

## Phone Panel for Salesforce Lightning

Phone Panel is installed using a managed package.

To install and configure Phone Panel for Salesforce Lightning:

1. Install the Phone Panel for Salesforce Lightning managed package.

The package is located here:

- Sandbox:  
<https://login.salesforce.com/packaging/installPackage.apexp?p0=04t900000000FLPC>.
- Production:  
<https://na9.salesforce.com/packaging/installPackage.apexp?p0=04t900000000JD0MAAW>

Follow the prompts to complete the installation.

2. If it isn't already enabled, enable the Lightning Experience.

For more information, see [Enabling the Lightning Experience](#) in Salesforce Help.

3. In Salesforce, ensure that any users that will be using Phone Panel are added to the Call Center.

For more information, see [Adding a User to a Call Center](#) in Salesforce Help.

4. Optionally, create a custom report in Salesforce Lightning that includes call activities and history. For more information, see [Build a New Report](#) in Salesforce Help.

Alternatively, refer to the My Calls This Week and My Calls Today reports under Call Center Reports in Salesforce Classic. For more information, see [Salesforce CRM Call Center Reports](#) in Salesforce Help.

Agents can open Phone Panel in Salesforce Lightning by clicking the phone icon.

