



1 October 2026 · your-org.my.salesforce.com

Sample company

HIGH IMPACT

Open CTI stops working after 28 February 2028

A good part of your team takes calls through Open CTI, and your Salesforce has been built around it. Moving off it needs a plan, an owner and a budget.

1 Executive summary

Six figures show how much of your Salesforce depends on Open CTI, each with its page.

HIGH

PAGE 2

Migration impact

Your own softphone code, in 5 components

5

PAGE 2

Seats on Open CTI

Active users on 2 Open CTI call centres, with Vonage (NewVoiceMedia / ContactPad)

\$3,000

PAGE 5

Indicative annual licence

5 seats at \$50 each per month, the list price for Partner Contact Center

5

PAGE 3

Softphone components to rebuild

Pieces of your own softphone code, listed by name

5

PAGE 3

Automations and reports to re-point

1 flow · 1 trigger · 1 rule · 1 report · 1 dashboard

NOT SWITCHED ON

PAGE 4

Omni-Channel

Voice needs it switched on first, so the work starts here

LARGE EFFORT

custom softphone code has to be rebuilt

Suggested start: take stock in 2026, start in the first half of 2027

What next? CX Labs turns these findings into a Migration Roadmap: a plan with owners and a budget that your leadership can approve, for one fixed fee. Book a call at cxlabs.co/contact or write to solutions@cxlabs.co. [Page 6](#) has the detail.

IN THIS REPORT

- 2 What we found** · your call centres, vendor and seats, and how we rated the impact
- 3 What changes around the softphone** · your own code, and what reads your call data
- 4 Getting ready for Voice** · Omni-Channel, Lightning, mobile use, your edition and apps
- 5 The size of the job** · effort, when to start, three ways forward and their list prices
- 6 Next step** · a Migration Roadmap from CX Labs

Open CTI is in maintenance mode, closed to new Service Cloud orgs, and stops working after the end-of-life date. Source: Salesforce Knowledge Article 005306437. Licence figures are Salesforce's list price for Partner Contact Center. Transcription requires the partner licence, and your telephony provider bills separately. The scan only reads settings, code and counts, never record content.



2 What we found

Your phone set-up as Salesforce holds it today. A seat is an active user assigned to an Open CTI call centre. Every name on this page is a setting in your org, never customer data.

CALL CENTRES

CALL CENTRE	TYPE	VENDOR	CONNECTS TO	USERS
OCTI Fixture Demo Adapter (Open CTI) DemoAdapterOpenCTI	Open CTI	Salesforce Open CTI demo adapter	(relative URL)	5
OCTI Fixture Vendor Adapter (no users) OCTIFixtureVendorAdapter	Open CTI	Vonage (NewVoiceMedia / ContactPad)	fixture.newvoicemedia.com	0

Salesforce Help: [Manage Call Centers](#) · [Manage Call Center Users \(add or remove users\)](#)

Your telephony vendor. Vonage (NewVoiceMedia / ContactPad) is one of the vendors Salesforce names as having a ready-made connection to Voice (Vonage Premier for Salesforce Voice), so you can keep your phone system. Source: Salesforce blog, October 2025. Checked on 29 September 2026.

SEATS BY TEAM

PROFILE	CALL CENTRE	SEATS
Standard Platform User	OCTI Fixture Demo Adapter (Open CTI)	3
System Administrator	OCTI Fixture Demo Adapter (Open CTI)	1
Standard User	OCTI Fixture Demo Adapter (Open CTI)	1

WHERE THE SOFTPHONE APPEARS

- OCTI Fixture Console · console navigation
- OCTI Fixture Sales · standard navigation

SEE PAGE 4

3 more utility bars carry the softphone but belong to no app (Salesforce's app templates).

Salesforce Help: [Add a Utility Bar to Lightning Apps \(add or remove the softphone utility\)](#)

HOW WE RATED THE IMPACT

We start from the number of seats: with 5 seats, this org is **Medium**. Your own softphone code, in 5 components, raises it one level. That gives **High**. The same rules apply to every org we scan.

CALLS LOGGED, LAST 90 DAYS

Calls logged on Task	200
Inbound	117
Outbound	83
With the vendor's call reference	200 (written by the softphone itself)
Time on calls	25.3 hours
BY PROFILE	
Standard Platform User	120
Standard User	40
System Administrator	40

TELEPHONY PACKAGES

No installed package belongs to a telephony vendor we recognise (1 other package is installed).

CALL FIELDS ADDED TO TASK

No custom field on Task looks like call data.

3 What changes around the softphone

Two things change around the phone itself. Anything your team built on top of Open CTI has to be rebuilt for Voice (Salesforce's guides: [Voice Toolkit](#) · [Partner Telephony](#)). And Voice saves each call in a new place, the VoiceCall record, so whatever reads the call fields on Task today has to be pointed at the new one. This page lists both.

5

Custom softphone components to rebuild

5

Automations, reports and dashboards to re-point

0

Call fields added to Task, listed on page 2

YOUR OWN CODE THAT CALLS OPEN CTI

TYPE	COMPONENT	WHAT IT CALLS	REBUILD
ApexPage	cxLabs__OCTI_Fixture_Softphone	opencti ×9, sforce.opencti ×8, setSoftphonePanelVisibility ×1, onClickToDial ×1, enableClickToDial ×1, screenPop ×1, saveLog ×1, runApex ×1	YES
AuraDefinitionBundle	cxLabs__octiFixtureAuraDialer	sforce.opencti ×4, opencti ×4, screenPop ×2, lightning-click-to-dial ×2	YES
LightningComponentBundle	cxLabs__octiFixtureClickToDial	opencti ×3, sforce.opencti ×2, lightning-click-to-dial ×2, onClickToDial ×1, screenPop ×1	YES
ApexClass	cxLabs__OCTI_FixtureSoftphoneController	runApex ×2, sforce.opencti ×1, opencti ×1, screenPop ×1	YES
StaticResource	cxLabs__OCTI_Fixture_SoftphoneJs	sforce.opencti ×1, opencti ×1, screenPop ×1, saveLog ×1	YES

For your developers: what each call becomes in Voice, from Salesforce's own comparison. opencti ×18 → Voice Extension LWC, the Voice Toolkit and Lightning Message Service, *Migrate to a Voice Extension*; sforce.opencti ×16 → Voice Extension LWC, the Voice Toolkit and Lightning Message Service, *Migrate to a Voice Extension*; screenPop ×6 → Omni-Channel flow, Screen Pop action, *Rebuild in Flow Builder*; lightning-click-to-dial ×4 → Base component that Voice also serves, *Check with the vendor connector*; runApex ×3 → LWC with @wire or imperative Apex, plus the Voice Toolkit, *Replace*; onClickToDial ×2 → The connector's dial method, *Remove*; and 3 more.

FLOWS

FLOW	WHY IT IS HERE
OCTI_Fixture_Task_Call_Type	Runs when a Task is saved, and
OCTI_Fixture_Task_Call_Type	reads CallDisposition, CallType

APEX TRIGGERS ON TASK

TRIGGER	CALL FIELDS IT READS
cxLabs__OCTI_Fixture_TaskCallTrigger	CallDurationInSeconds, CallType

VALIDATION AND WORKFLOW RULES ON TASK

- Validation rule **OCTI_Fixture_Call_Duration** · reads CallDurationInSeconds, CallType

REPORTS THAT SHOW CALL DATA

REPORT · FOLDER · LAST RUN · CALL COLUMNS

OCTI_Fixture Calls by Type · OCTI_Fixture Reports · never
CALLDURATION, CALLOBJECT, CALLDISPOSITION +1
more

DASHBOARDS BUILT ON THOSE REPORTS

- OCTI_Fixture Call Dashboard** (OCTI_Fixture Dashboards) · 1 report

In a Migration Roadmap, CX Labs sizes the work on this page and sets out who does what. [See page 6](#).

4 Getting ready for Voice

Voice, sold today as Partner Contact Center Voice (Salesforce Voice with Partner Telephony until 2026: [name reference](#)), asks a few things of an org before it can be switched on. Here is where yours stands.

NOT SWITCHED ON

Omni-Channel. Voice cannot be set up until it is on.

0%

of logins in the last 90 days came from the Salesforce mobile app, where Voice does not run

100%

of active users work in Lightning Experience, the only place Voice runs

OMNI-CHANNEL

- Omni-Channel is not switched on in this org

Start here. Switch on Omni-Channel and design how calls will be routed: service channels, presence statuses and queues. Voice cannot be set up until that is done.

Salesforce Help: [switch on Omni-Channel](#) · [set up routing](#) · [migration steps](#) · [flow templates](#) · [screen pops](#)

VOICE ALREADY IN YOUR ORG

- Voice is available here but not in use: no calls recorded and no Voice licence assigned

Salesforce Help: [console set-up for Voice](#) · [migration FAQ](#) · [developer guide](#)

VOICE LICENCE	OWNED	IN USE
Salesforce Voice with Amazon User	2	0

YOUR EDITION AND APPS

- TO DO** Softphone apps use console navigation · OCTI Fixture Sales uses standard navigation, where Voice cannot open the caller's record or run after-call work
- READY** Developer Edition · on Salesforce's list for Partner Contact Center Voice

Salesforce Help: [supported editions](#) · [Voice limits](#) · [screen pops](#)

WHERE PEOPLE LOG IN, LAST 90 DAYS

APPLICATION	PLATFORM	LOGINS
Browser	Windows 10	18
Salesforce CLI	Unknown	12
CXOpenCTI	Unknown	6
Browser	Unknown	1

37 logins in all, none from a mobile app. Anyone who takes calls on the mobile app will need a desk set-up.

Salesforce Help: [moving to Lightning Experience](#) · [turning off Classic](#)

APP EXPERIENCE	USERS
Lightning Experience	1

WHAT VOICE CHANGES

- Runs in Lightning Experience only
- Does not run in the Salesforce mobile app
- Saves each call as a VoiceCall record, not in the call fields on Task. Your reports can keep working while you move them, through a flow that creates the Task after each call, and custom call fields move to VoiceCall too
- Needs Omni-Channel switched on first
- Salesforce and your telephony provider bill separately

5 The size of the job, and three ways forward

These are planning guides from a read-only scan, not a quote. They show roughly how big the move is and when to begin, so that it is finished well before 28 February 2028.

LARGE

Size of the job: custom softphone code has to be rebuilt

Take stock in 2026, start in the first half of 2027

When we suggest you start

\$3,000

Indicative licence for a year: 5 seats at \$50 per user per month

THREE WAYS FORWARD

Stay with your vendor

Keep your phone system and your numbers, and move the Salesforce side to Partner Contact Center Voice. Check that your vendor's Voice package is on general release, not in pilot.

\$50 per user per month list price

Your vendor, Vonage (NewVoiceMedia / ContactPad), is named by Salesforce (Vonage Premier for Salesforce Voice)

Salesforce's list price for Partner Contact Center. Transcription requires the partner licence.

Salesforce Help: [Set Up Salesforce Voice with Partner Telephony](#)

Amazon Connect

Move your phones to Amazon Connect. Salesforce sells it as Partner Contact Center with Amazon Connect and runs it for you, or connects to the Amazon Connect you already own.

750 minutes \$75 · 2,000 minutes \$125 · 5,000 minutes \$200 per user per month

List price by minutes included, on an annual contract.

Salesforce Help: [Set Up Salesforce Voice with Amazon Connect](#)

Salesforce Contact Center

Salesforce supplies the phone system as well (Salesforce Help calls it Agentforce Contact Center). Your phone menus are rebuilt inside Salesforce.

\$125 per user per month list price

Sold in more than 30 countries, with your own carrier or one Salesforce has certified. No EUR or GBP list price yet (September 2026). If you take card payments by phone, confirm PCI scope with Salesforce first.

Salesforce Help: [Replace Open CTI with Salesforce Voice with Native Telephony \(path 4\)](#)

Salesforce names Amazon Connect, Five9, Genesys, NiCE and Vonage as vendors with a ready-made connection to Voice (Salesforce blog, October 2025, which says there are more). Aircall documents its own route to Partner Contact Center Voice. If your vendor is RingCentral, 8x8, Talkdesk or Dialpad, ask them. List prices checked on 29 September 2026. Salesforce Help: [Choose Your Open CTI Migration Path](#) · [Salesforce Voice and Your Telephony System](#) · [Turn on Salesforce Voice with Partner Telephony](#).

WHAT THE MOVE INVOLVES

- Switching on Omni-Channel and designing how calls are routed
- Setting up the Voice contact centre with your telephony vendor's connector
- Rebuilding your 5 custom softphone components for Voice, which is developer work
- Pointing your 5 automations, reports and dashboards at the new call record
- A new way of working for the 5 people who take calls, with training
- New licences and vendor contracts, then a switch-over in stages

How Salesforce suggests running the move. Try the new set-up in a sandbox alongside the live one before anyone depends on it. Switch over in the middle of a week and the middle of a month, with your agents moving as a group. Leave Open CTI installed for 30 days afterwards, so you can go back if you need to.

This is a project, and it needs a plan. A Migration Roadmap from CX Labs turns these figures into one, with owners and a budget. Book a call at cxlabs.co/contact or write to solutions@cxlabs.co.

6 Next step: a Migration Roadmap from CX Labs

This scan rated Sample company High for migration impact: 5 seats on Open CTI, 5 softphone components to rebuild and 5 automations and reports to re-point. Suggested start: take stock in 2026, start in the first half of 2027. A Migration Roadmap turns that into a plan your leadership can approve. CX Labs has been a Salesforce partner since 2019 and connects telephony to Salesforce, Vonage included.

Migration Roadmap

One fixed fee

Agreed with you before we start, and sized from this scan.

[Book a call](#)

or ask us for a quote
solutions@cxlabs.co

What you get

- Every finding in this report checked with your team and your telephony vendor
- The right path chosen, with the licence numbers worked out
- A design for call routing, the Voice contact centre and the agent's desktop
- A sized list of the code, flows, reports and dashboards to rebuild or re-point
- A project plan with phases, owners and a budget, done well before 28 February 2028
- A one-page summary for the people who sign it off

WHEN YOU ARE READY TO MOVE, WE CAN DO THE WORK WITH YOU

- Omni-Channel set-up and call routing
- The Voice contact centre, built with your telephony vendor
- Your custom softphone features rebuilt for Voice
- Flows, reports and dashboards moved to the new call record
- Agent training, a switch-over in stages, and support afterwards

HOW THIS SCAN WORKED

- It only reads. It looked at settings, code and counts, and did not read Task subjects or descriptions, names, emails or phone numbers.
- Salesforce hides the code inside installed packages, so that was not inspected. We checked all 57 of your reports.
- Access lasted for this scan only. Your admin can end it at any time under [Connected Apps OAuth Usage](#).

SOURCES

- Open CTI reaches end of life on 28 February 2028 and stops working after it: [Salesforce Knowledge Article 005306437](#).
- What Voice requires, which vendors connect to it and the list prices: salesforce.com, checked on 29 September 2026.
- Every fact and Salesforce Help article behind this report, kept up to date: cxlabs.co/open-cti-references.

Some things sit with your telephony vendor or cannot be read from Salesforce, so they are not in this report: phone menus and call routing in the telephony platform; phone numbers and moving them; call recordings and where they are kept; carrier and vendor contracts; softphone layouts (the rules that open a record when a call arrives), which Voice does not use. Scanner v0.1.0.

Talk to us about your Migration Roadmap.

The CX Labs team, solutions@cxlabs.co · book a call at cxlabs.co/contact