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when working with open cti keep the following best practices in mind since many of the methods in open cti are asynchronous and return their results using a callback method salesforce recommends that you refer to the documentation for each method to understand the information for each response

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introduction the purpose of the cti server protocol is to provide a message based interface to the cti server the protocol provides for session and application management once a tcp ip session is established a client application can utilize any of the following services client events

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