



How to configure caller recognition and screen-pop for:

Chatwoot

Contact replication method: REST API

Screen pop method: Generated URL

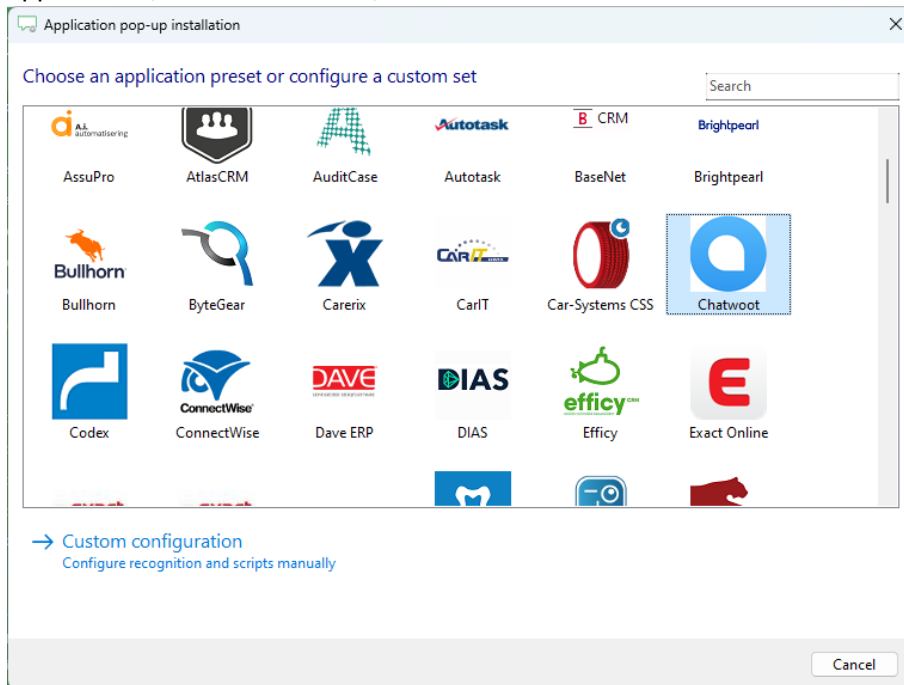
Prerequisites

The caller recognition requires access to your data via the Chatwoot REST API. To allow access provide the your domain, Account ID and API Access Token.

The domain is where your Chatwoot is hosted (the start of the Chatwoot URL in the browser). You can find your Account ID by going into “Settings”, then “Account settings”. Your Account ID is at the bottom of this settings page. For the Access Token go to “Profile settings”. The Access Token is on the bottom of the profile settings page.

Configuraton steps

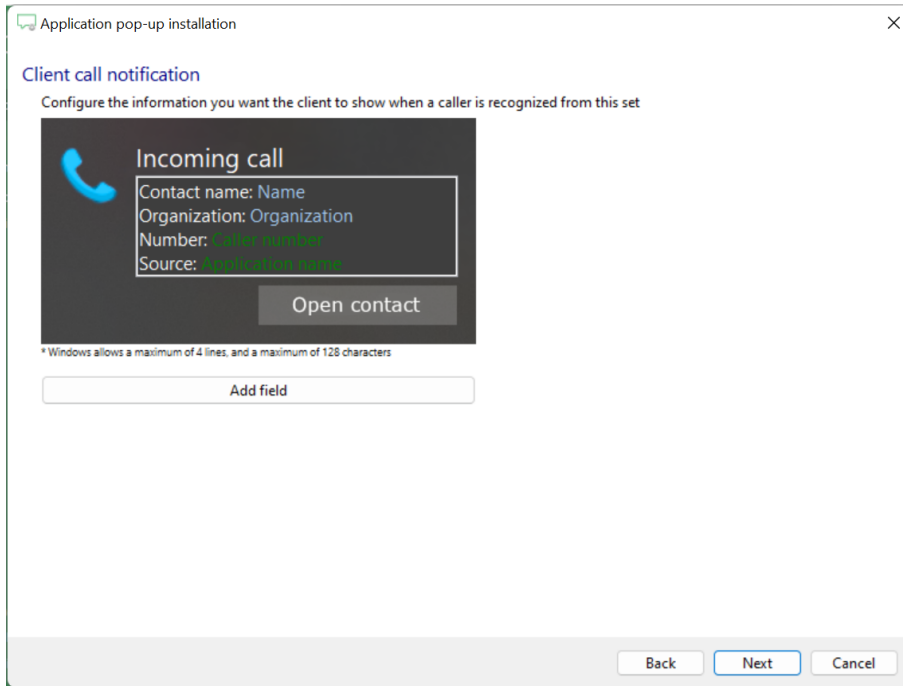
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Chatwoot, as shown below.



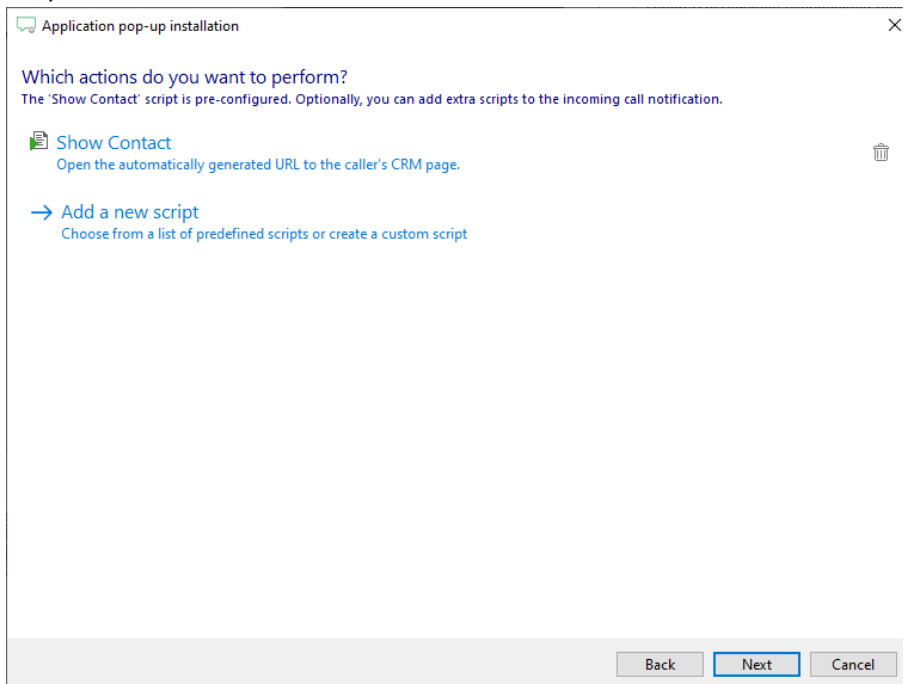
- 2) Please enter your Chatwoot Domain, Account ID and API Key.

The screenshot shows the same window, but now it prompts the user to enter their Chatwoot credentials. The text reads: "Please enter your Chatwoot Domain, Account ID and Access Token". Below this are three input fields labeled "Domain", "Account ID", and "API Key". At the bottom, there are "Back", "Next", and "Cancel" buttons.

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.

