CRM INFO

How to configure caller recognition and screen-pop for:

## **ByteGear**

Contact replication method: None Screen pop method: ByteGearTelefonie.exe application

## Prerequisites

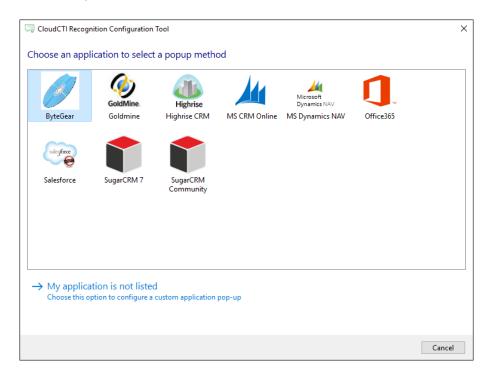
ByteGear has its own user interface for the handling of incoming calls. To connect your telephony to your ByteGear application you only have to make sure the 'ByteGearTelefonie.exe' application is available to all users.

## Notes

For outbound dialing you can use the 'makecall.exe' application which is installed with your client. Please refer to ByteGear's manual 'ByteGear VOIP koppeling.pdf' for instructions on how to configure the outbound dialing application within ByteGear.

## **Configuration steps**

1) Start by clicking 'add application' in the <u>Recognition Configuration Tool</u> (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'ByteGear', as shown below.





2) The ByteGear integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.

CloudCTI Recognition Configuration Tool	×
ByteGear info page 📠	
You do not need to configure a recognition data source. The script only requires the caller's number.	
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3) On an incoming call the client can automatically launch ByteGearTelefonie.exe with the caller's number as the argument. Please adjust to a valid setting of the path to the executable.

CloudCTI Recognition Configuration Too	I		×
Configure the application you war Please adjust the path to the ByteGearTelef ByteGear\Programs.		y default, this program is located on your ByteGear server under	
Script name	Show in ByteGear		
Program	[ByteGearServer]\ByteGear\Programs\ByteGearTelefonie.exe		
Arguments	#(Caller number)		
Click on a recognition field to add it to the	-	Click on a call field to add it to the arguments Caller number Device number Ddi number Ddi number Start time Application name	
Test script		Next Cance	I



4) After you have configured the default 'Show in ByteGear' script you can add more scripts if desired or click 'next' to continu.

CloudCTI Recognition Configuration Tool	×
Which actions do you want to perform? The 'Show in ByteGear' script is pre-configured for ByteGear. Optionally, you can add extra scripts to the incoming call notification.	
Show in ByteGear	Î
→ Add a new script Choose from a list of predefined scripts or create a custom script	
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5) Check the configuration summary and click finish to add the integration with ByteGear.

🤜 CloudCTI Recognition Configuration Tool	×
Summary	
Application	
ByteGear	
Recognition	
No recognition has been configured	
Scripts	
Show in ByteGear: Open application [ByteGearServer]\ByteGear\Programs\ByteGearTelefonie.exe	
	_
Back	Cancel