

How to configure caller recognition and screen-pop for:

Bitrix24

Contact replication method: REST API Screen pop method: Generated URL

Prerequisites

The caller recognition requires access to your data via the Bitrix24 REST API. To allow access provide your Domain and URL Token.

The domain is where your Bitrix24 is hosted (the start of the Bitrix24 URL in the browser). You can find your URL token by going into "Developer resources" on the left, then "Import and export data" and finally "Export customers". Your URL token is at The API token is the last part of the "Webhook to call REST API".

IT recently added customers from	n Bitrix24 for use with bulk email service, or import then	to your own customer database. Set up a filter and get the required i
ttention! This link allows a pe	son who is in possession of it to perform actions ac	ording to permissions assigned to the link. Please keep this link s
hook to call REST API		
tps://b24-x0n011.bitrix24.eu/n	est/1/	
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Request builder Method crm.contact.list + sele	ts ct specified filter. Note that you can export up to 50 items	method description download example ber request. Please refer to the help section for more information.
Request builder Method crm.contact.list + sele Exports a list of contacts using a Parameters	لې ct specified filter. Note that you can export up to 50 items (method description download example per request. Please refer to the help section for more information.



Configuration steps

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1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Bitrix24, as shown below.

Bitrix24©	Brightpearl	Bullhorn	J.	X		
Bitrix24	Brightpearl	Bullhorn	ByteGear	Carerix	CarlT	
	0	~	ConnectWise'	DAVE	DIAS	
ar-Systems CSS	Chatwoot	Codex	ConnectWise	Dave ERP	DIAS	
v⊖ efficy	Ε	= exact	= exact	EXQUISE*	ត្រ	
Efficy	Exact Online	Exact Synergy ASP	Exact Synergy Enterprise	Exquise classic	Exquise Next Generation	
	_					
> Custom con	figuration					

2) Authorize access to the API.

🧔 Application	pop-up installatio	n					×
Please ente	r your Bitrix24	domain and	URL token				
Domain							
URL token							
					Back	Next	Cancel



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

🧔 Application p	pop-up installation	×
Client call no Configure the	otification e information you want the client to show when a caller is recognized from this set	
e.	Incoming call	
	Organization: Organization Number: a list or of the Source:	
	Open contact	
* Windows allows	a maximum or 4 lines, and a maximum or 1 26 characters	
	Back Next Cance	el

4) The 'Show Contact' script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.

Application pop-up installation			×
Which actions do you want to perform? The 'Show Contact' script is pre-configured. Optionally, you can add extra scripts to the incoming	call notification.		
Show Contact Open the automatically generated URL to the caller's CRM page.			Î
→ Add a new script Choose from a list of predefined scripts or create a custom script			
	Back	Next	Cancel



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

Application pop-up installation	>
Summary	
Application	
Bitrix24	
Recognition	
Recognition from Bitrix24	
Scripts	
Show Contact: Open webpage \$(PopUpUri)	
	Back Finish Cancel