

How to configure caller recognition and screen-pop for:

Alure CRM

Supported versions: Innolan Alure Crm v10

Contact replication method: CSV export

Screen pop method: Url

Prerequisites

The simplest method for replication of your Alure CRM contacts is by file export.

Alure provides a standard CTI export which contains the following fields:

- Telefoonnummer
- Klantnummer
- Zoeknaam
- Naam
- Plaats
- URL

The URL field contains a link to the contact card in format “alurerelatie: x-xx”. Make sure that “alurerelatie:” is registered for use with Alure Crm.

Notes

Alure CRM offers a built-in click-to-dial button.

Set the button’s configuration to execute the command:

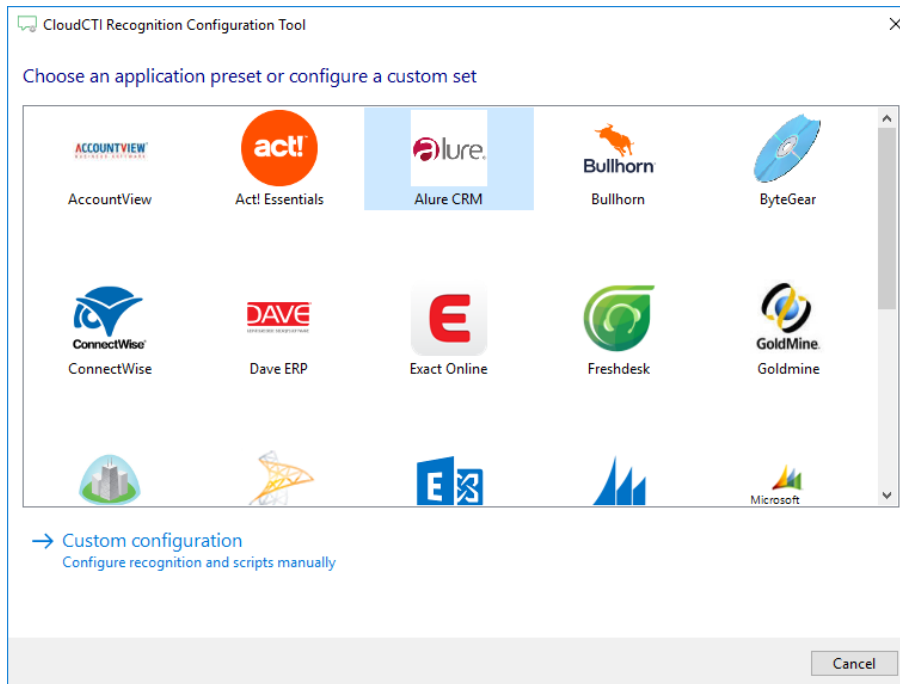
`"C:\Windows\makecall.exe" /number=<phonenumber>"`

where **<phonenumber>** is the variable containing the phone number.

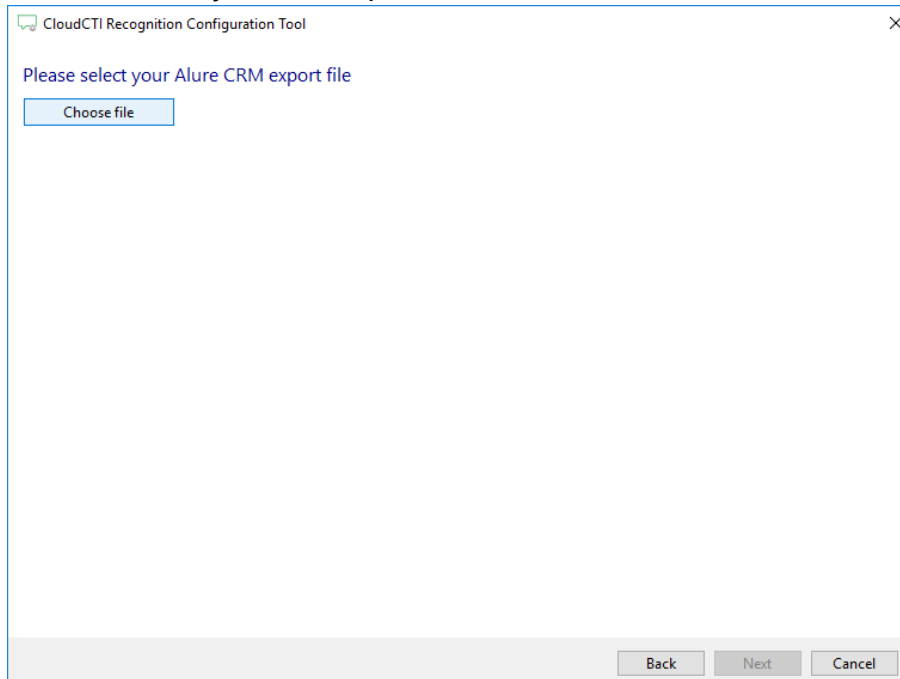
For more information, please consult the Alure CTI documentation.

Configuration steps

- 1) 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 'Alure CRM', as shown below.



- 2) Choose the file you have exported from Alure CRM. Click 'next' to continue



- 3) The CTI Wizard automatically detected phone number columns. The content of these columns will be indexed for matching the phone number of an incoming call. Click 'next' to continue

CloudCTI Recognition Configuration Tool

Configure the recognition fields

Telefoonnummer	Klantnummer	Zoeknaam	Naam	Plaats
Phone number	Custom field	Custom field	Custom field	Custom field
+31742651111	1	VERMEER H	Vermeer Holding	Borne
+31742666562	1	VERMEER H	Vermeer Holding	Borne
+3174266232	1100	VERMEER	De heer Th. Vermeer AA/R	Borne
+31765223377	2100	SPRING	De heer H.A.M. Spring in 't	Oosterhout (NB)
+3174266801	1200	JONG	De heer P.G. de Jong RA	Borne
+31765224499	2200	VENEMA	De heer H.J. Venema RA	Oosterhout NB
+31546455866	1110	AALDERINK	De heer G. Aalderink FB	Almelo
+31742912256	1120	HUYSMAN	L.D. Huysman RA/FB	Hengelo (OV)
+31742783422	1220	FIKKERT	De heer H. Fikkert AA	Weerselo
+31534882366	1210	ROHAAN	De heer G.J. Rohaan AA	Enschede
+31765225634	2110	POT	De heer J. Pot AA	Oosterhout (NB)
+31765229955	2120	REUVERKAMP	Mevrouw S.A. Reuverkamp	Oosterhout (NB)
+31765237744	2210	BOSWINKEL	De heer E. Boswinkel AA	Oosterhout (NB)
+31765228733	2220	FOKKE	De heer J.H. Fokke AA	Oosterhout (NB)
+31546434622	1111	POT	Mevrouw F. Pot	Bornerbroek
+31742783040	1211	POST	Mevrouw I. Post	Delden
+31546455654	1121	BAL	Mevrouw L. Bal	Albergen
+31742665511	1221	ZOMER	Mevrouw J.D. Zomer	Zenderen
+31765228976	2111	DEKKER	De heer G. Dekker	Breda

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- 4) Choose which fields to display in the call notification on an incoming call.

CloudCTI Recognition Configuration Tool

Client call notification

Configure the information you want the client to show when a caller is recognized from this set

Incoming call

Name: **Naam**

Number: **Caller number**

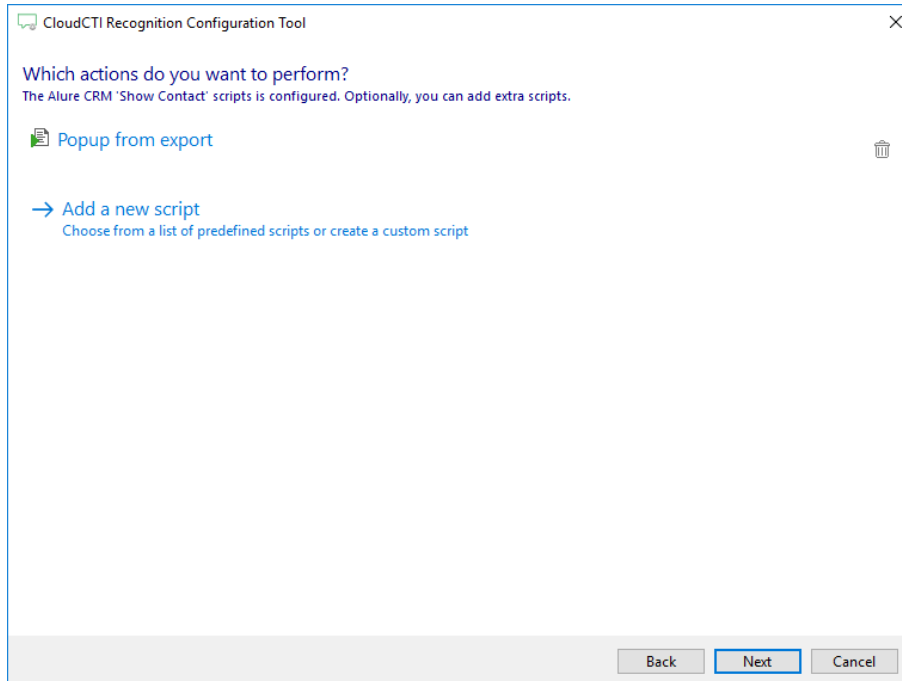
Source: **Application name**

* Windows allows a maximum of 255 characters

Add recognition field Add call field

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- 5) A popup script is configured to open the Alure CRM contact card based on the Url field from the Export. You may leave this default. Click 'next' to continue.



- 6) Check the configuration summary and click finish to add the recognition from Alure CRM.

