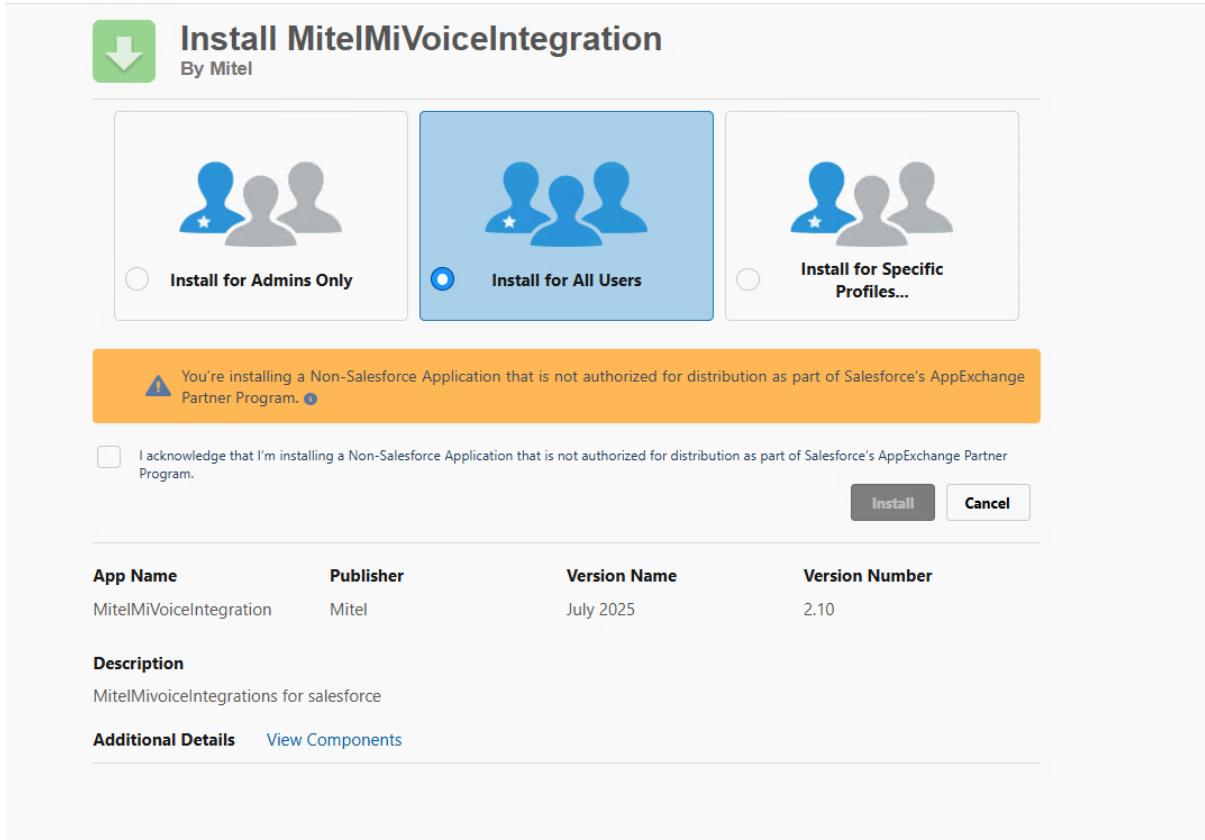


3. Check that MiVoice Integration version number **2.10** is listed in the Installed Packages section:

Installed Packages					
Action	Package Name	Publisher	Version Number	Namespace Prefix	
Uninstall Manage Licenses  MitelMiVoiceIntegration	MitelMiVoiceIntegration	Mitel	2.10	MiVoiceSF	
Description MitelMiVoiceIntegration for salesforce					

4. If [MitelMiVoiceIntegration](#) 2.10 is **not** listed, visit the URL:

<https://login.salesforce.com/packaging/installPackage.apexp?p0=04tgK00000049vx>



The screenshot shows the 'Install MitelMiVoiceIntegration' page. At the top, there is a green download icon and the text 'Install MitelMiVoiceIntegration' followed by 'By Mitel'. Below this, there are three radio button options: 'Install for Admins Only' (gray), 'Install for All Users' (blue, selected), and 'Install for Specific Profiles...' (gray). A yellow warning box states: 'You're installing a Non-Salesforce Application that is not authorized for distribution as part of Salesforce's AppExchange Partner Program.' Below the warning, there is an unchecked checkbox for acknowledging the terms and a note: 'I acknowledge that I'm installing a Non-Salesforce Application that is not authorized for distribution as part of Salesforce's AppExchange Partner Program.' At the bottom right are 'Install' and 'Cancel' buttons. Below the main form, there is a table with the following data:

App Name	Publisher	Version Name	Version Number
MitelMiVoiceIntegration	Mitel	July 2025	2.10

Below the table, there is a 'Description' section with the text 'MitelMiVoiceIntegration for salesforce' and an 'Additional Details' link.

5. Click **Install for All Users** and then click **Install**.



Install Mitel® MiVoice Integration for Salesforce R2

By Mitel Networks Corporation



Install for Admins Only



Install for All Users



Install for Specific Profiles...

Install

Cancel

6. The application is installed.



Install MitelMiVoiceIntegration

By Mitel



Installing and granting access to all Users...

App Name

MitelMiVoiceIntegration

Publisher

Mitel

Version Name

July 2025

Version Number

2.10

Description

MitelMiVoiceIntegration for salesforce

Additional Details

[View Components](#)

7. Refer to the **MiVoice Integration for Salesforce Administration Guide** for instructions to set up a call center for users.

8. Back on the **Home** tab, reload the MiVoice Integration plug-in.

9. To allow access for the MiVoice Integration for Salesforce apex classes in Customized Profiles, ensure that MiVoiceSF apex classes are enabled for the profile. This can be done by following below mentioned steps:

1. From Setup, enter **Profiles** in the Quick Find box, then select **Profiles**.
2. Select the profile.
3. In the **Enabled Apex Class Access** section, click **Edit**.

4. Select the Apex classes that you want to enable from the **Available Apex Classes** list and click **Add** or select the Apex classes that you want to disable from the Enabled Apex Classes list and click **Remove**.

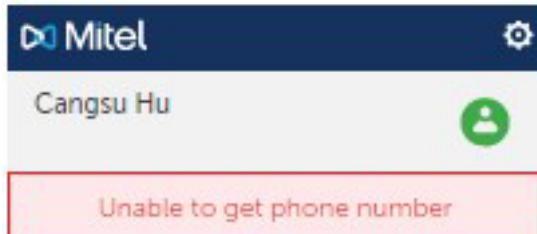
Note: It is recommended to have all the available MiVoiceSF apex classes enabled in profile to make full use of MiVoice integration for Salesforce.

5. Click **Save**.

Unable to Get Phone Number

Symptom

The MiVoice integration is unable to get a user phone number.



Corrective Action

1. Log in as Salesforce Administrator.
2. **Classic:** Click **Setup > Administer > Manage Users > Users > Edit the user.**
Lightning: Click **Setup > Users > Users > [Edit User Name].**


Action	Full Name	Alias	Username	Last Login	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter Expert	Chatter	chatty.00d61000000jksuea0.cgsaibtb52lx@chatter.salesforce.com			<input checked="" type="checkbox"/>	Chatter Frs User
<input type="checkbox"/> Edit	Eastop, Debbie	DEastop	debbie.eastop@mitelsf.com	27/11/2015 9:08 AM		<input checked="" type="checkbox"/>	System Administra
<input type="checkbox"/> Edit - Record 2 - Eastop, Debbie	Cangsu Hu		cangsu.hu@mitelsf.com	27/11/2015 8:47 AM		<input checked="" type="checkbox"/>	System Administra
3. Check the **Phone** and **Extension** fields. If they are blank, input a Phone number or Extension number and then click **Save**.


Access Issues - Create a Custom Salesforce User Profile

Symptom

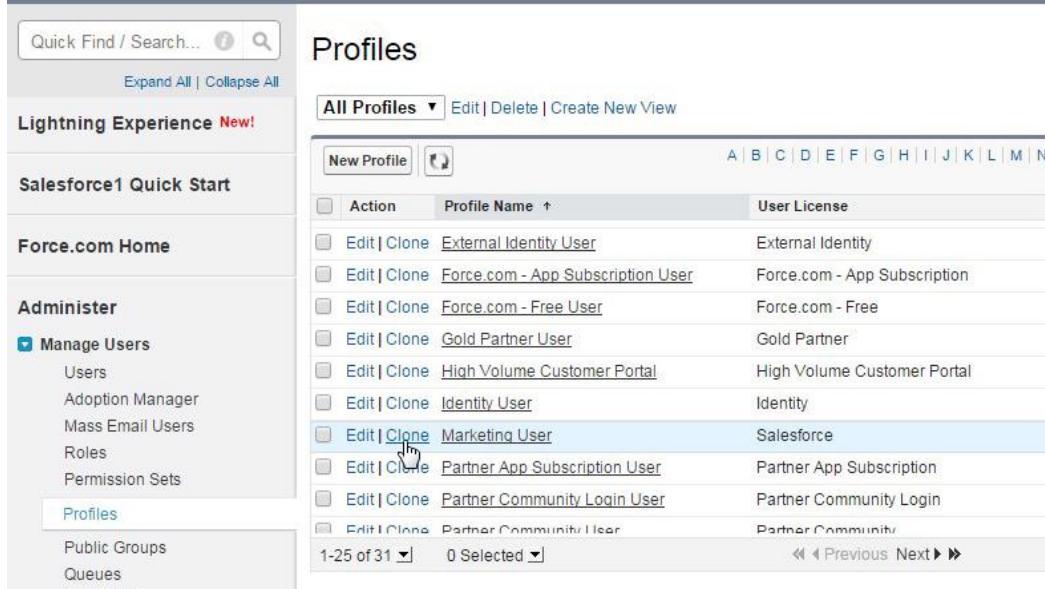
If users are experiencing limited access to the MiVoice Integration, it may be due to the permissions set in their User Profile. Profiles define how users access objects and data, and what they can do within the application. Custom profiles allow you to edit permissions and settings to allow access to the MiVoice Integration.

Note: Users configured on a Salesforce Classic Call Center can only use MiVoice Integration for Salesforce in Classic mode. Users configured on a Salesforce Lightning Experience Call Center can use MiVoice Integration for Salesforce in either Classic mode or Lightning Experience mode.

Corrective Action

Clone a custom profile from an existing profile.

1. Log in as Salesforce Administrator.
2. **Classic:** Click **Setup > Administrator > Manage Users > Profiles**.
Lightning: Click **Setup > Users > Profiles > [Edit Profile Name]**.
3. Find the profile you want to clone and then click the associated **Clone** link.



The screenshot shows the Salesforce 'Profiles' page. The left sidebar includes 'Salesforce1 Quick Start', 'Force.com Home', and 'Administer' sections with 'Manage Users' (selected), 'Users', 'Adoption Manager', 'Mass Email Users', 'Roles', 'Permission Sets', and 'Profiles' (selected). The main content area has a 'Quick Find / Search...' bar and a 'Profiles' section. It displays a table of profiles with columns for 'Action', 'Profile Name', and 'User License'. The table includes rows for 'External Identity User', 'Force.com - App Subscription User', 'Force.com - Free User', 'Gold Partner User', 'High Volume Customer Portal', 'Identity User', 'Marketing User' (which is selected, indicated by a blue background and a cursor icon over the 'Edit | Clone' link), 'Partner App Subscription User', 'Partner Community Login User', and 'Partner Community User'. Navigation links at the bottom include '1-25 of 31' and '0 Selected'.

4. Enter a **name** for the custom profile and then click **Save**.

You must select an existing profile to clone from.

Existing Profile	Marketing User
User License	Salesforce
Profile Name	Custom: Marketing User

Save **Cancel**

5. Scroll down to the Field Level Security section and click the View link beside **Account**.

Field-Level Security

Standard Field-Level Security	
Account	[View]
Asset	[View]
Campaign	[View]
Campaign Member	[View]
Case	[View]
Coaching	[View]
Contact	[View]
Contract	[View]
Duplicate Record Item	[View]
Duplicate Record Set	[View]
Event	[View]
Idea	[View]
Lead	[View]
Macro	[View]
Metric	[View]
Opportunity	[View]
Opportunity Product	[View]
Order	[View]
Order Product	[View]
Performance Cycle	[View]
Price Book	[View]
Price Book Entry	[View]

6. Make sure that the **Account Number**, **Account Name**, and **Phone** fields have a check mark under “Visible”. If they do not, click **Edit** and make them visible.

Account Field-Level Security for profile
Custom: Marketing User

		Edit	Back to Profile
Field Name	Field Type	Visible	
Account Name	Name	<input checked="" type="checkbox"/>	
Account Number	Text	<input checked="" type="checkbox"/>	
Account Owner	Lookup	<input checked="" type="checkbox"/>	

7. Go back to the Field Level Security page make sure the following fields are visible:

[VIEW LINK]	FIELDS TO MAKE VISIBLE:		
Campaign [View]	Campaign Name	Text	<input checked="" type="checkbox"/>
	DNIS	Phone	<input checked="" type="checkbox"/>
Case [View]	Case Number	Auto Number	<input checked="" type="checkbox"/>
	Subject	Text	<input checked="" type="checkbox"/>
Contact [View]	Account Name	Lookup	<input checked="" type="checkbox"/>
	Home Phone	Phone	<input checked="" type="checkbox"/>
	Mobile	Phone	<input checked="" type="checkbox"/>
	Name	Name	<input checked="" type="checkbox"/>
Lead [View]	Phone	Phone	<input checked="" type="checkbox"/>
	Company	Text	<input checked="" type="checkbox"/>
	Name	Name	<input checked="" type="checkbox"/>
	Phone	Phone	<input checked="" type="checkbox"/>
Opportunity [View]	Opportunity Name	Text	<input checked="" type="checkbox"/>
Task [View]	Make all visible.		

8. Go back to the Field Level Security page, under Custom Field-Level Security, click the View link beside **OIGUserFavorite**

Feedback Request [View]	Task [View]
Feedback Template [View]	User [View]
Goal [View]	User Provisioning Request [View]
Goal Link [View]	
Custom Field-Level Security	
OIGTop5UserFavorite [View]	
OIGUserFavorite [View]	

Field Name	Field Type	Visible
Contact	Lookup	✓
Created By	Lookup	✓
Last Modified By	Lookup	✓
OIGUserFavorite Name	Text	✓
User	Lookup	✓

9. Go back to the Field Level Security page and scroll down to **Standard Object Permissions** and make sure the following fields are selected as shown:

Standard Object Permissions												
	Basic Access				Data Administration							
	Read	Create	Edit	Delete	View All	Modify All	Read	Create	Edit	Delete	View All	Modify All
Accounts	✓	✓	✓	✓	□	□						
Assets	✓	✓	✓	✓	□	□						
Campaigns	✓	✓	✓	✓	□	□						
Cases	✓	✓	✓	□	□	□	Leads	✓	✓	✓	✓	□
Coaching	□	□	□	□	□	□						
Contacts	✓	✓	✓	✓	□	□						
Contracts	✓	✓	✓	✓	□	□						
D&B Companies	✓	□	□	□	□	□	Opportunities	✓	✓	✓	✓	□

10. Scroll back to the top and click **Edit** and **Save**.

11. On the Profile page, click **Edit** and scroll down to Custom Object Permissions. Ensure that **all** access is set for OIGUserFavorites and then click **Save**.

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
OIGUserFavorites	✓	✓	✓	✓	✓	✓

12. To associate the user with the new profile, click **Setup > Administer > Manage users > Users**.

13. Select the user and click **Edit**.

14. Set the **Profile** field to the new custom profile.

Role	
User License	Salesforce
Profile	<u>Custom: Marketing User</u>
Active	✓

Access Control for Professional Edition

Symptom

Professional Editions of Salesforce do not support the concept of Custom Profiles or Field Level Security. As a result, Field Level Security is handled by the page layout for each object. The fields that are required for the MiVoice Integration must be added to the page layouts.

Corrective Action

Task Page Layouts

1. Log in as Administrator.
2. **Classic:** Click **Setup > Build > Customize > Activities > Task Page Layouts.**
Lightning: Click **Setup > Object Manager > Task > Page Layouts > [Edit Task Layout Name].**

Build

- Customize**
 - Tab Names and Labels
 - Home
 - Activities**
 - Task Fields
 - Task Validation Rules
 - Task Triggers
 - Task Buttons, Links, and Actions
 - Task Page Layouts 
 - Task Record Sets
 - Task Compact Layouts
 - Task Record Types

3. On the Task Page Layouts page, click **Edit**. Scroll down to the Task Details section and make sure that the fields are listed as follows (Note: the order of appearance of the fields is not important.)

Task Detail

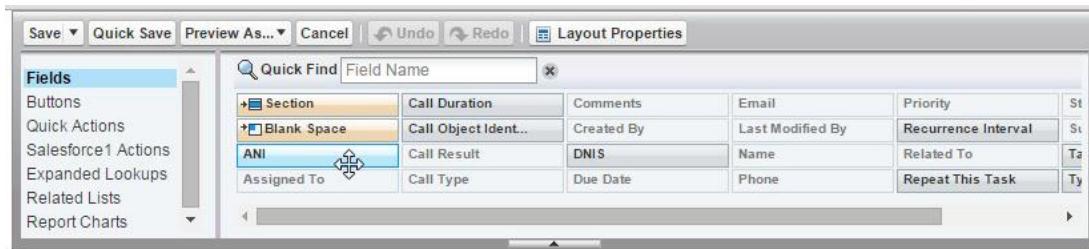
Standard Buttons

[Edit](#) [Delete](#) [Delete Series](#) [Create Follow-Up Task](#) [Create Follow-Up Event](#)

Task Information

Subject	Sample Subject	<i>Blank Space</i>
Call Result	Sample Call Result	<input type="radio"/> Due Date 11/20/2015 3:34 PM
ANI	1-415-555-1212	<input type="radio"/> Related To Sample Contract
 Call Duration	40,266	 DNIS 1-415-555-1212
 Call Type	Sample Call Type	 Phone 1-415-555-1212
Assigned To	Sample User	
Name	Sample Contact	

4. If any of these fields are missing, select them in the **Task Layout** overlay. (Scroll to the top of the page if you cannot see the overlay.)



5. Drag any missing field names from Task Layout to the Task Detail section and then click **Save**.

Campaigns Page Layouts

1. **Classic:** While still logged in as Administrator, click **Setup > Build > Customize > Campaigns > Page Layouts** and then click Edit.
Lightning: Click **Setup > Object Manager > Campaign > Page Layouts > [Edit Campaign Layout Name]**.
2. Scroll down to the Campaign Details section and make sure that the fields are listed as follows:

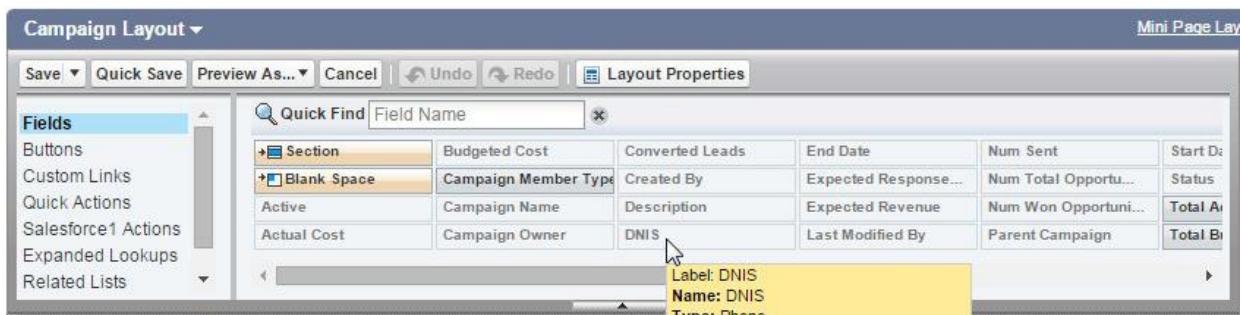
Campaign Detail

Standard Button

Campaign Information (Header visible on edit only)

Campaign Name	Sample Campaign Name
Active	<input checked="" type="checkbox"/>
Parent Campaign	Sample Campaign
Type	Sample Type
DNIS	1-415-555-1212

3. If the **DNIS** field is not shown, drag it from Campaign Layout box to the Campaign Detail section and then click **Save**.



Note: If the **DNIS** field does not appear in the Task Layout, then you will need to create it. See *Add a custom field for DNIS search* on page 22 for instructions.

Leads Page Layout

1. **Classic:** While still logged in as Administrator, click **Setup > Build > Customize > Leads > Page Layout** and click Edit.
Lightning: Click **Setup > Object Manager > Lead > Page Layouts > [Edit Lead Layout Name]**.
2. Scroll down to the Lead Detail section and make sure that **Phone** and **Mobile** fields are listed.

Lead Information (Header visible on edit only)			
Lead Owner	Sample User	Phone	1-415-555-1212
* ● Name	Sarah Sample	Mobile	1-415-555-1212
* ● Company	Sample Company	Fax	1-415-555-1212
Title	Sample Title	● Email	sarah.sample@company.com
Lead Source	Sample Lead Source	Website	www.salesforce.com
Campaign	Sample Campaign	* ● Lead Status	Sample Lead Status
Industry	Sample Industry	Rating	Sample Rating
Annual Revenue	\$123.45	No. of Employees	60,994

3. If any of these fields are missing, select them in the **Lead Layout** overlay. (Scroll to the top of the page if you cannot see the overlay.)



4. Drag any missing field names from Lead Layout to the Lead Detail section and then click **Save**.

Accounts Page Layout

1. **Classic:** While still logged in as Administrator, click **Setup > Build > Customize > Accounts > Page Layout** and then click Edit.
Lightning: Click **Setup > Object Manager > Account > Page Layouts > [Edit Account Layout Name]**.
2. Scroll down to the Account Detail section and make sure that the **Phone** field is listed.

Account Detail		Standard Buttons	Custom Buttons
		Edit Delete Sharing Include Offline Send an Email	
Account Information (Header visible on edit only)			
Account Owner	Sample User	Rating	Sample Rating
* ● Account Name	Sample Account Name	Phone	1-415-555-1212
● Parent Account	Sample Account	Fax	1-415-555-1212
Account Number	Sample Account Number	Website	www.salesforce.com
Account Site	Sample Account Site	Ticker Symbol	Sample Ticker Symbol
Type	Sample Type	Ownership	Sample Ownership
Industry	Sample Industry	Employees	40,078
Annual Revenue	\$123.45	SIC Code	Sample SIC Code

3. If the **Phone** field is missing, select it in the **Account Layout** overlay. (Scroll to the top of the page if you cannot see the overlay.)



4. Drag the missing field name from Account Layout to the Account Detail section and then click **Save**.

Contacts Page Layout

1. **Classic:** While still logged in as Administrator, click **Setup > Build > Customize > Contacts > Page Layouts** and then click Edit.
Lightning: Click **Setup > Object Manager > Contact > Page Layouts > [Edit Contact Layout Name]**.
2. Scroll down to the Contact Detail section and make sure that the **Phone, Mobile, and Home Phone** fields are listed.

Contact Detail

Standard Buttons: [Edit](#) [Delete](#) [Clone](#) [Sharing](#) [Request Update](#) [Send an Email](#)

Contact Information (Header visible on edit only)

Contact Owner	<u>Sample User</u>	Phone	1-415-555-1212
<input checked="" type="radio"/> <input type="radio"/> Name	Sarah Sample	Home Phone	1-415-555-1212
<input type="radio"/> Account Name	<u>Sample Account</u>	Mobile	1-415-555-1212
Title	Sample Title	Other Phone	1-415-555-1212
Department	Sample Department	Fax	1-415-555-1212
Birthdate	27/11/2015	Email	sarah.sample@company.com
Reports To	<u>Sample Contact</u>	Assistant	Sample Assistant
Lead Source	Sample Lead Source	Dept Phone	1-415-555-1212

3. If any of these fields are missing, select them in the **Contacts Layout** overlay. (Scroll to the top of the page if you cannot see the overlay.)



4. Drag any missing field names from Contacts Layout to the Contacts Detail section and then click **Save**.

Case Page Layout

1. **Classic:** While still logged in as Administrator, click **Setup > Build > Customize > Cases > Page Layout and then click Edit**.
Lightning: Click **Setup > Object Manager > Case > Page Layouts > [Edit Case Layout Name]**.
2. Scroll down to the Case Detail section and make sure that the **Case Number** field is listed:

Case Detail

Standard Buttons: **Edit** **Delete** **Close Case** **Clone** **Sharing** Custom Buttons

Case Information (Header visible on edit only)Case Owner Sample User

* Status Sample Status

Case Number GEN-2004-001234

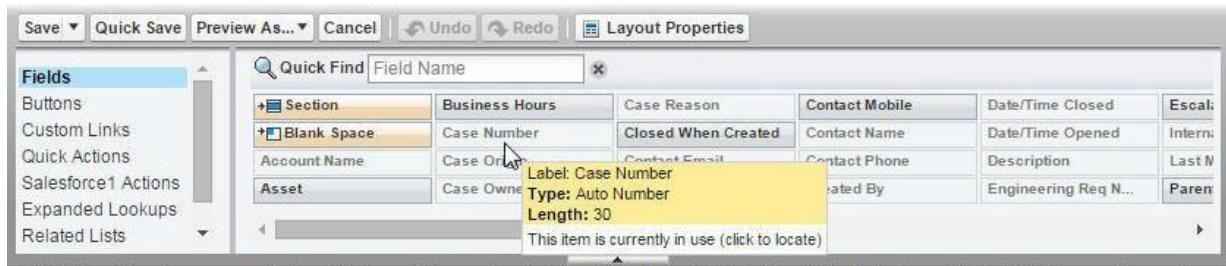
Priority Sample Priority

Contact Name Sample ContactContact Phone 1-415-555-1212Account Name Sample AccountContact Email sarah.sample@company.comType Sample Type

* Case Origin Sample Case Origin

Case Reason Sample Case Reason

3. If the field is missing, select it in the **Case Layout** overlay. (Scroll to the top of the page if you cannot see the overlay.)



4. Drag the missing field name from Case Layout to the Case Detail section and then click **Save**.

MiVoice Integration Unresponsive after session times out

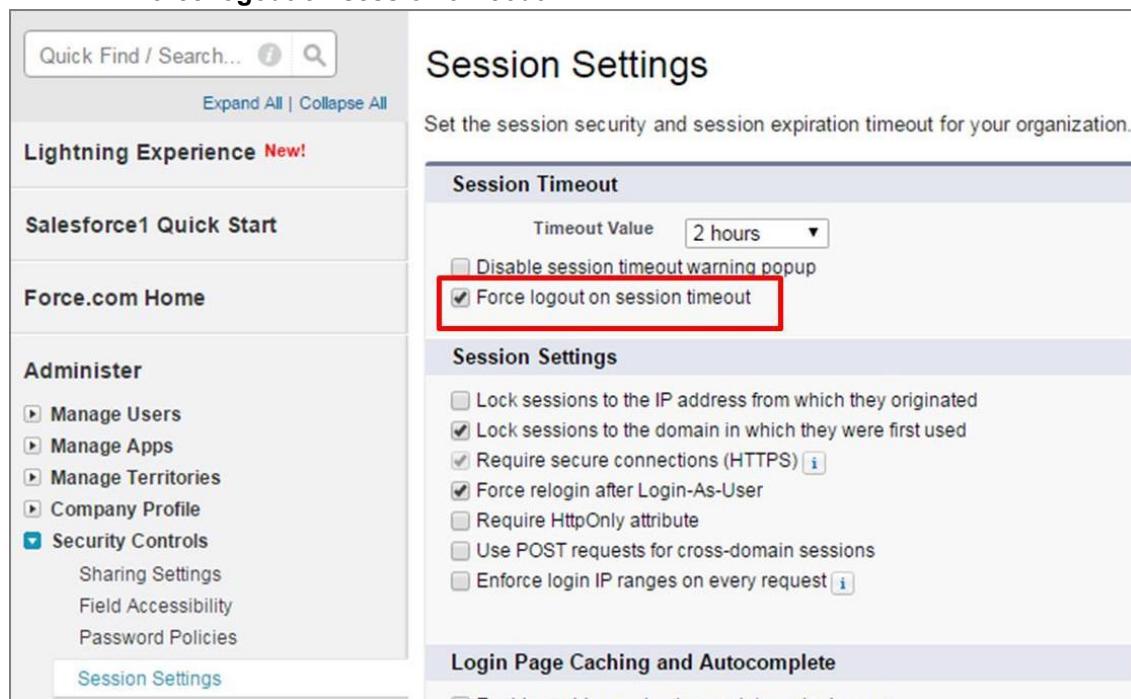
Symptom

The MiVoice Integration does not respond after the Salesforce session times out.

Corrective Action

You can configure Salesforce to log out automatically when a session times out.

1. Log in as Administrator.
2. **Classic:** Click **Setup > Administer > Security Controls > Session Settings.**
Lightning: Click **Setup > Security > Session Settings.**
3. Select the **Force logout on session timeout** check box.



The screenshot shows the 'Session Settings' page in the Salesforce setup. The left sidebar shows 'Session Settings' under 'Administer'. The main area is titled 'Session Settings' and contains a 'Session Timeout' section with a dropdown set to '2 hours'. Below it is a section with two checkboxes: 'Disable session timeout warning popup' (unchecked) and 'Force logout on session timeout' (checked and highlighted with a red box). The 'Session Settings' section below contains several other checkboxes, with 'Force logout on session timeout' also being checked.

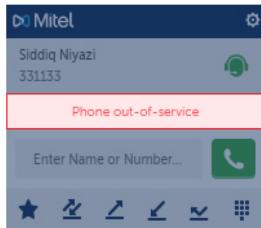
Phone Out of Service with MiCollab ACD SIP Softphone user

Symptom

Screen displays the "Phone out-of-service" error message.

Corrective Action

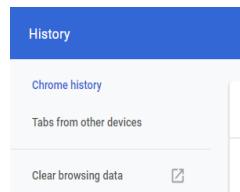
- If the “Phone out-of-service” error message appears as shown in the following figure, then the MiCollab ACD SIP Softphone is not up and running. Examine the MiCollab configuration and ensure that the phone is in the available state.



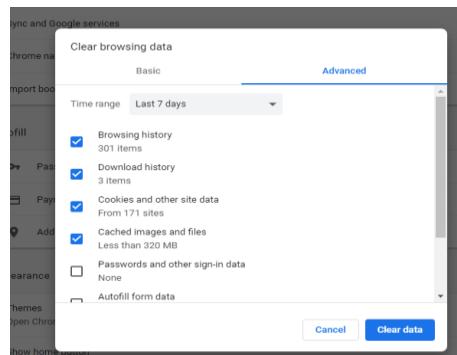
- If the “Phone out-of-service” error message appears as shown in the following figure, it indicates that the MiCollab ACD SIP Softphone user clicked the **Hot Desk** button instead of the **Softphone** button. To resolve this issue, clear the browser cache.



1. Log in to the **Salesforce** user account.
2. Open **History** from the browser settings.



3. Click **clear browsing data** and clear the cache.



Display Issues

Disable Screen Pop-up in New Window or Tab

Symptom

Screen pops open in new browser window or tab, rather than within the existing window/tab.

Corrective Action

1. Log in as Administrator.
2. **Classic:** Click **Setup > Build > Customize > Call Center > Softphone Layouts** and then click [Edit](#).
Lightning: Click **Setup > Feature Settings > Service > Call Center > Softphone Layouts > [Edit Softphone Layout Name]**.
3. In the Softphone layout, under Screen Pop Settings, select **Existing browser window**.

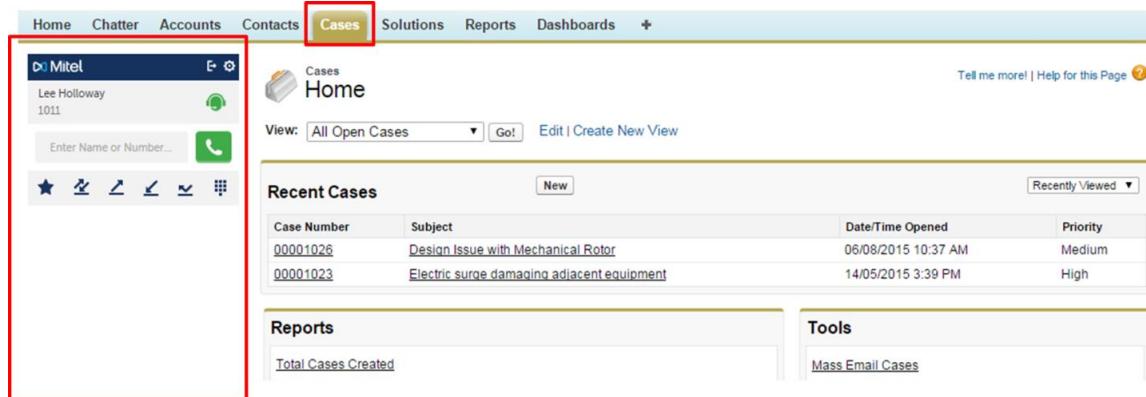


Note: Opening MiVoice Integration for Salesforce in multiple browser tabs in Classic Mode does not consume multiple user licenses; however, this is not recommended as it can result in unpredictable application behavior, (missing or duplicate contact updates, for example). Opening MiVoice Integration for Salesforce in multiple browser windows—either on the same computer or a different one—in Classic mode does consume multiple user licenses, and is similarly not recommended.
If multiple concurrent MiVoice Integration for Salesforce tabs are required, Console Mode is recommended.

Enable the Sidebar for the Cases Screen

Symptom

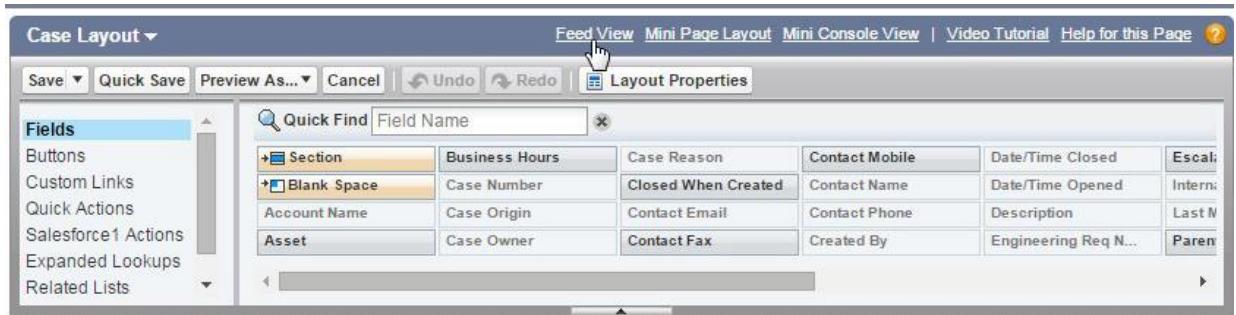
The MiVoice Integration application is not visible in the Cases screen.



The screenshot shows the Salesforce Cases screen. A red box highlights the MiVoice integration sidebar on the left, which contains a contact card for 'Lee Holloway' and a search bar. The 'Cases' tab is selected in the top navigation bar. The main content area displays 'Recent Cases' with two entries and links for 'Reports' and 'Tools'.

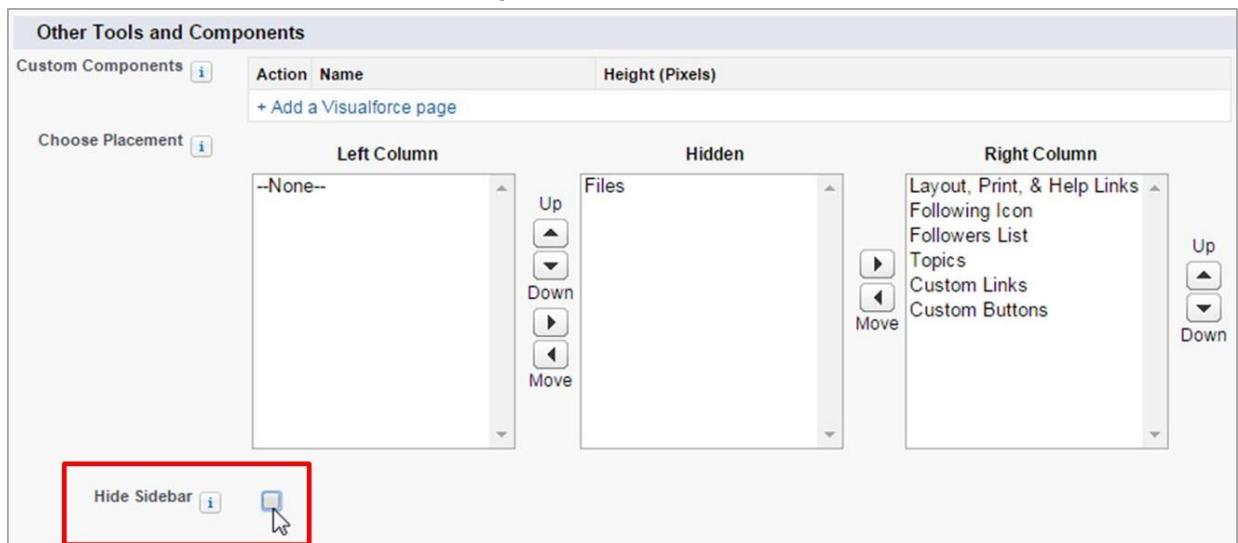
Corrective Action

1. Log in as Administrator.
2. **Classic:** Click **Setup > Build > Customize > Cases > Page Layouts** and then click Edit.
Lightning: Click **Setup > Object Manager > Case > Page Layouts > [Edit Case Layout Name]**.
3. In the Case Layout section, click Feed View.



The screenshot shows the 'Case Layout' editor. The 'Feed View' tab is selected in the top navigation bar. The main area displays a grid of fields: Section, Business Hours, Case Reason, Contact Mobile, Date/Time Closed, Escal; Blank Space, Case Number, Closed When Created, Contact Name, Date/Time Opened, Intern; Account Name, Case Origin, Contact Email, Contact Phone, Description, Last N Asset, Case Owner, Contact Fax, Created By, Engineering Req N..., and Parent. A cursor is hovering over the 'Layout Properties' button.

4. Scroll down to **Other Tools and Components** and clear the **Hide Sidebar** check box:

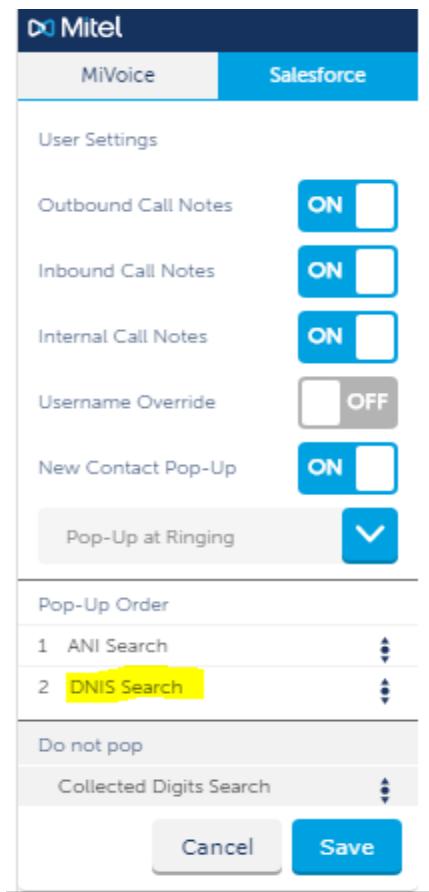


The screenshot shows the 'Other Tools and Components' configuration page. At the top, there is a header with 'Custom Components' and a 'Choose Placement' section. Below this is a table with columns for 'Action', 'Name', and 'Height (Pixels)'. A button '+ Add a Visualforce page' is located above the table. The main area is divided into three columns: 'Left Column', 'Hidden', and 'Right Column'. The 'Left Column' contains a list with an option '--None--'. The 'Hidden' column contains a list with an option 'Files'. The 'Right Column' contains a list with options: 'Layout, Print, & Help Links', 'Following Icon', 'Followers List', 'Topics', 'Custom Links', and 'Custom Buttons'. At the bottom of the page, there is a section for 'Hide Sidebar' with a checkbox that is checked. A red box highlights this checkbox, and a cursor arrow is pointing at it.

Add a Custom Field for DNIS Search

Symptom

DNIS Search option does not pop Campaign pages.



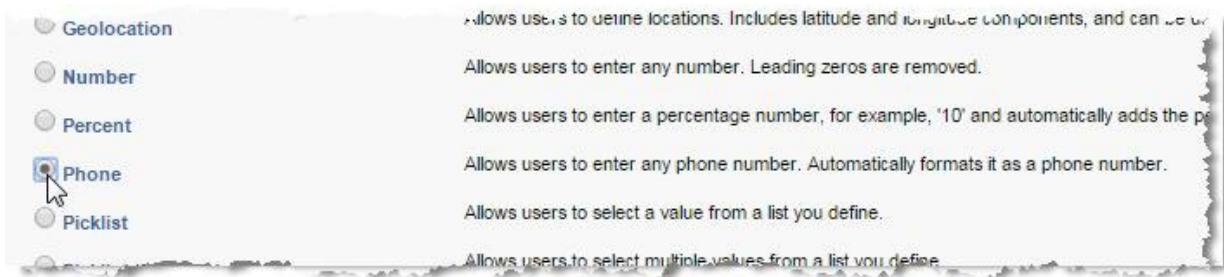
Corrective Action

This issue occurs when the MiVoice Integration does not receive enough information to match the digits dialed to the campaign because the DNIS field is missing from the Campaign page layout.

1. Log in as Administrator.
2. **Classic:** Click **Setup > Customize > Campaigns > Fields**.
Lightning: Click **Setup > Object Manager > Campaign > Fields & Relationships > New**.
3. Scroll down to **Campaign Custom Fields and Relationships** and then click **New**.



4. Scroll down and select **Phone** and then click **Next**.



5. Enter DNIS as **Field Label and **Field Name** and then click **Next**.**

Step 2. Enter the details Step 2 of 4

Previous Next Cancel

Field Label	<input type="text" value="DNIS"/> i
Field Name	<input type="text" value="DNIS"/> i
Description	<input type="text"/>
Help Text	<input type="text"/> i
Required	<input type="checkbox"/> Always require a value in this field in order to save a record
Default Value	<input type="text" value="Show Formula Editor"/> Use formula syntax: e.g., Text in double quotes: "hello", Number: 25, Percent as decimal: 0.10, Date expression: Today() + 7

Previous Next Cancel

6. Establish Field Level Security for the profile and then click **Next.**

Field-Level Security for Profile	<input type="checkbox"/> Visible
Contract Manager	<input checked="" type="checkbox"/>
Custom: Marketing User	<input checked="" type="checkbox"/>
Custom: Support Profile	<input checked="" type="checkbox"/>
Gold Partner User	<input type="checkbox"/>
Marketing User	<input checked="" type="checkbox"/>
Partner Community User	<input type="checkbox"/>

7. Select the Page Layouts that should include this field (in this case, the Campaign page), and then click **Save**.

Step 4. Add to page layouts Step 4 of 4

[Previous](#) [Save & New](#) [Save](#) [Cancel](#)

Field Label	DNIS
Data Type	Phone
Field Name	DNIS
Description	
Select the page layouts that should include this field. The field will be added as the last field in the first 2-column section of these page layouts. The field will not appear on any pages if you do not select a layout.	
To change the location of this field on the page, you will need to customize the page layout.	
<input checked="" type="checkbox"/> Add Field Page Layout Name	
<input checked="" type="checkbox"/> Campaign Layout	
When finished, click Save & New to create more custom fields, or click Save if you are done.	
Previous Save & New Save Cancel	

8. On the **Campaigns > Page Layout** page, drag the DNIS field from the Campaign Layout box into the Campaign Detail section.