

How to configure caller recognition and screen-pop for:

## AgencyBloc

Contact replication method: None Screen pop method: search URL

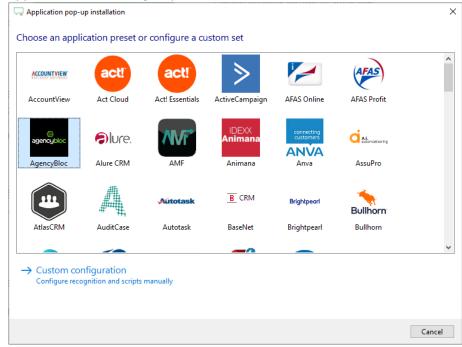
## Notes

For outbound dialing click the hyperlinked phone numbers and choose 'MakeCall' as the protocol handler. For inbound calls, the integration uses the AgencyBloc search URL. This is configured by following the steps described here.

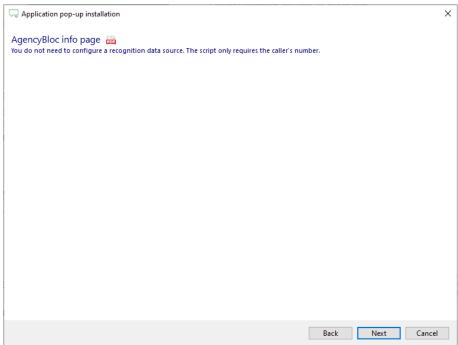


## Configuraton steps

1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose AgencyBloc, as shown below.



2) The integration works with only the caller's number and therefore does not require any recognition data source. Click 'next' to continue





3) You can add additional scripts or click 'next' to continue.

🖵 Application pop-up installation		×
Which actions do you want to perform? The 'Search in AgencyBloc' script has been pre-configured. Optionally, you can add extra script:	s.	
Search in AgencyBloc Search the caller details in AgencyBloc.		Ŵ
→ Add a new script Choose from a list of predefined scripts or create a custom script		
	Back Next (	Cancel
	Back Next (	Cancel

4) Check the configuration summary and click 'Finish' to add the integration with the application.

C Application pop-up installation
Summary
Application
AgencyBloc
Recognition
No recognition has been configured
Scripts
Search in AgencyBloc: Open webpage https://app.agencybloc.com/search.aspx?q=#(Caller number)
Back Finish Cancel