

How to configure caller recognition and screen-pop for:

Brightpearl

Supported versions: Brightpearl

Contact replication method: REST API

Screen pop method: Uri

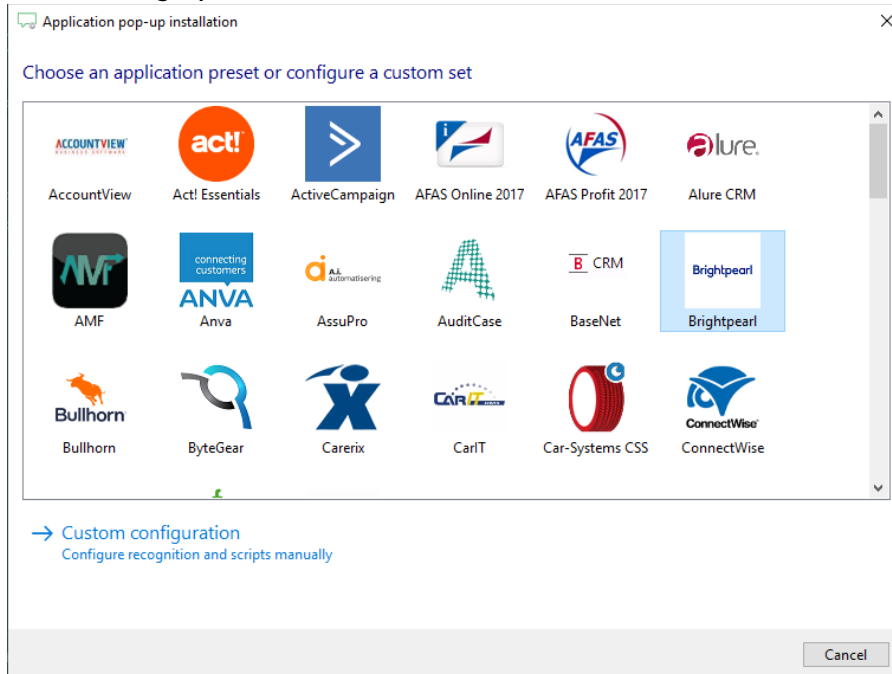
Prerequisites

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".

The screenshot shows the same window as above, but now it prompts for details. The title bar says 'Application pop-up installation'. The main heading is 'Please enter your Brightpearl details'. There are four input fields: 'Reference' with the value 'cloudcti_app', 'Token' with the value 'token', 'Account' with the value 'cloudcti', and 'Domain' with a dropdown menu showing 'euw1.brightpearl.com'. At the bottom, there are three buttons: 'Back', 'Next' (highlighted), and 'Cancel'.

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

The screenshot shows a window titled "Application pop-up installation" with a close button (X) in the top right corner. The main heading is "Client call notification" with a sub-heading "Configure the information you want the client to show when a caller is recognized from this set". Below this is a preview box for an "Incoming call" notification. The preview contains the following text: "Contact name: DisplayName", "Number: Caller number", and "Source: Application name". Below the preview, there is a note: "* Windows allows a maximum of 255 characters". At the bottom of the preview area, there are two buttons: "Add recognition field" and "Add call field". At the bottom of the window, there are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

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

The screenshot shows a window titled "Application pop-up installation" with a close button (X) in the top right corner. The main heading is "Summary". Below this, there are three sections: "Application" with the value "Brightpearl", "Recognition" with the value "Recognition from Brightpearl", and "Scripts" with the value "Show Contact: Open webpage \$(PopUpUri)". At the bottom of the window, there are three buttons: "Back", "Finish" (highlighted with a blue border), and "Cancel".