

How to configure caller recognition and screen-pop for:

Exquise classic

Contact replication method: None

Screen pop method: exquisetelefoonmonitortool

Notes

For inbound calls, the integration uses the exquisetelefoonmonitortool to trigger a notification popup within Exquise. This is configured by following the steps described here.

Prerequisites

The exquisetelefoonmonitortool requires an additional license from Vertimart. You can verify whether the license is active for your account by the presence of the checkboxes outlined below. These should both be checked! If you don't have the checkboxes contact info@vertimart.nl and inquire about the telephony license.

Backoffice > Agenda & Oproepen > E-mail, sms en bellen Dashboard Meldingen: 0 J. van Vertimart

E-mail, sms en bellen

E-mailinstellingen

E-mailadres waarmee u gaat versturen (afzender):

Naam van afzender (optioneel):

Kopie van e-mails gaan naar (BCC):

[Verstuur een test e-mail](#)

Overige e-mailinstellingen

Deze instellingen zijn van toepassing op e-mailsjablonen in Backoffice > Dossiervorming > E-mailsjablonen

- In e-mails met afspraak informatie mag de afspraakduur vermeld worden
- In e-mails met patiënt informatie mag de geboortedatum vermeld worden

Sms-instellingen

Afzender (bijvoorbeeld uw 06-):

Vaste tekst achter sms bericht:

- Sms-berichten mogen langer zijn dan 160 karakters (Let op; dit kan resulteren in hogere kosten).

Telefoon Settings

- Inkomende gesprekken historie aanzetten
- Uitgaande gesprekken icoon tonen in patiëntkaart

TelefoonExtentie om naar te luisteren als voicewor:

Let op: E-mails met uw eigen email adres als Afzender?

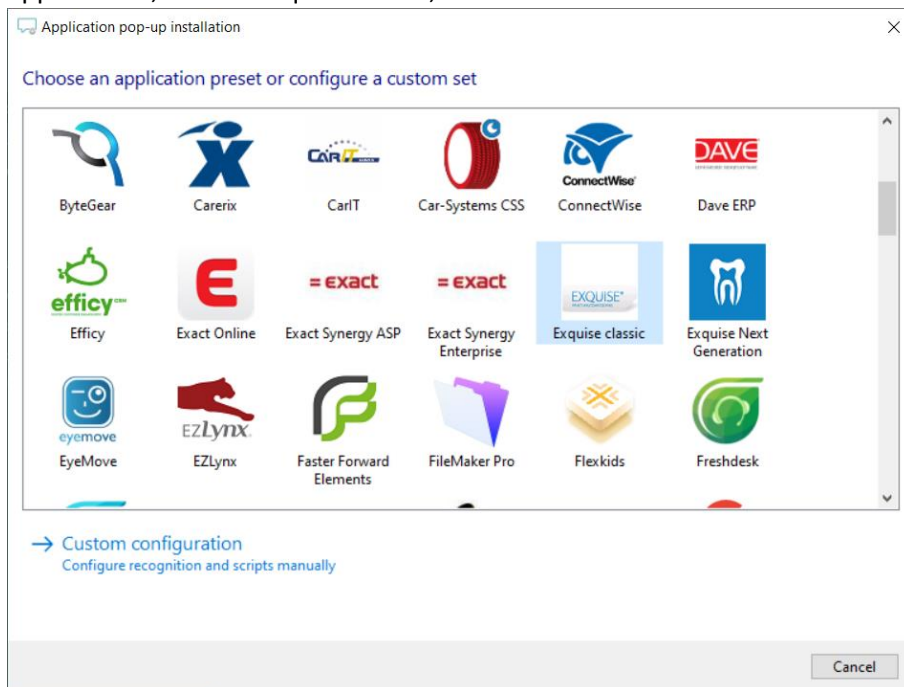
Hoe:
Vraag de beheerder van uw website/domein om in het SPF record een "include" op te nemen voor "spf.vertimart.nl". Op [MxToolbox](#) kan de beheerder controleren of het SPF record voor uw domein goed is ingesteld.

Waarom is dit nodig?
Indien het SPF record niet is ingesteld zullen e-mails worden verstuurd met mailservice@uw tandarts online als afzender. Dit doet Exquise om te voorkomen dat uw e-mails in een spam map terecht komen.

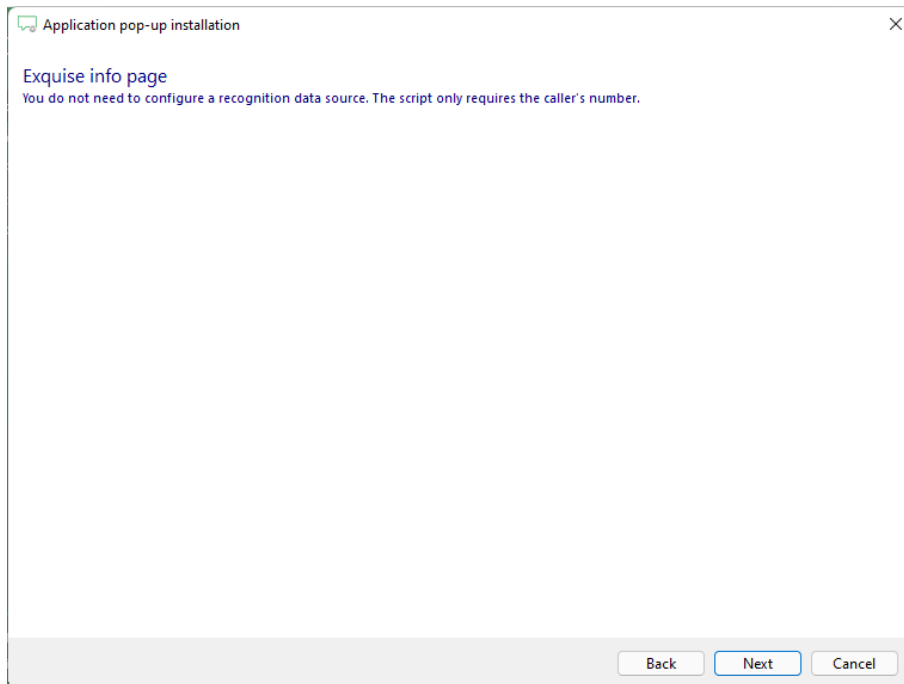
To complete the integration, you will need to specify the location of the file `exquisetelefoonmonitortool.exe`. If you do not have this tool, or do not know its location please contact info@vertimart.nl. They can install the tool for you.

Configuraton steps

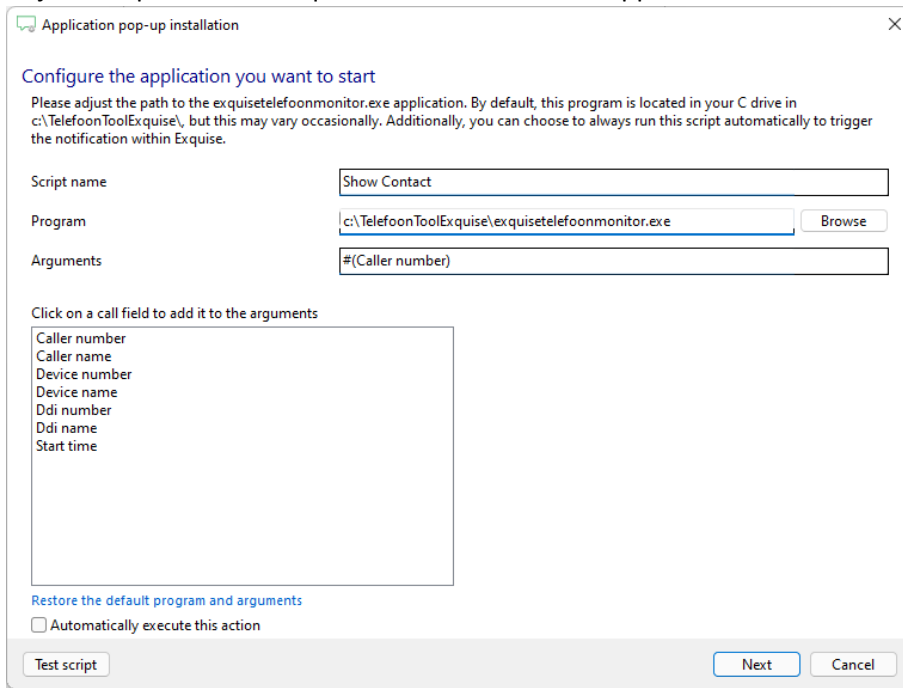
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Exquisite classic, as shown below.



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



3) Adjust the path to the exquisetelefoonmonitor.exe application.



Application pop-up installation

Configure the application you want to start

Please adjust the path to the exquisetelefoonmonitor.exe application. By default, this program is located in your C drive in c:\TelefoonToolExquise\, but this may vary occasionally. Additionally, you can choose to always run this script automatically to trigger the notification within Exquise.

Script name:

Program:

Arguments:

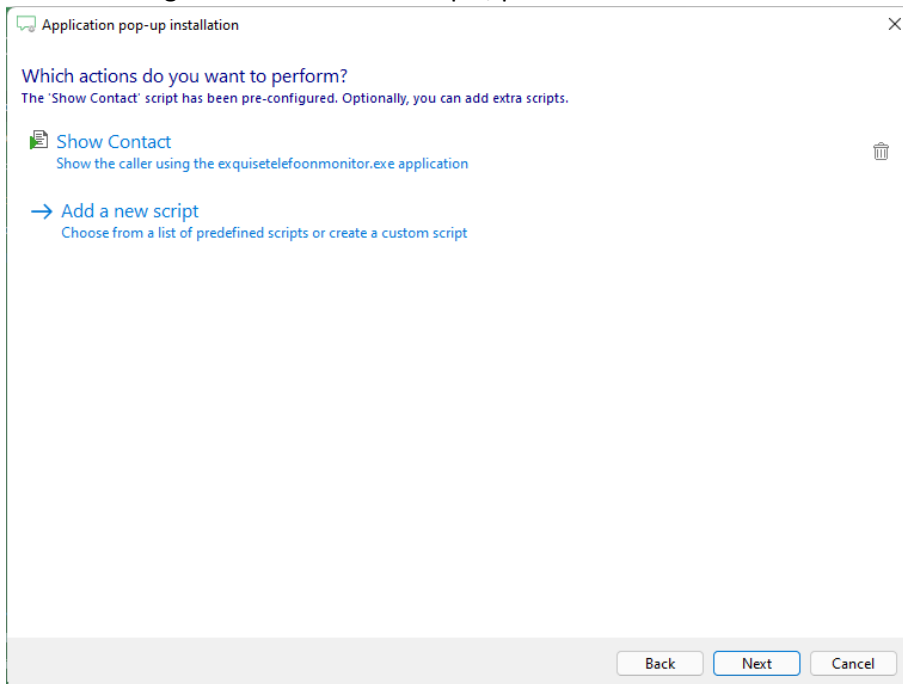
Click on a call field to add it to the arguments

- Caller number
- Caller name
- Device number
- Device name
- Ddi number
- Ddi name
- Start time

[Restore the default program and arguments](#)

Automatically execute this action


4) You can change or add additional scripts, press 'Next' to continue.



Application pop-up installation

Which actions do you want to perform?

The 'Show Contact' script has been pre-configured. Optionally, you can add extra scripts.

-  **Show Contact**
Show the caller using the exquisetelefoonmonitor.exe application
- [→ Add a new script](#)
Choose from a list of predefined scripts or create a custom script

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

