Placeholder details for computer telephony integration

This document gives a overview of the new approach on the CTI.

Introduction:

Freshdesk now allows developers to develop CTI apps in the side nav bar. The developers can use the available placeholder in the global navigation bar on the left pane. It is placed here for the app to be rendered in all the pages.

The developers can use an iframe to render the CTI app. The height and width of the iframe is customisable.

Steps to follow:

- The CTI placeholder will only help in loading the app.
- App attributes should be handled in the app manifest itself. There are no separate admin settings.
- The developers can use the available V2 APIs to fetch ticket, contact details or any contextual data required.
- The authentication should be handled by the developer.
- Developers should create an app and publish it in the marketplace and the customers can install the app from the marketplace.

Quick start guide:

https://developers.freshdesk.com/v2/docs/quick-start/

Assumptions:

- The placeholder can hold only one CTI app.
- Freshcaller cannot be enabled when the CTI app is enabled.
  - Note: These checks are already available in the backend, we are reinforcing them in the Mint UI.
- The placeholder has to be provided in addon-area component.

Placeholder details:

1. Location name: cti_global_sidebar
2. The placeholder will give the logged in agent's id as context.

Available events:

The following table lists the available APIs:

To:	Use API
Open the iframe	client.interface.trigger('show', {id: 'softphone'})
Open ticket inside freshdesk	client.interface.trigger('click', {id: 'ticket', value: 2 })
Open contact inside freshdesk	client.interface.trigger('click', {id: 'contact', value: 1 });
Close the iframe	client.interface.trigger('hide', {id: 'softphone'})

Sample Manifest:

1. Location name: cti_global_sidebar, which has iframe url and icon for cti
2. Customizable width and height. If not provided, default width and height will be taken ie. 400px.
3. max-width and max-height are 500px and 400px respectively.

```
"product": {
  "freshdesk": {
    "location": {
      "cti_global_sidebar": {
        "url": "myfirstapp.html",
        "icon": "logo.svg"
      }
    }
  }
}
```

Customizable width and height for popup container:
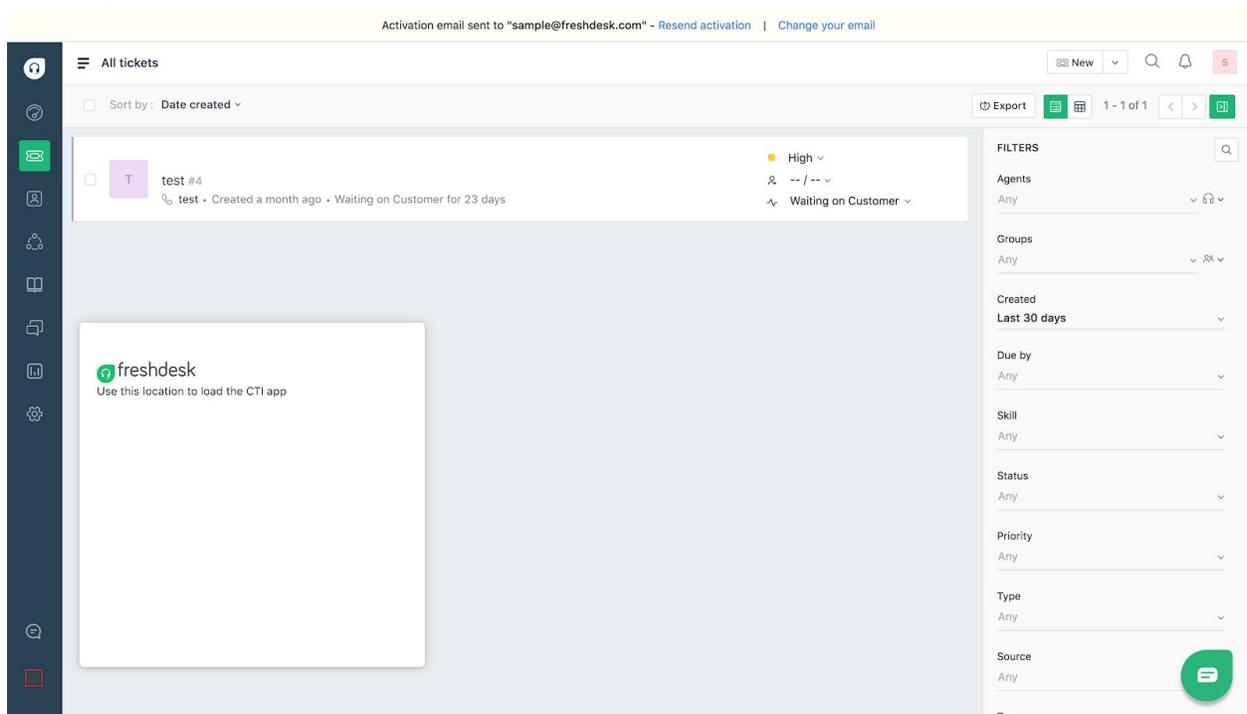
Default :
1. Width: 400px
2. Height: 400px

Max-width: 500px

Max-Height: 400px

Placeholder:

1. svg 20*20 (width*height)

Mock up for CTI:

freshdesk

Screen popup container (default: 400*400)

Max:
width - 500
Height - 400

Placeholder Icon - CTI (20*20 Width * Height)