How to configure caller recognition and screen-pop for:

Brightpearl

Supported versions: Brightpearl
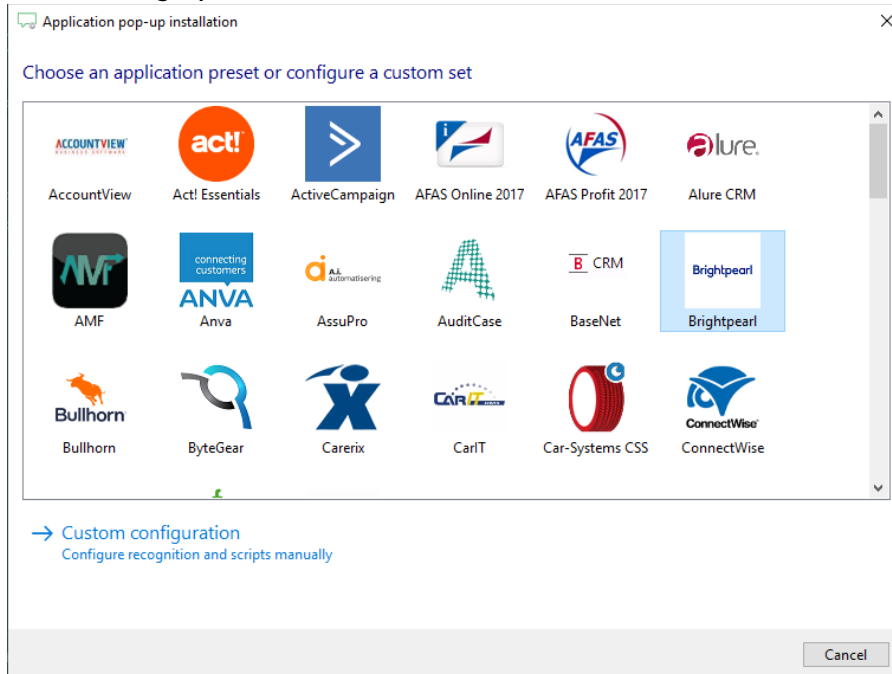Contact replication method: REST API
Screen pop method: Uri

Prerequisites

The Brightpearl API is used for contact data replication. To enable this, you need the reference and token of a private system app. You can find out how to create a private app here:
https://help.brightpearl.com/hc/en-us/articles/212644723-Creating-a-private-app

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 'Brightpearl', as shown below.

2)   Enter your private apps reference and token, as well as your account ID and choose the domain used by your Brightpearl account to authorize CloudCTI , press "Next".

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

Application pop-up installation ✕

Client call notification

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

ⓘ Incoming call
Contact name: DisplayName
Number: Caller number
Source: Application name

* Windows allows a maximum of 255 characters

Add recognition field | Add call field

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4) Check the configuration summary and click finish to add the recognition from Brightpearl.

Application pop-up installation ✕

Summary

Application
Brightpearl

Recognition
Recognition from Brightpearl

Scripts
Show Contact: Open webpage $(PopUpUri)

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