How to configure caller recognition and screen-pop for:

Faster Forward Elements

Supported versions: Faster Forward Elements
Contact replication method: API
Screen pop method: URI

Prerequisites

To replicate data from Faster Forward Elements via the API, please send a mail to support@fasterforward.nl and request the API to be enabled for your organization. You will receive an xml file specifying a username and 'secret'. With those, you can follow the steps in the wizard.

Notes

For outbound dialing, simply click the hyperlinked phone numbers (which use the 'callto' protocol).

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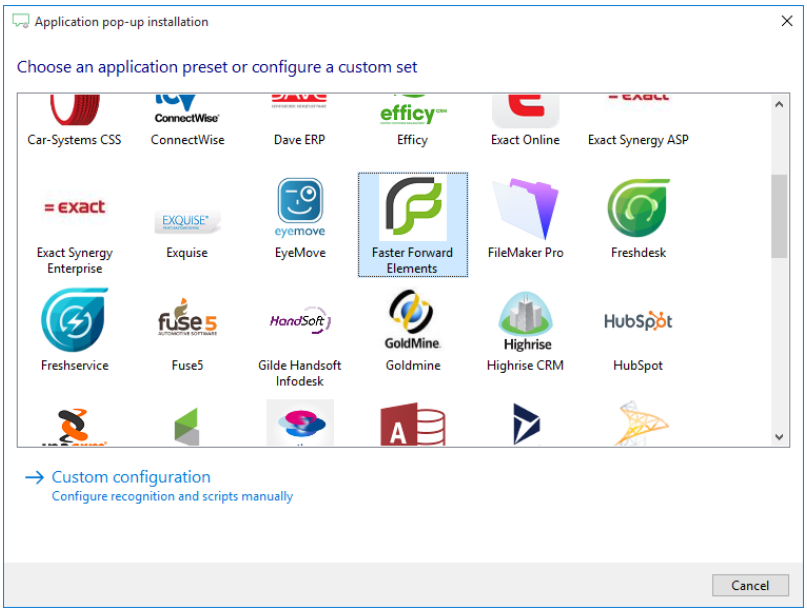
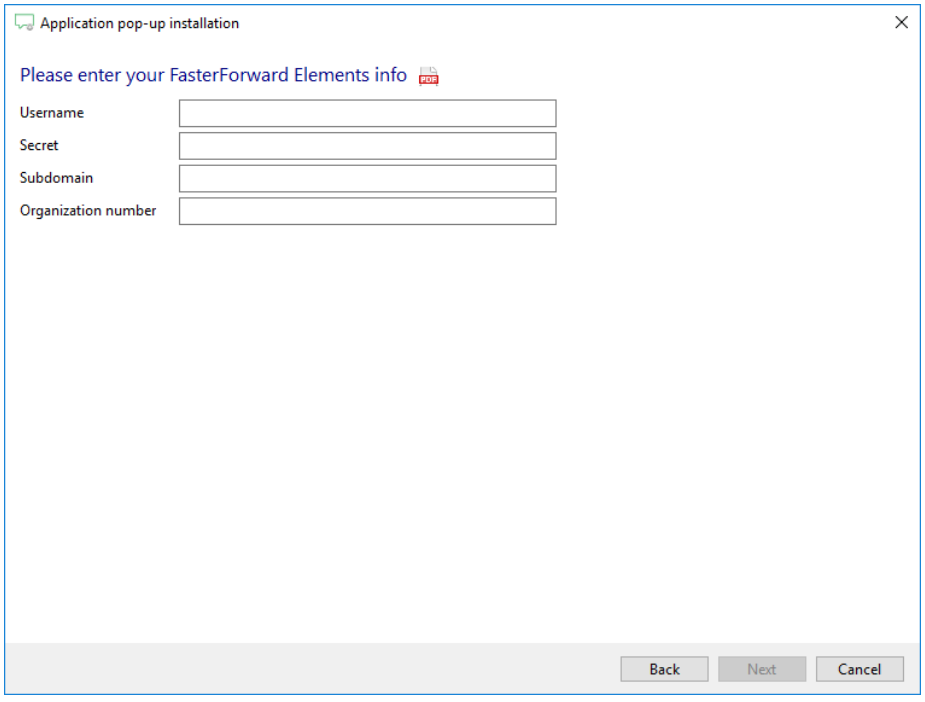
Configuration steps

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 ‘Faster Forward Elements’, as shown below.



2) From the XML file, fill in the <username> tagged value in the ‘Username’ edit box, the <secret> value in the ‘Secret’ edit box and fill in your customer name, i.e., the subdomain of your Faster Forward website URL *https://**yourdomain**.fasterforwardelements.nl/* , into the ‘Subdomain’ edit box. If you have another domain than fasterforwardelements.nl you can add the full website URL into the ‘Subdomain’ edit box. If you have an organization number you can fill in the ‘Organization number’ edit box, else you can leave it empty.



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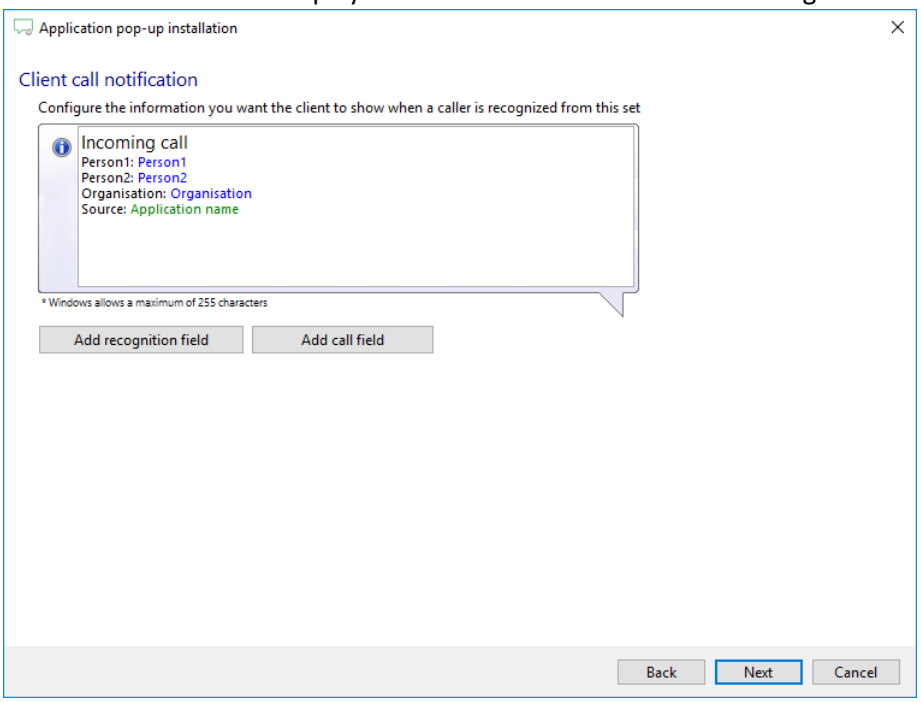
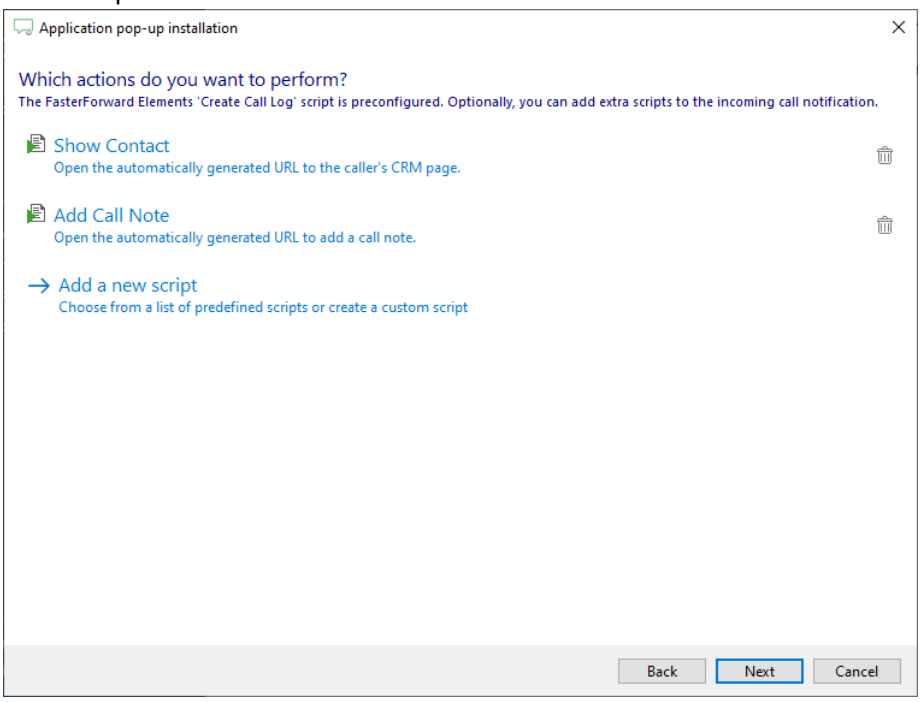
3) Choose which fields to display in the call notification on an incoming call or keep the default.



4) After you have configured the default 'Show Contact' and 'Add Call Note' scripts you can add more scripts if desired or click 'next' to continue.



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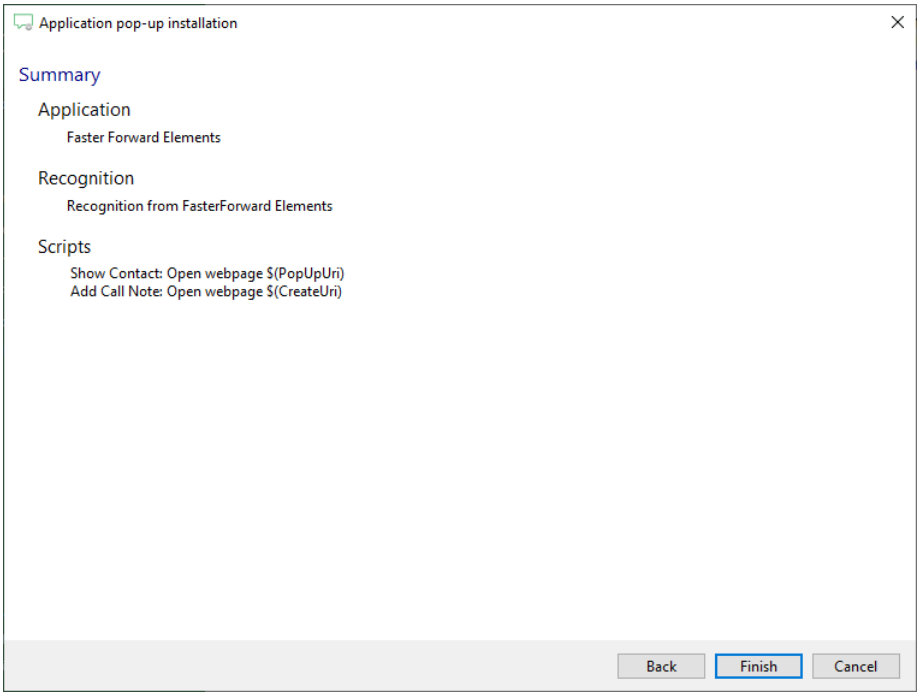
4) Check the configuration summary and click finish to add the recognition from Faster Forward Elements



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