How to configure caller recognition and screen-pop for:

Animana

Contact replication method: None
Screen pop method: Open Animana in web page

Prerequisites

None

Notes

With the Animana integration, the client will open a web page to Animana and show the contact page based on the caller's phone number.
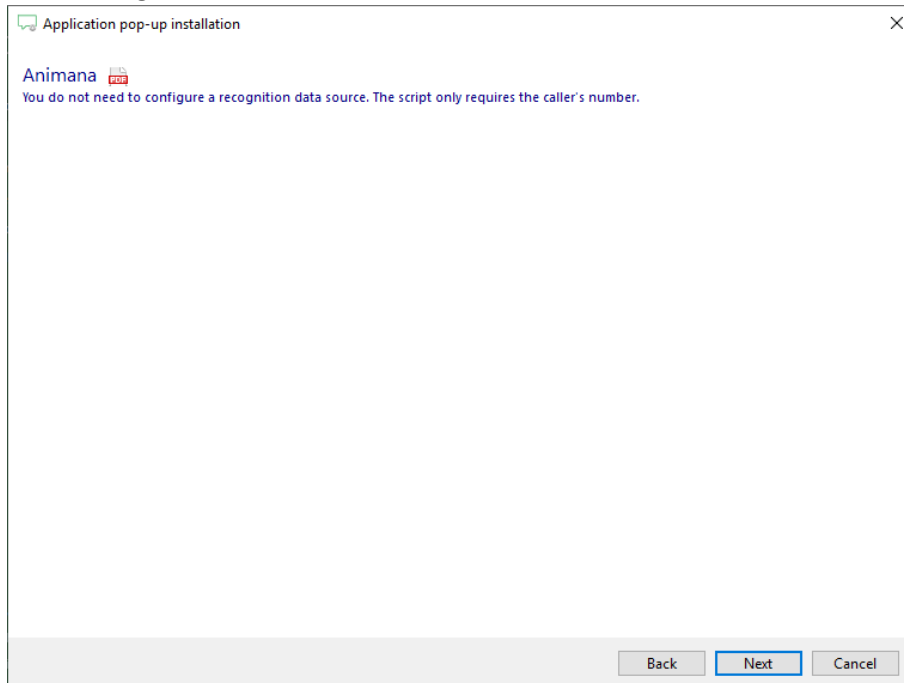
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Configuration steps

1) Start by clicking 'add application' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Animana', as shown below.
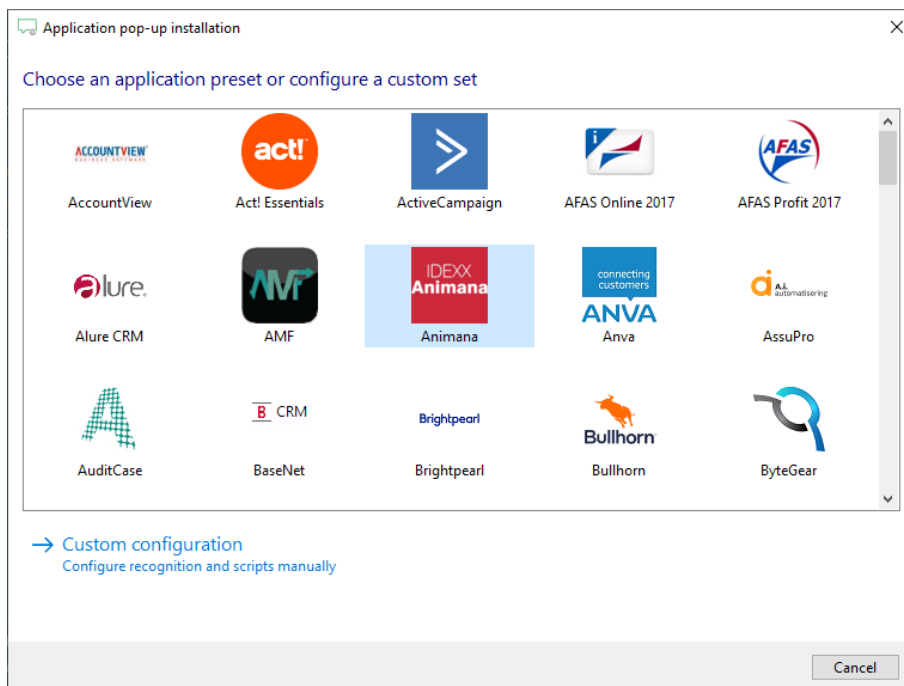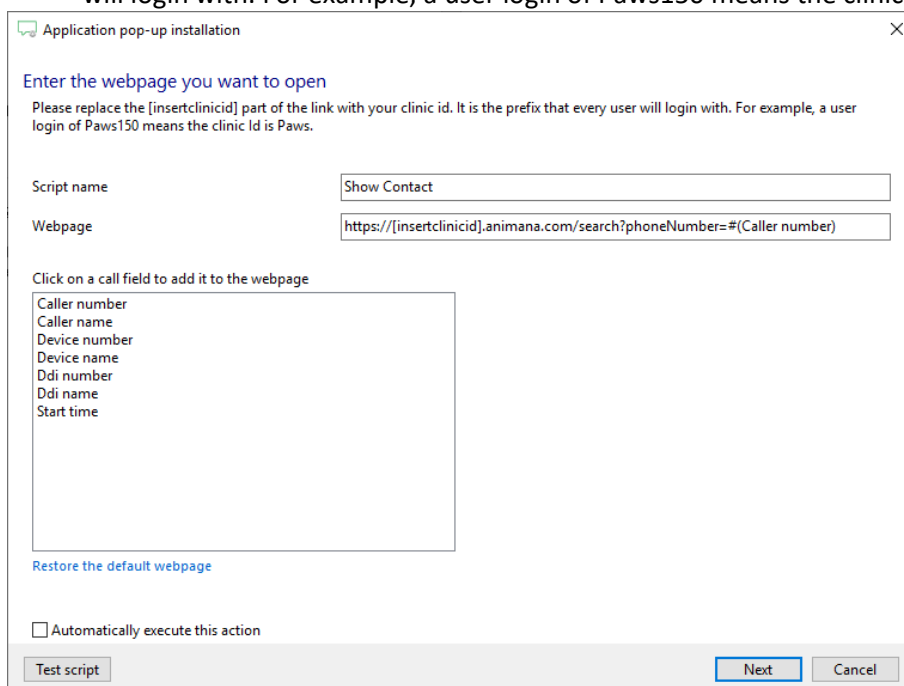
2) The Animana integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.

Application pop-up installation ✕

Animana 📄
You do not need to configure a recognition data source. The script only requires the caller's number.

Back | Next | Cancel

3) On an incoming call the client can automatically open a webpage to Animana with the caller's number as the argument. Altering the link is a requirement so the right web page will be opened. The standard link is:

- https://[**insertclinicid**].animana.com/search?phoneNumber=#(Caller number)

Please replace the **[insertclinicid]** part of the link with your clinic id. It is the prefix that every user will login with. For example, a user login of Paws150 means the clinic id is Paws.

Application pop-up installation ✕

Enter the webpage you want to open
Please replace the [insertclinicid] part of the link with your clinic id. It is the prefix that every user will login with. For example, a user login of Paws150 means the clinic Id is Paws.

Script name | Show Contact
Webpage | https://[insertclinicid].animana.com/search?phoneNumber=#(Caller number)

Click on a call field to add it to the webpage
Caller number
Caller name
Device number
Device name
Ddi number
Ddi name
Start time

Restore the default webpage

☐ Automatically execute this action

Test script | Next | Cancel

4) After you have configured the default 'Show Contact' script you can add more scripts if desired or click 'next' to continue.
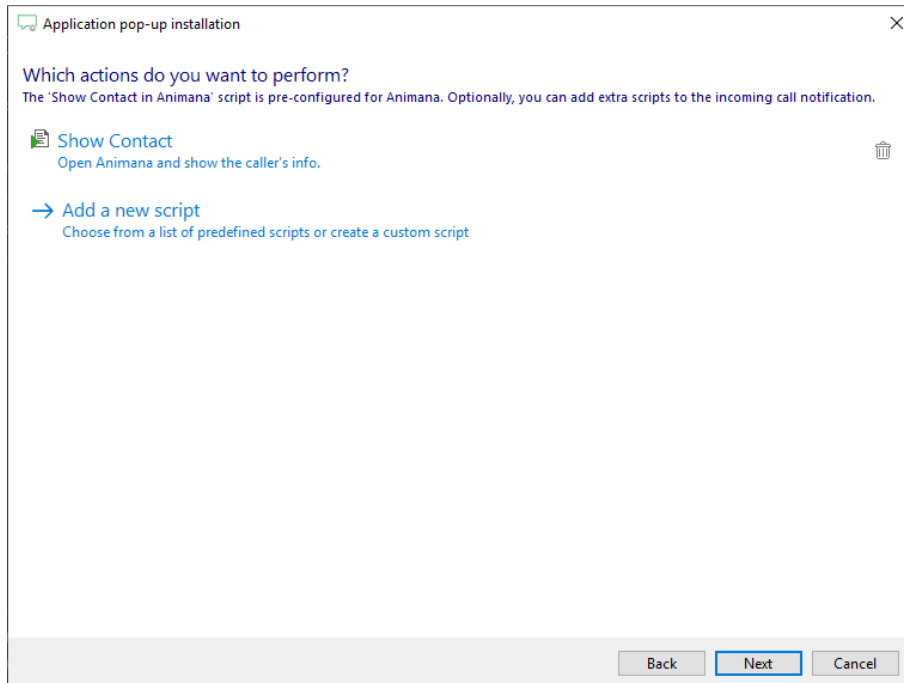
5) Check the configuration summary and click finish to add the Animana integration.