

How to configure caller recognition and screen-pop for:

Bitrix24

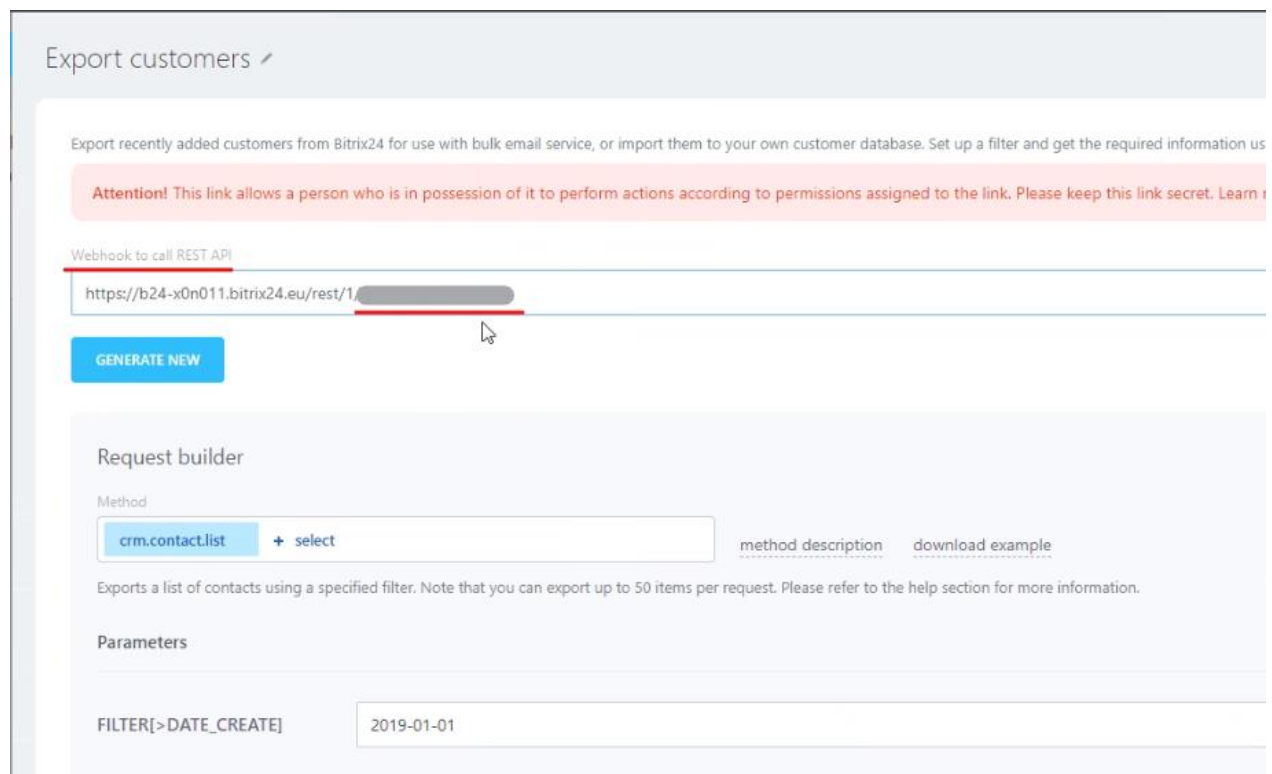
Contact replication method: REST API

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.

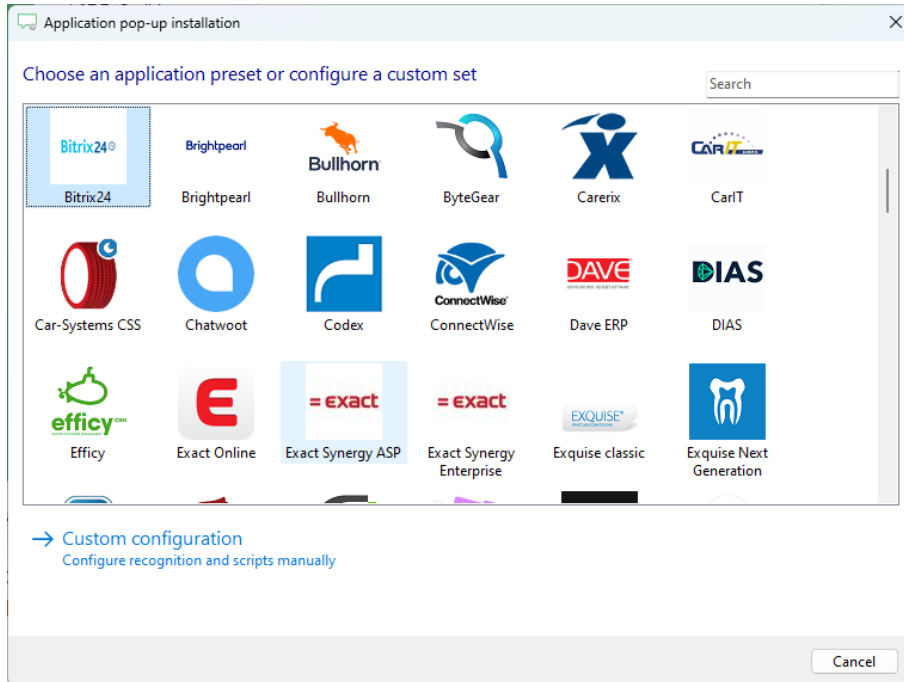
The domain is where your Bitrix24 is hosted (the start of the Bitrix24 URL in the browser). You can find your URL token by going into “Developer resources” on the left, then “Import and export data” and finally “Export customers”. Your URL token is at The API token is the last part of the “Webhook to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



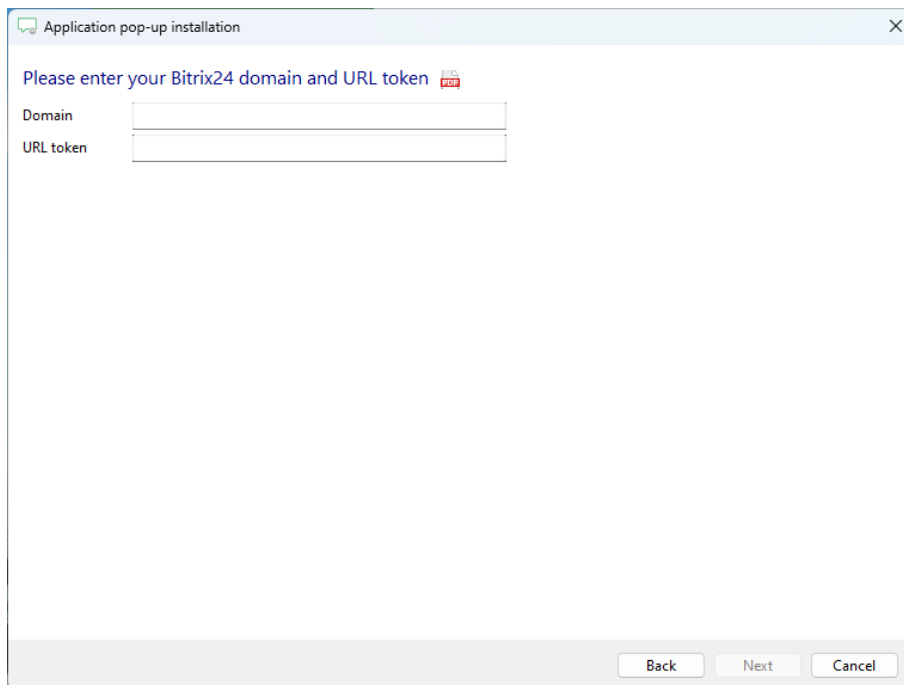
The screenshot shows the 'Export customers' interface in Bitrix24. At the top, there is a heading 'Export customers' with a checkmark icon. Below it, a brief description explains the purpose of the tool. A prominent red warning box states: 'Attention! This link allows a person who is in possession of it to perform actions according to permissions assigned to the link. Please keep this link secret. Learn more'. Underneath, the 'Webhook to call REST API' section displays a URL: 'https://b24-x0n011.bitrix24.eu/rest/1/...' with a red underline and a mouse cursor pointing to the end of the token. A blue 'GENERATE NEW' button is located below the URL. The 'Request builder' section is visible below, showing a 'Method' dropdown set to 'crm.contact.list' with a '+ select' button. To the right of the dropdown are links for 'method description' and 'download example'. A descriptive note follows: 'Exports a list of contacts using a specified filter. Note that you can export up to 50 items per request. Please refer to the help section for more information.' The 'Parameters' section shows a 'FILTER[>DATE_CREATE]' field with the value '2019-01-01' entered.

Configuration steps

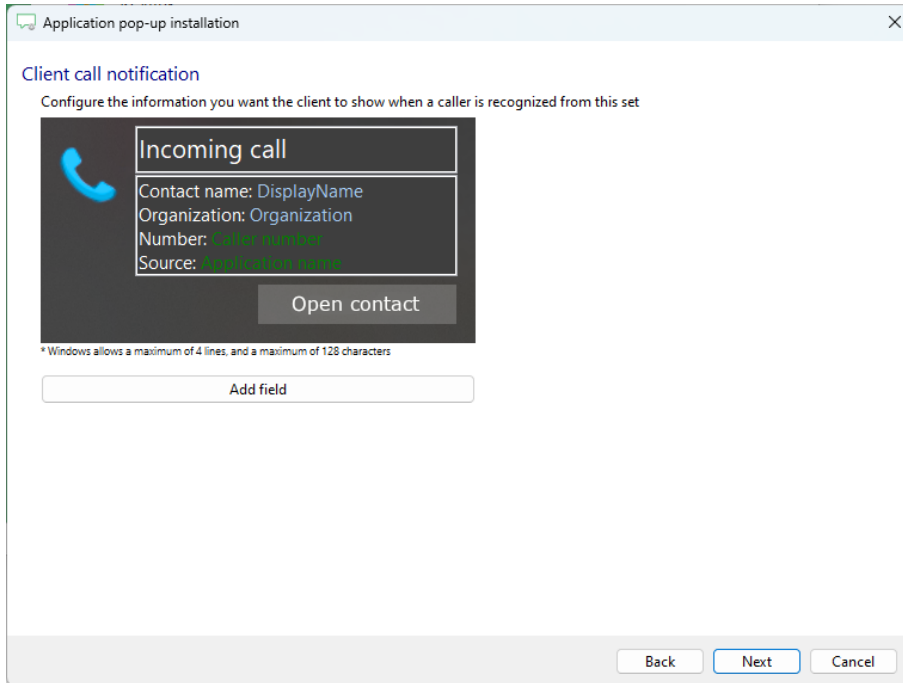
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Bitrix24, as shown below.



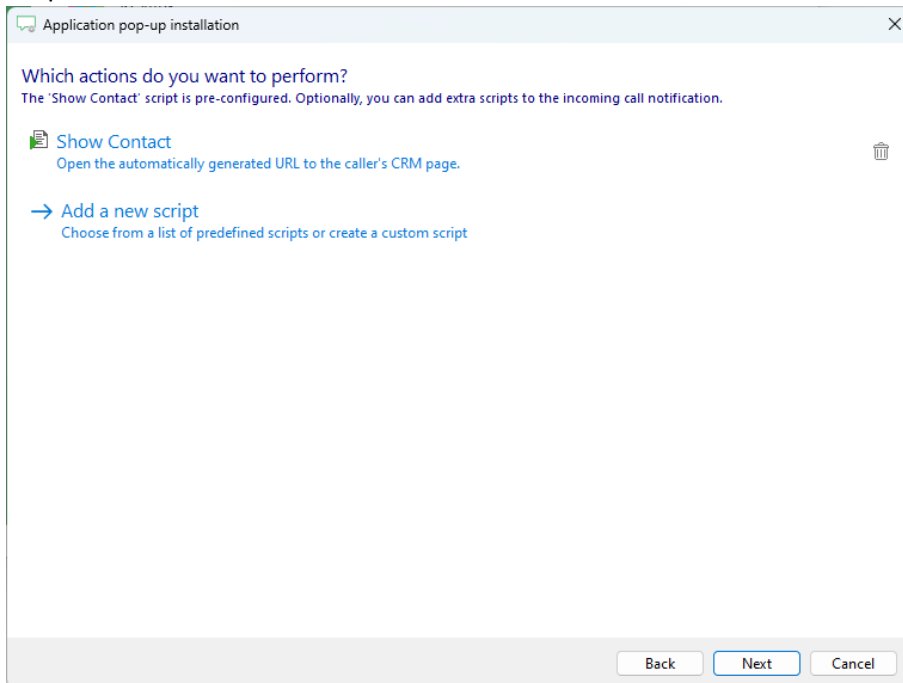
- 2) Authorize access to the API.



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.

