

How to configure caller recognition and screen-pop for:

Act! Cloud

Supported versions: Act! Cloud

Contact replication method: API

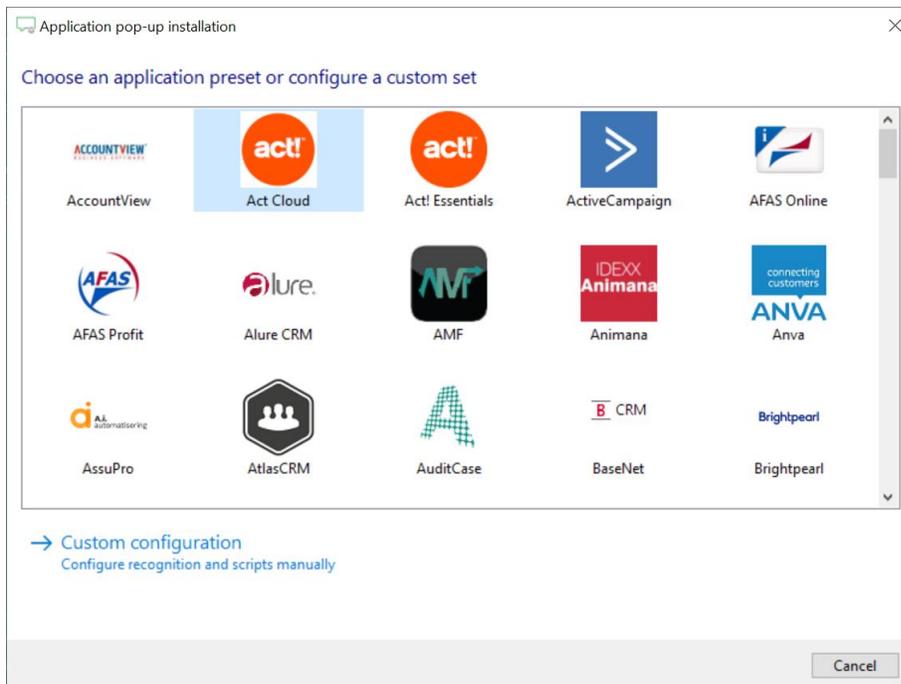
Screen pop method: URI

Notes

For outbound dialing, Select a phone number and click the dial hotkey (which use the 'callto' protocol).

Configuration steps

Start by clicking 'add recognition' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Act Cloud', as shown below.



- 1) Enter your Act! Cloud database user credentials and database id. Your database id can be found inside Act! Cloud by follow the next steps:
 - Login to Act! Cloud
 - After logging in select the question mark icon in the top right corner
 - Then select “About Act!” to show the database name.

The next step is to select the region the Act! Cloud database is hosted in. This depends on the URL of the cloud database. There are three different standardized options and one custom one presented in the combo box. If your URL is one of the four standardized ones, select that one. If it isn't on the list, but the structure of the URL is similar to the fifth option 'Custom', select that one. If the fifth option 'Custom' is selected, a string of text needs to be added in a specific format that combines the URL and the databaseid. The structure of the string of text that needs to be entered is as follows: “https://{siteName}/{databaseid}-api”. Where 'siteName' should be replaced with your URL and 'databaseid' should be replaced with the Database Id that was entered in the database field. The result should look something similar like this:

- <https://eup1-ie1.eu.hosted.act.com/L93628664978-api>

After filling out the details, click 'Next' to continue.

Application pop-up installation

Please enter your Act! Cloud info

Username: Test@test.test

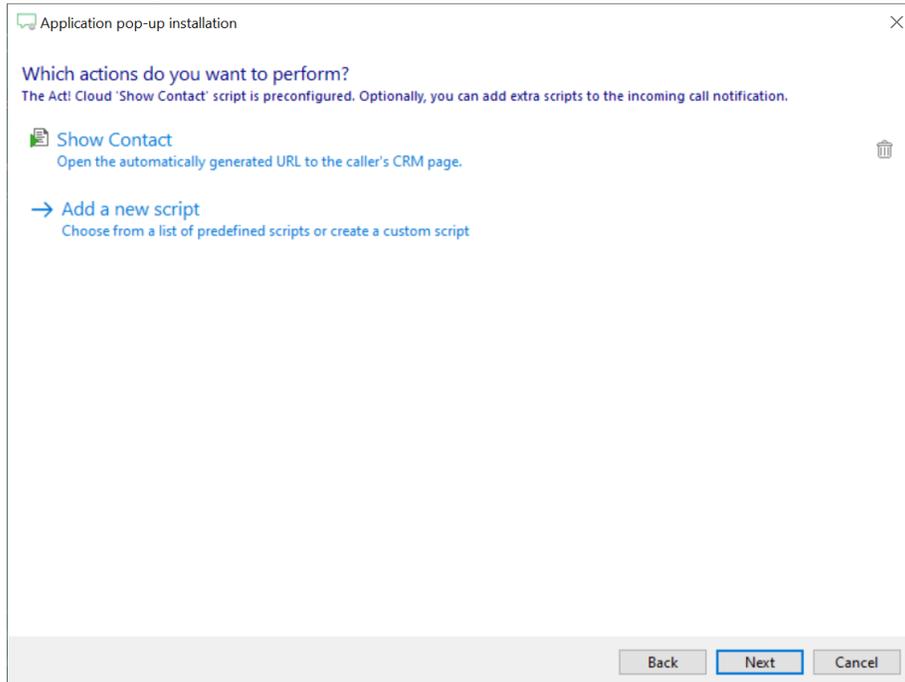
Password:

Database: L93628664978

Region:
United States (https://apius.act.com)
United Kingdom (https://apiuk.act.com)
Australia (https://api.au.act.com)
Europe (https://apieu.act.com)
Custom (https://{SiteName}/{Databaseid}-api)

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- 2) The 'Show Contact' Script is preconfigured. You can add extra scripts or replace the 'Show Contact' script. Click 'Next' to continue.



- 3) Check the configuration summary and click 'Finish' to add the recognition from Act! Cloud

