How to configure caller recognition and screen-pop for:
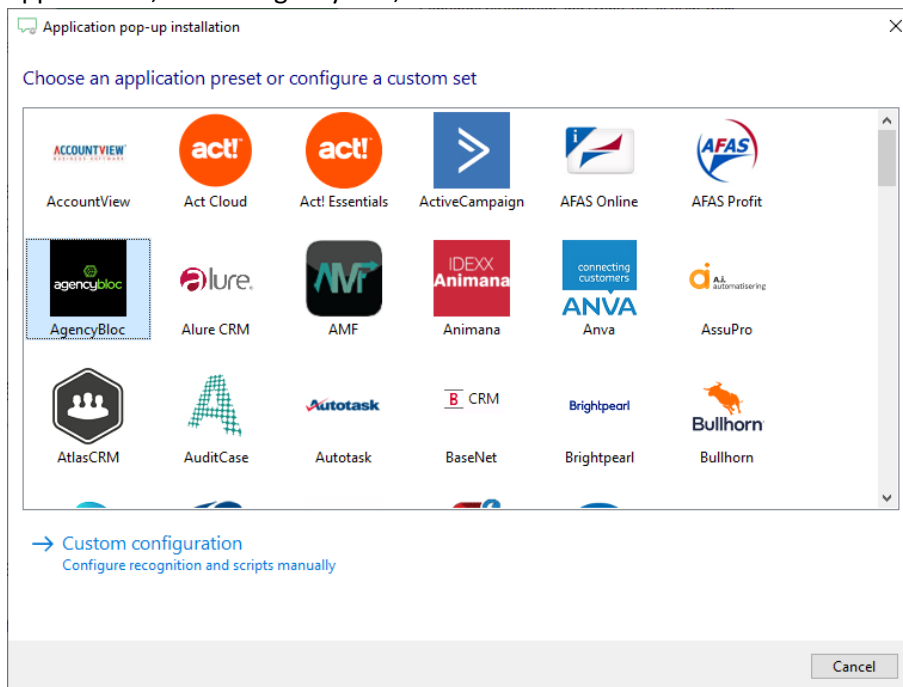
AgencyBloc

Contact replication method: None
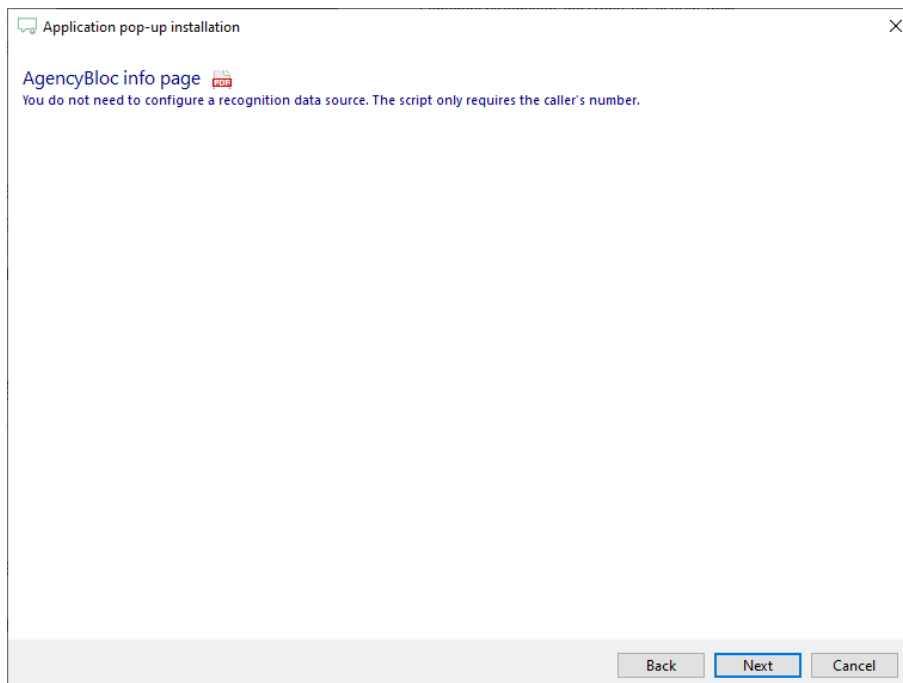Screen pop method: search URL

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.
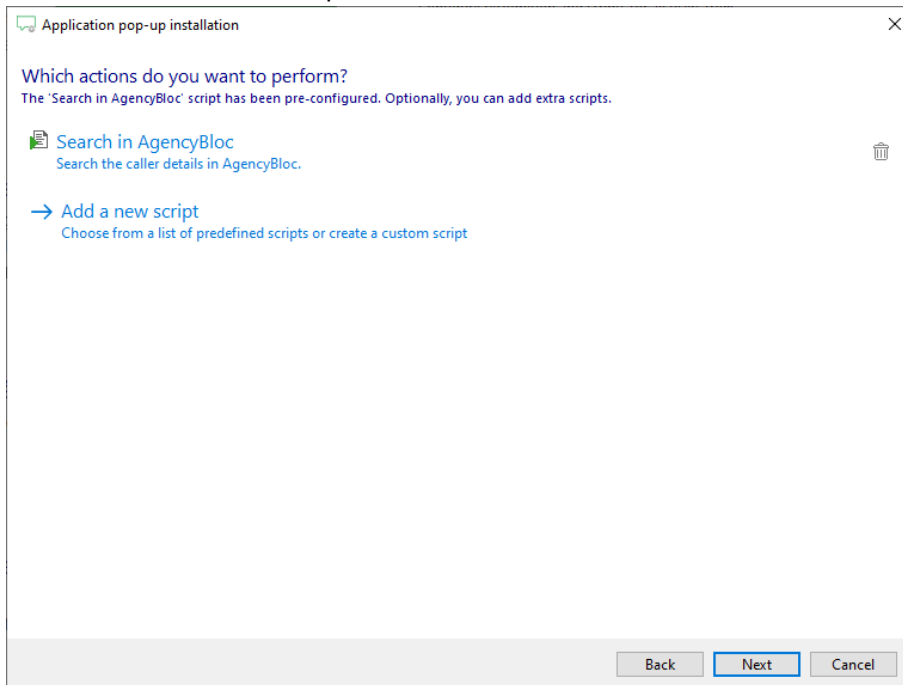
Configuraton steps

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.

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