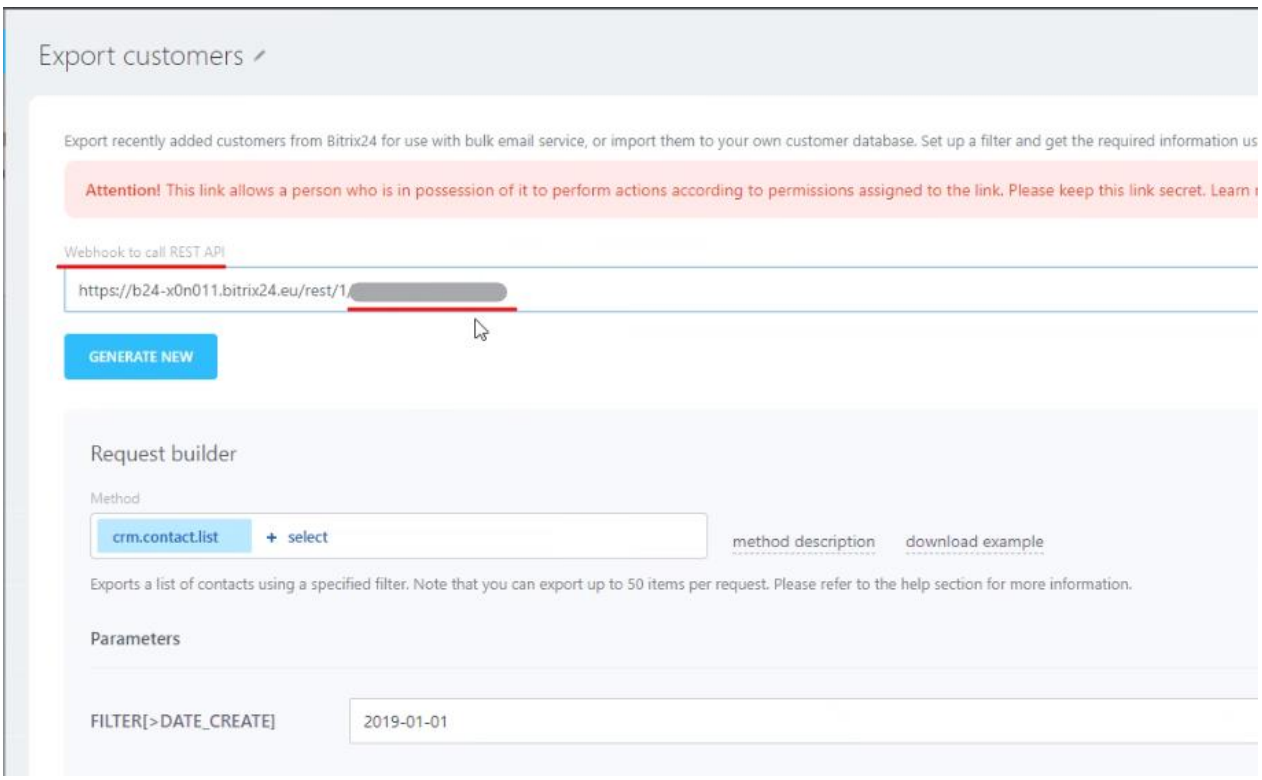
How to configure caller recognition and screen-pop for:

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".



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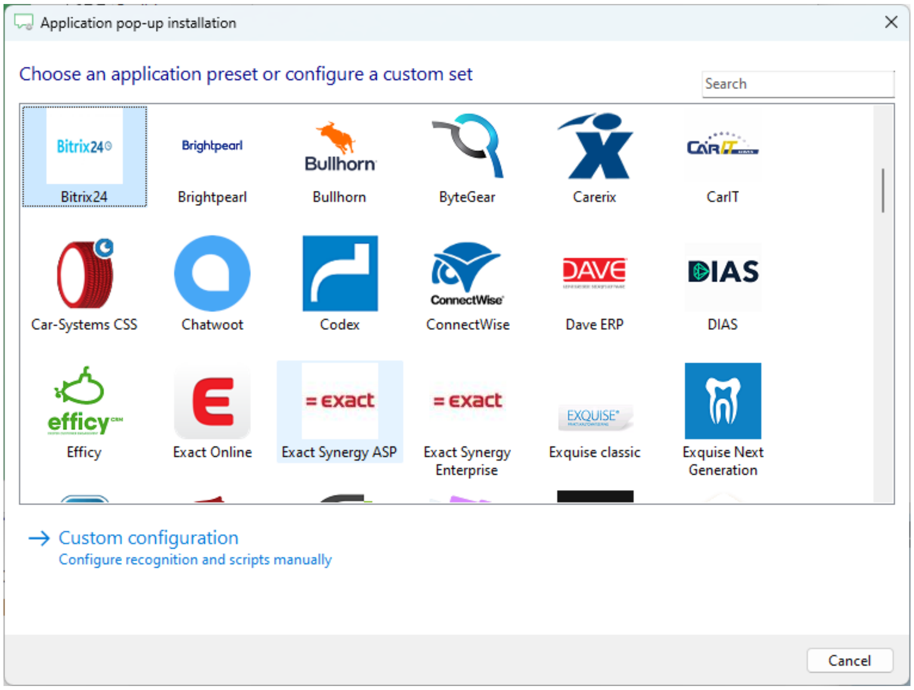
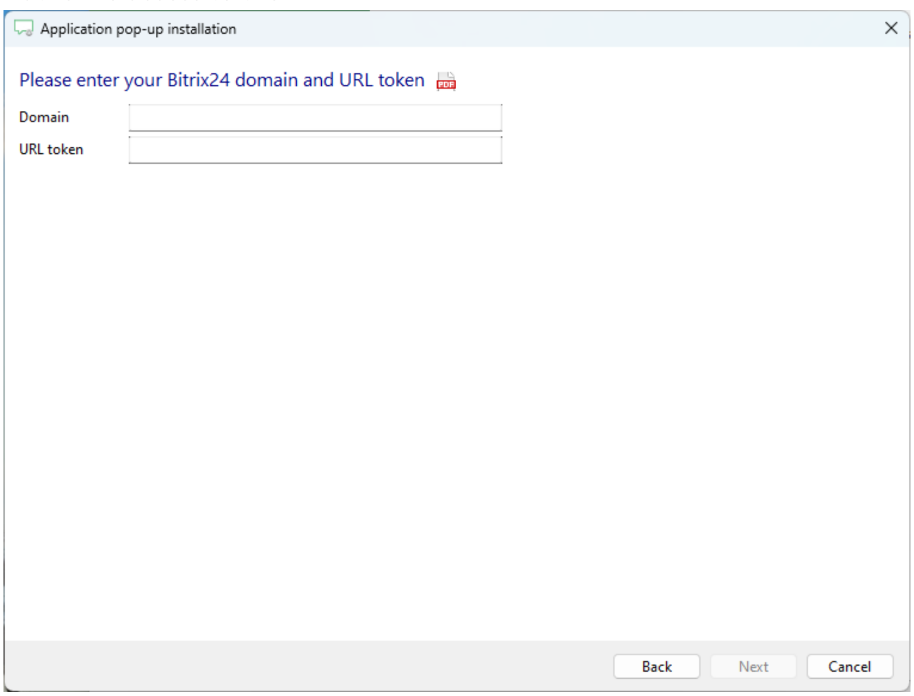
Configuration steps

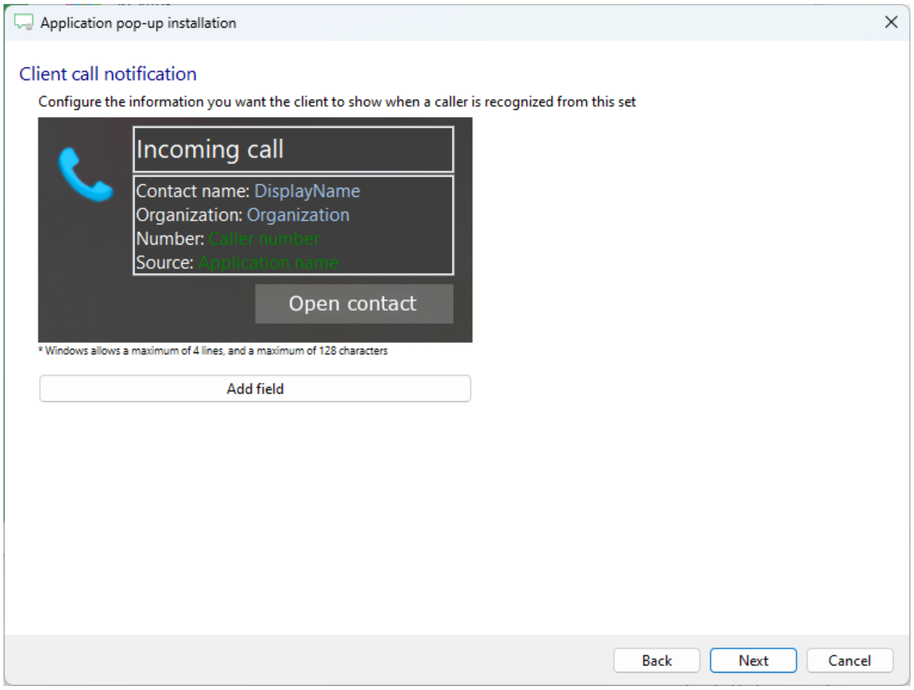
1) Start by clicking ‘Add application’ in the Recognition Configuration Tool. From the list of applications, choose Bitrix24, as shown below.



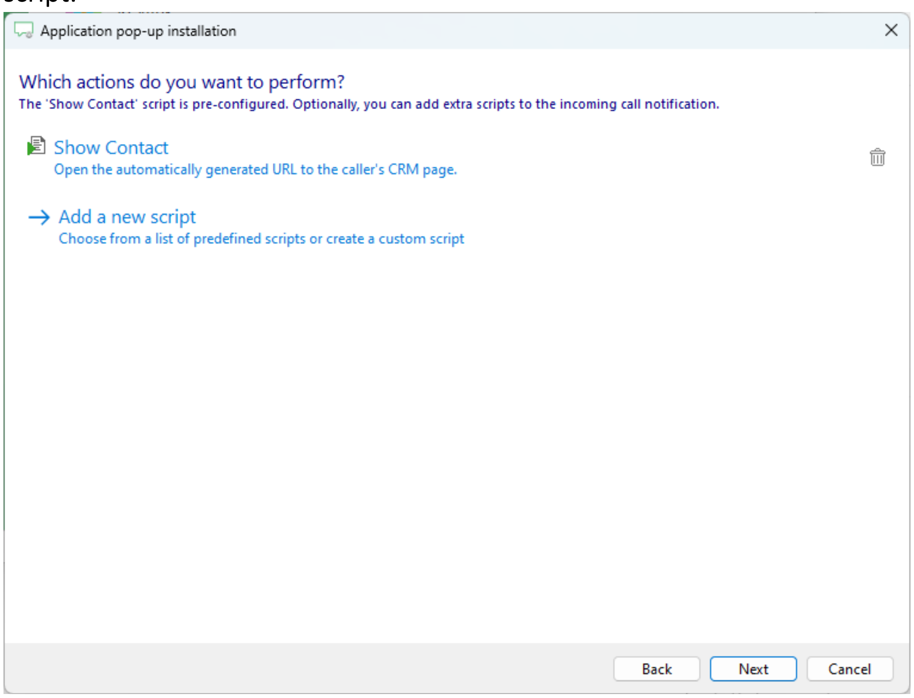
2) Authorize access to the API.



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



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



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