

MiVoice Integration for Salesforce Troubleshooting Guide

OCTOBER 2025

RELEASE 2.6

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MiVoice Integration for Salesforce Troubleshooting Guide

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

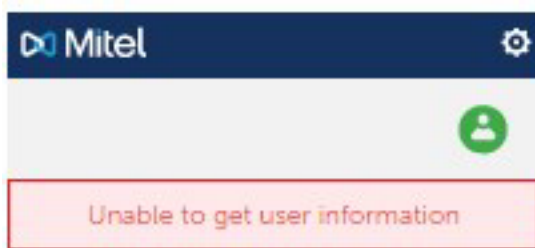
Note: MiVoice Integration for Salesforce is supported for use with Salesforce Classic and Salesforce Lightning Experience. For information about configuring MiVoice Integration for Salesforce, see the *MiVoice Integration for Salesforce Administration Guide*.

User Issues

Unable to Get User Information

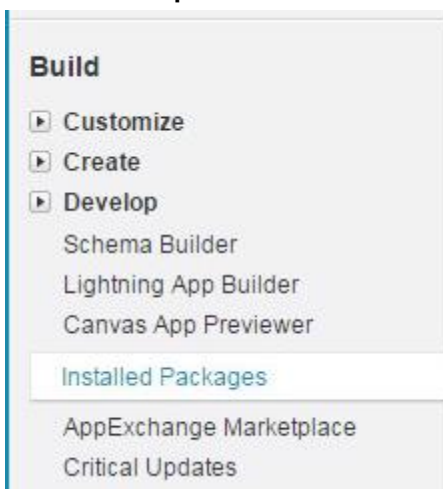
Symptom

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	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>

 **Install MitelMiVoiceIntegration**
By Mitel


☐ **Install for Admins Only**


☒ **Install for All Users**


☐ **Install for Specific Profiles...**

 You're installing a Non-Salesforce Application that is not authorized for distribution as part of Salesforce's AppExchange Partner Program.

☐ I acknowledge that I'm installing a Non-Salesforce Application that is not authorized for distribution as part of Salesforce's AppExchange Partner Program.

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

Description
MitelMiVoiceIntegrations for salesforce


Additional Details [View Components](#)


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...

6. The application is installed.

 **Install MitelMiVoiceIntegration**
By Mitel

 **Installing and granting access to all Users...**

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

Description
MitelMiVoiceIntegrations 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**.

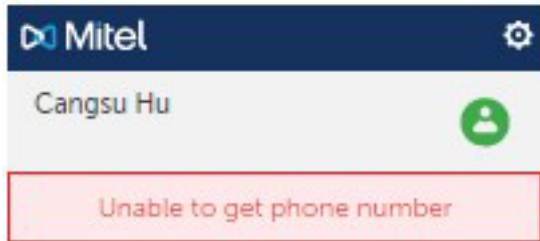
Note: It is recommended to have all the available MiVoiceSF apex classes enabled in profile to make full use of MiVoice integration for Salesforce.

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].**

View: All Users Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y

New User Reset Password(s) Add Multiple Users

<input type="checkbox"/>	Action	Full Name ↑	Alias	Username	Last Login	Role	Active	Profile
<input type="checkbox"/>	Edit	Chatter Expert	Chatter	chatty.00d610000000iksuea0.cgsaibtb52lx@chatter.salesforce.com			✓	Chatter Fre User
<input type="checkbox"/>	Edit	Eastop, Debbie	DEastop	debbie.eastop@mitelsf.com	27/11/2015 9:08 AM		✓	System Administra
<input type="checkbox"/>	Edit - Record 2 - Eastop, Debbie			cgsu.hu@mitelsf.com	27/11/2015 8:47 AM		✓	System Administra

3. Check the **Phone** and **Extension** fields. If they are blank, input a Phone number or Extension number and then click **Save**.

CRM Content
Alerts as Daily Digest
Allow Forecasting ☐
Call Center
Phone
Extension

Access Issues - Create a Custom Salesforce User Profile

Symptom

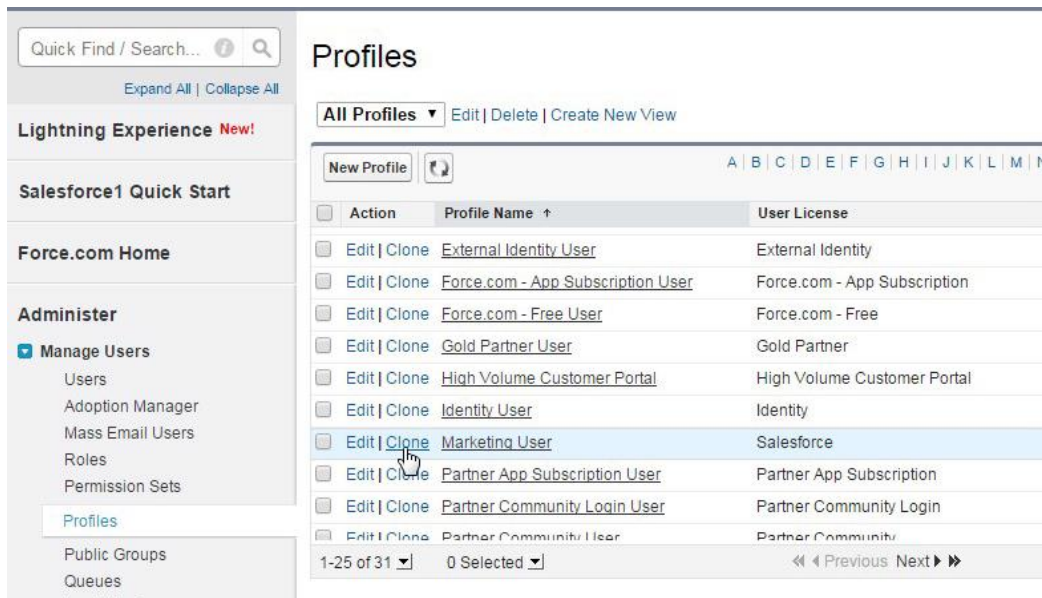
If users are experiencing limited access to the MiVoice Integration, it may be due to the permissions set in their User Profile. Profiles define how users access objects and data, and what they can do within the application. Custom profiles allow you to edit permissions and settings to allow access to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



Quick Find / Search... 

Expand All | Collapse All

Lightning Experience **New!**


Salesforce1 Quick Start


Force.com Home

Administer

- Manage Users
 - Users
 - Adoption Manager
 - Mass Email Users
 - Roles
 - Permission Sets
 - Profiles**
 - Public Groups
 - Queues



Profiles

All Profiles  Edit | Delete | Create New View

New Profile 

A | B | C | D | E | F | G | H | I | J | K | L | M | N

<input type="checkbox"/>	Action	Profile Name ↑	User License
<input type="checkbox"/>	Edit Clone	External Identity User	External Identity
<input type="checkbox"/>	Edit Clone	Force.com - App Subscription User	Force.com - App Subscription
<input type="checkbox"/>	Edit Clone	Force.com - Free User	Force.com - Free
<input type="checkbox"/>	Edit Clone	Gold Partner User	Gold Partner
<input type="checkbox"/>	Edit Clone	High Volume Customer Portal	High Volume Customer Portal
<input type="checkbox"/>	Edit Clone	Identity User	Identity
<input type="checkbox"/>	Edit Clone	Marketing User	Salesforce
<input type="checkbox"/>	Edit Clone	Partner App Subscription User	Partner App Subscription
<input type="checkbox"/>	Edit Clone	Partner Community Login User	Partner Community Login
<input type="checkbox"/>	Edit Clone	Partner Community User	Partner Community

1-25 of 31  0 Selected  << Previous Next >>

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	<input type="text" value="Custom: Marketing User"/>

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]	Idea	[View]
Asset	[View]	Lead	[View]
Campaign	[View]	Macro	[View]
Campaign Member	[View]	Metric	[View]
Case	[View]	Opportunity	[View]
Coaching	[View]	Opportunity Product	[View]
Contact	[View]	Order	[View]
Contract	[View]	Order Product	[View]
Duplicate Record Item	[View]	Performance Cycle	[View]
Duplicate Record Set	[View]	Price Book	[View]
Event	[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

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	✓
	DNIS	Phone	✓
Case [View]	Case Number	Auto Number	✓
	Subject	Text	✓
Contact [View]	Account Name	Lookup	✓
	Home Phone	Phone	✓
	Mobile	Phone	✓
	Name	Name	✓
	Phone	Phone	✓
Lead [View]	Company	Text	✓
	Name	Name	✓
	Phone	Phone	✓
Opportunity [View]	Opportunity Name	Text	✓
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	<input checked="" type="checkbox"/>
Created By	Lookup	<input checked="" type="checkbox"/>
Last Modified By	Lookup	<input checked="" type="checkbox"/>
OIGUserFavorite Name	Text	<input checked="" type="checkbox"/>
User	Lookup	<input checked="" type="checkbox"/>

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			Basic Access			
	Read	Create	Edit	Delete	View All	Modify All		Read	Create	Edit	Delete
Accounts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Goal Links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campaigns	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ideas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cases	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Leads	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Coaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Macros	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contacts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Metrics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Metric Data Links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D&B Companies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Opportunities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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	<input checked="" type="checkbox"/>

Access Control for Professional Edition

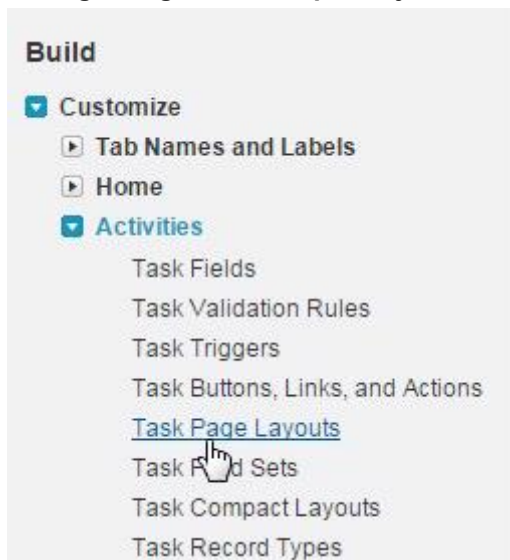
Symptom

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]**.



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.)

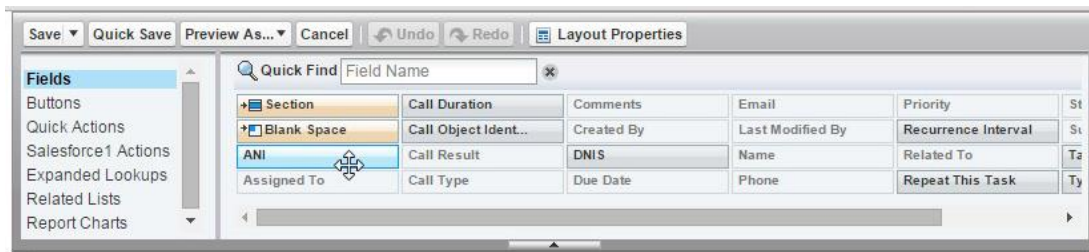
Task Detail

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

Task Information

* Subject	Sample Subject	Blank Space	
Call Result	Sample Call Result	Due Date	11/20/2015 3:34 PM
ANI	1-415-555-1212	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
 Edit Delete

Campaign Information (Header visible on edit only)

* Campaign Name Sample Campaign Name

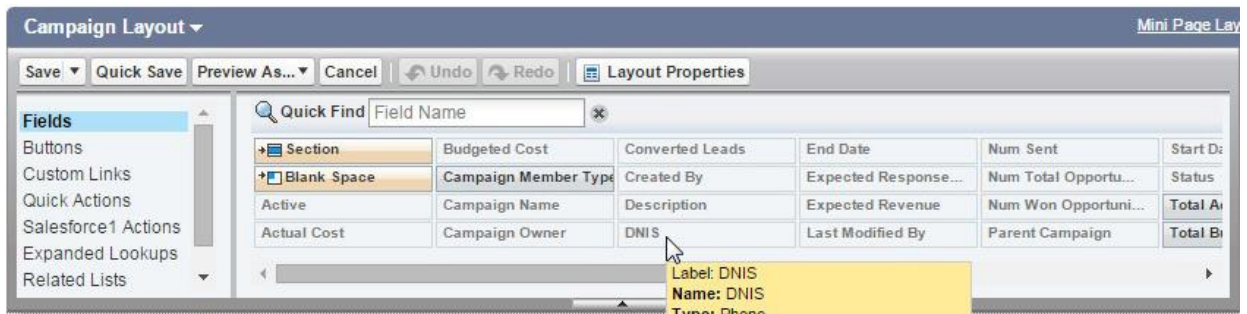
Active ☒

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.)

Save Quick Save Preview As... Cancel Undo Redo Layout Properties

Quick Find Field Name

Fax	Last Transfer Date	Mobile	Phone	SIC Code
Fax Opt Out	Lead Owner	Name	Primary	Title
Industry	Lead Source	No. of Employees	Product Interest	Website
Last Modified By	Lead Status	Number of Locations	Rating	

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: Edit Delete Sharing Include Offline Send an Email Custom Buttons

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](#)

Custom Buttons:

Contact Information (Header visible on edit only)

Contact Owner	Sample User	Phone	1-415-555-1212
Name	Sarah Sample	Home Phone	1-415-555-1212
Account Name	Sample Account	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	Sample Contact	Assistant	Sample Assistant
Lead Source	Sample Lead Source	Asset 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](#)

Case Number [GEN-2004-001234](#)

Contact Name [Sample Contact](#)

Account Name [Sample Account](#)

Type [Sample Type](#)

Case Reason [Sample Case Reason](#)

Status [Sample Status](#)

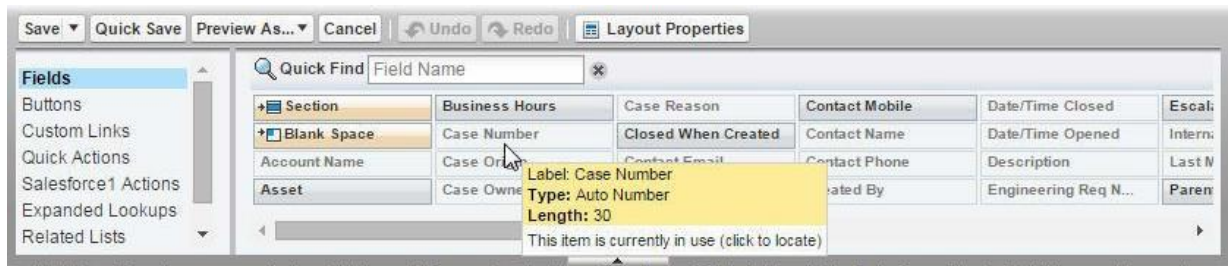
Priority [Sample Priority](#)

Contact Phone [1-415-555-1212](#)

Contact Email [sarah.sample@company.com](#)

Case Origin [Sample Case Origin](#)

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

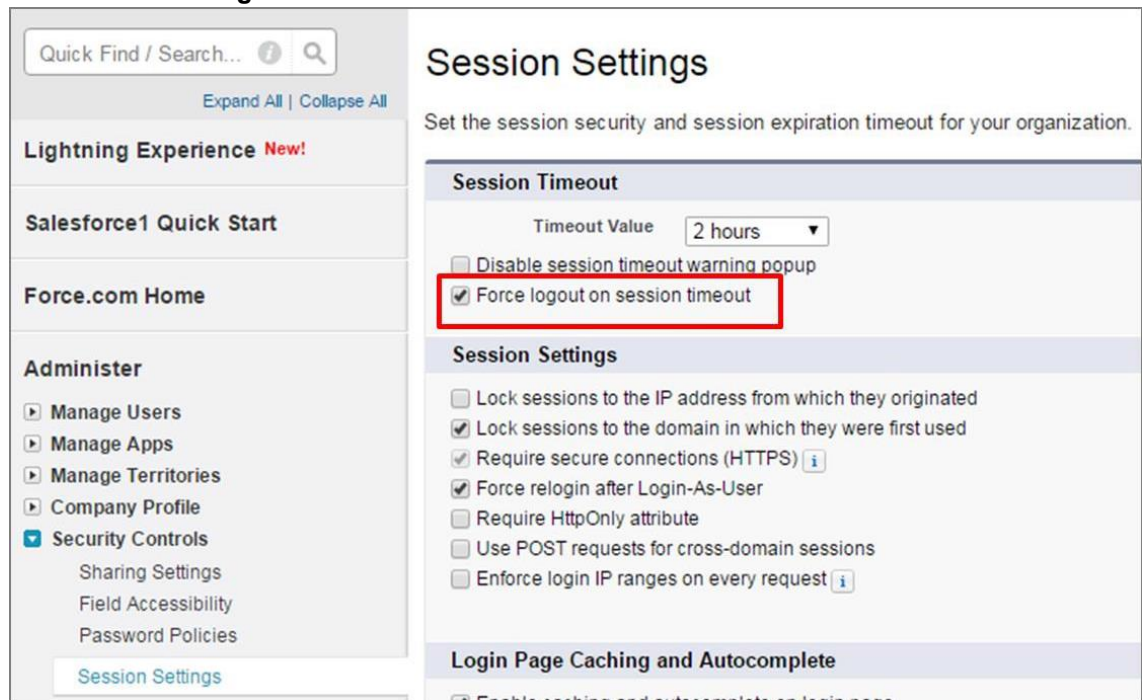
Symptom

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.



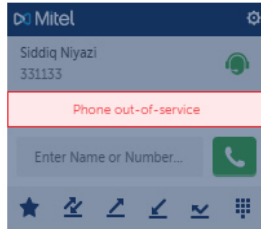
Phone Out of Service with MiCollab ACD SIP Softphone user

Symptom

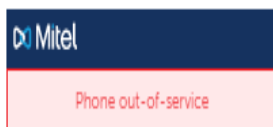
Screen displays the "Phone out-of-service" error message.

Corrective Action

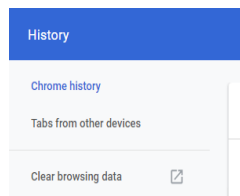
- If the “Phone out-of-service” error message appears as shown in the following figure, then the MiCollab ACD SIP Softphone is not up and running. Examine the MiCollab configuration and ensure that the phone is in the available state.



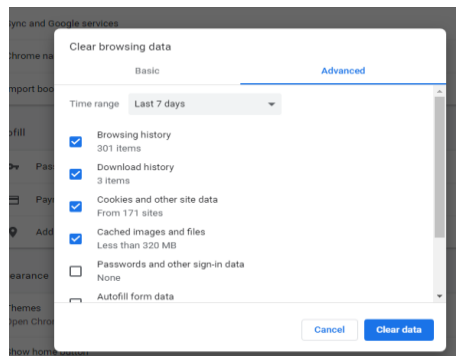
- If the “Phone out-of-service” error message appears as shown in the following figure, it indicates that the MiCollab ACD SIP Softphone user clicked the **Hot Desk** button instead of the **Softphone** button. To resolve this issue, clear the browser cache.



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

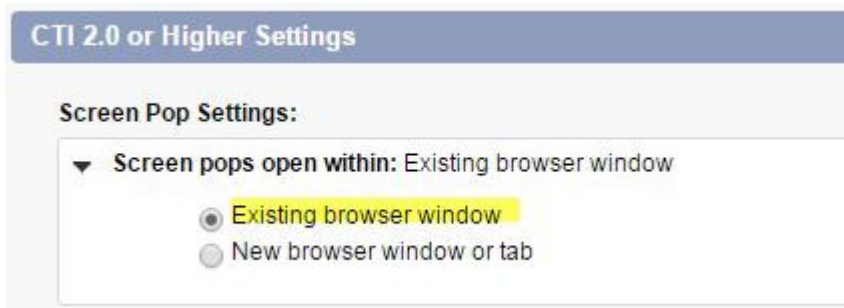
Disable Screen Pop-up in New Window or Tab

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**.

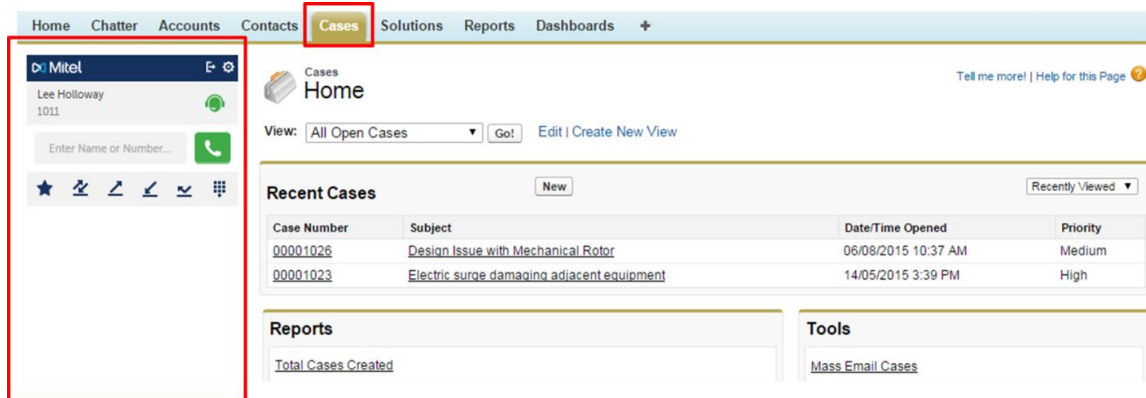


Note: Opening MiVoice Integration for Salesforce in multiple browser tabs in Classic Mode does not consume multiple user licenses; however, this is not recommended as it can result in unpredictable application behavior, (missing or duplicate contact updates, for example). Opening MiVoice Integration 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

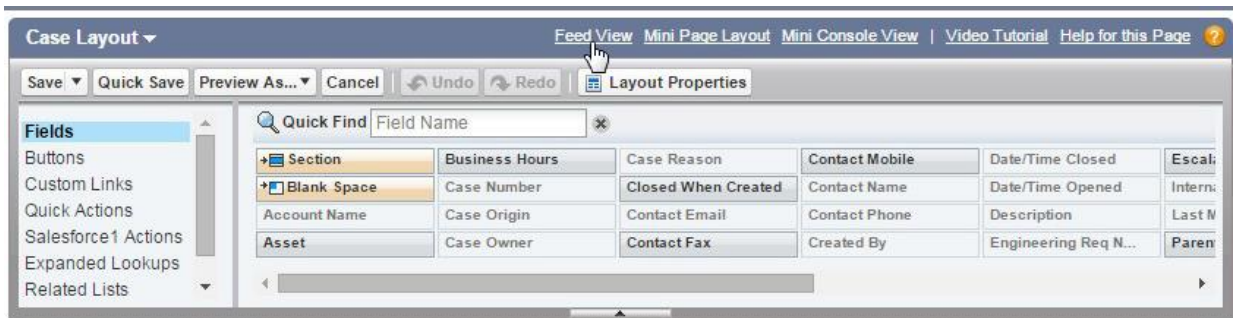
Symptom

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



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.



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

The screenshot displays the 'Other Tools and Components' configuration page. At the top, there's a header 'Other Tools and Components'. Below it, a section titled 'Custom Components' includes a table with columns 'Action', 'Name', and 'Height (Pixels)'. A link '+ Add a Visualforce page' is present. To the left, a 'Choose Placement' section has three columns: 'Left Column' (containing '--None--'), 'Hidden' (containing 'Files'), and 'Right Column' (containing 'Layout, Print, & Help Links', 'Following Icon', 'Followers List', 'Topics', 'Custom Links', and 'Custom Buttons'). Each column has 'Up' and 'Down' arrow buttons and a 'Move' button. At the bottom left, the 'Hide Sidebar' checkbox is highlighted with a red rectangle and is currently unchecked. An information icon is next to it.

Add a Custom Field for DNIS Search

Symptom

DNIS Search option does not pop Campaign pages.

Mitel

MiVoice Salesforce

User Settings

Outbound Call Notes ☒ ON

Inbound Call Notes ☒ ON

Internal Call Notes ☒ ON

Username Override ☐ OFF

New Contact Pop-Up ☒ ON

Pop-Up at Ringing

Pop-Up Order

1 ANI Search

2 DNIS Search

Do not pop

Collected Digits Search

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**.

Campaign Custom Fields & Relationships

[Campaign Custom Fields & Relationships Help ?](#)

No custom fields defined

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

<input type="radio"/> Geolocation	Allows users to define locations. Includes latitude and longitude components, and can be used in maps.
<input type="radio"/> Number	Allows users to enter any number. Leading zeros are removed.
<input type="radio"/> Percent	Allows users to enter a percentage number, for example, '10' and automatically adds the percent sign.
<input checked="" type="radio"/> Phone	Allows users to enter any phone number. Automatically formats it as a phone number.
<input type="radio"/> Picklist	Allows users to select a value from a list you define.
<input type="radio"/> Multi-Picklist	Allows users to select multiple values from a list you define.

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

DNIS

i

Field Name

DNIS

i

Description

Help Text

i

Required

☐ Always require a value in this field in order to save a record

Default 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 Login 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

PreviousSave & NewSaveCancel

Field LabelDNIS

Data TypePhone

Field NameDNIS

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.

☒ Add Field

Page Layout Name

☒

Campaign Layout

When finished, click Save & New to create more custom fields, or click Save if you are done.

PreviousSave & NewSaveCancel

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