



Tenfold Installation Guide for Adobe Exchange

ADOBE EXCHANGE

Step 1) Sign Up

To get started, request a demo by visiting <https://www.tenfold.com/request-a-demo>

Step 2) Connect Your CRM

The next step in the on-boarding process is to connect your Adobe Exchange CRM with Tenfold. Below you'll find instructions for connecting your Adobe Exchange CRM:

Step 3) Connect Your Phones

With Adobe Exchange CRM connected it's time to connect your phones so we can start auto logging calls for your agents. Tenfold supports both cloud and on-premise phone systems. Not sure which type is right for you? Contact us for help.

- [Avaya](#)
- [Mitel](#)
- [Cisco](#)
- [Nextiva](#)
- [Asterisk](#)
- [Elastix](#)
- [NEC](#)
- [RingCentral](#)
- [ShoreTel](#)
- [Panasonic PBX](#)

Tenfold On-Premise

Tenfold On-Premise is the right fit for most enterprise on-premise phone systems. [Contact us](#) for more information.

1. [Check the Minimum Requirements](#)
2. [Install Tenfold Cloud Connect Bundle](#)
3. [Add Your License](#)
4. [Connect the PBX](#)
5. [Configure Trunk Access for Click-to-Dial](#)
6. [Monitor Agent Extensions](#)
7. [Verify Call Activity](#)
8. [Install Tenfold Bridge Service](#)
9. Install Cloud Connect Monitoring Service

Step 4) Install the Tenfold Chrome Extension

With Adobe Exchange CRM and phones now connected, it's time to install the Tenfold Chrome Extension. The Chrome extension provides a Floating UI which provides insight about your calls.



You can install latest Chrome extension right from your Dashboard.

1. Visit the Tenfold dashboard at <https://dashboard.tenfold.com>.
2. Click on 'Profile' and then on 'Install Extension' to load this page or just visit this link <https://dashboard.tenfold.com/profile#install>
3. Click on 'click here to install the extension' button.
4. Chrome Floating UI window will open. Please click on 'Add Extension' button to complete installing extension.

Step 5) Configure Tenfold Preferences

There are a couple preferences you may wish to configure at this time to ensure Tenfold is dialed in for your organization.

1. [Click-to-Dial Country Codes](#)
2. Long Calls
3. [Quality Connections](#)

Step 6) Invite Your Co-Workers

Once you have both your Adobe Exchange CRM and phone system successfully connected, you will want to begin adding users to your Tenfold dashboard, so your reps can start making more calls! Through your Adobe Exchange CRM integration, we quickly port in your users for a more streamlined setup experience. Click the "Synchronize Users" button in the top right-hand corner of the screen to import your users from the Adobe Exchange CRM.

1. [How to Synchronize Tenfold with Your CRM](#)
2. [Assign Extensions to Your Agents](#)
3. [Invite Agents to Tenfold](#)

Step 7) Update Your Billing Information

In the event you need to change the billing information for your account, learn how to [make changes in the Billing Settings of your Tenfold dashboard](#).

If you have any additional questions about Tenfold, our how to get setup on our system, feel free to reach out to our [support team](#). We are happy to help!