

How to configure caller recognition and screen-pop for:

EZLynx

Contact replication method: None Screen pop method: Phone integration URL

Prerequisites

No prerequisites are required, and nothing needs to be configured within EZLynx.

Notes

EZLynx supports phone integration by URL. With an incoming call, the user can 'screen pop' the insured caller's Applicant Overview by clicking a button. If EZLynx has multiple matches for the caller's number, it will bring up the Applicant Search window. Then the user can click the insured's name for instant access to the account.

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For outbound dialing, highlight a phone number and press the dial hotkey.



Configuraton steps

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



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





3) You can add additional scripts or click 'next' to continue.

🗔 Application pop-up installation	×
Which actions do you want to perform? The 'Show in EZlynx' script has been pre-configured. Optionally, you can add extra scripts.	
Show in EZLynx Show the caller using the EZLynx phone integration URL	Ŵ
→ Add a new script Choose from a list of predefined scripts or create a custom script	
Back Next Cano	el

4) Check the configuration summary and click 'Finish' to add the integration with the application.

C Application pop-up installation	×
Summary	
Application	
EZLynx	
Recognition	
No recognition has been configured	
Scripts	
Show in EZLynx: Open webpage https://app.ezlynx.com/applicantportal/Search/Index?autoOpen=truesearchPhrase=#(Caller number)	
Back Finish Cancel	