

How to configure caller recognition and screen-pop for:

Front

Contact replication method: REST API

Screen pop method: Generated URL

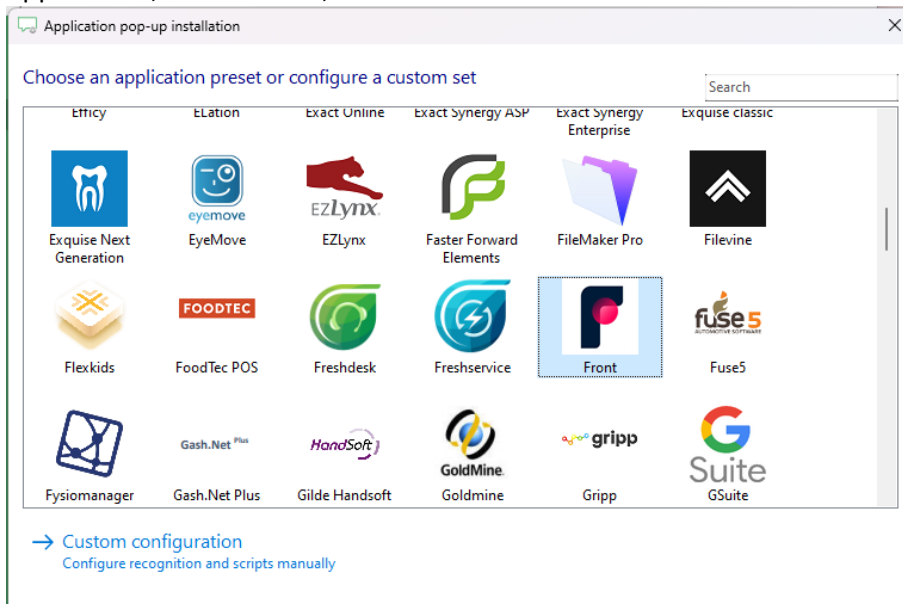
Prerequisites

The caller recognition requires access to your data via the Front REST API. To allow access provide the API Token.

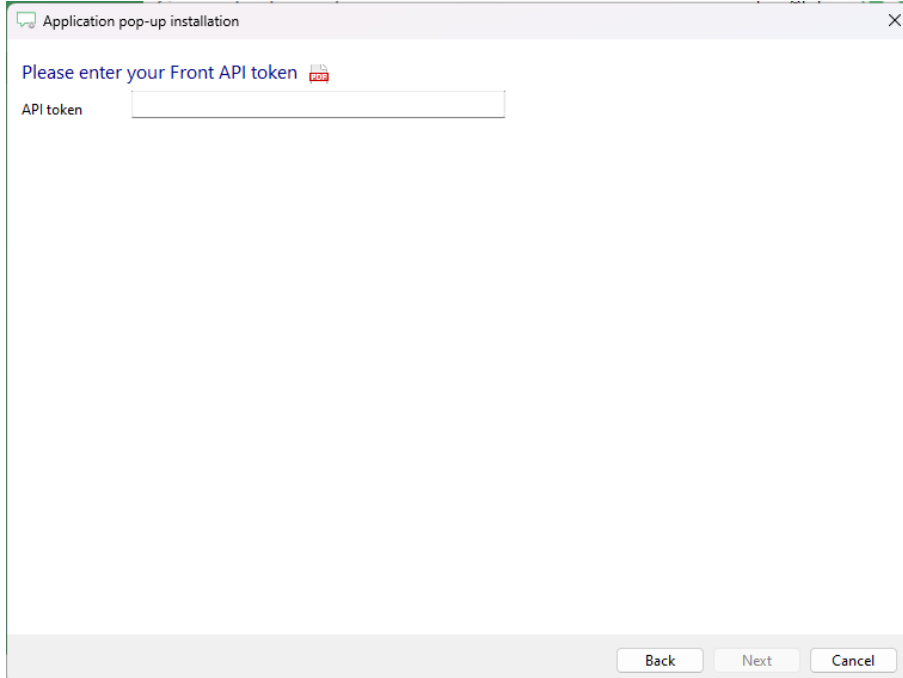
You can find your API Token by going into “Settings”, then “Developers” then “API Tokens and “Token”. Your API Token is at the right side of this page.

Configuration steps

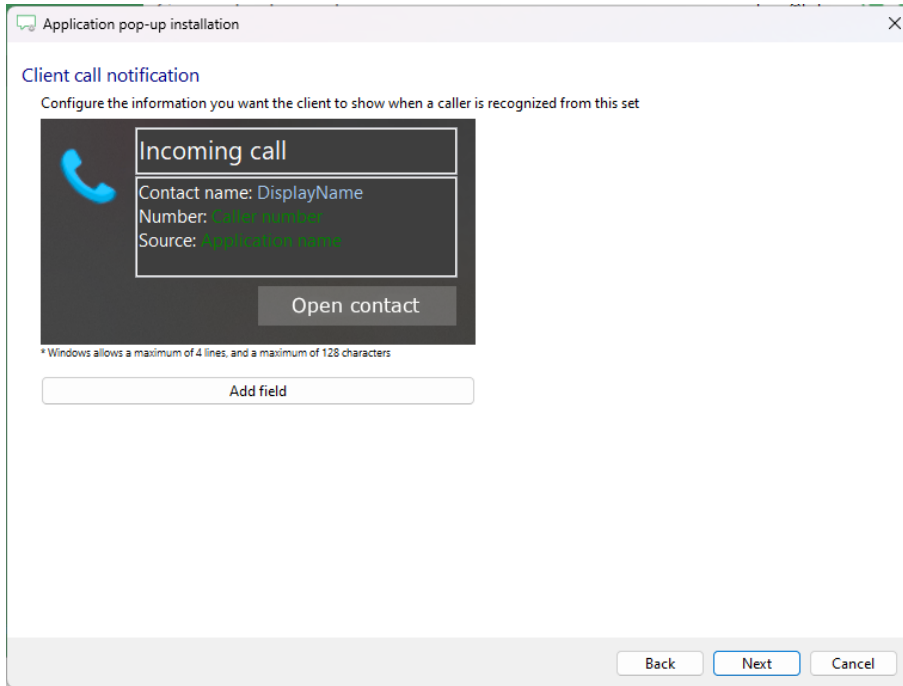
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Front, as shown below.



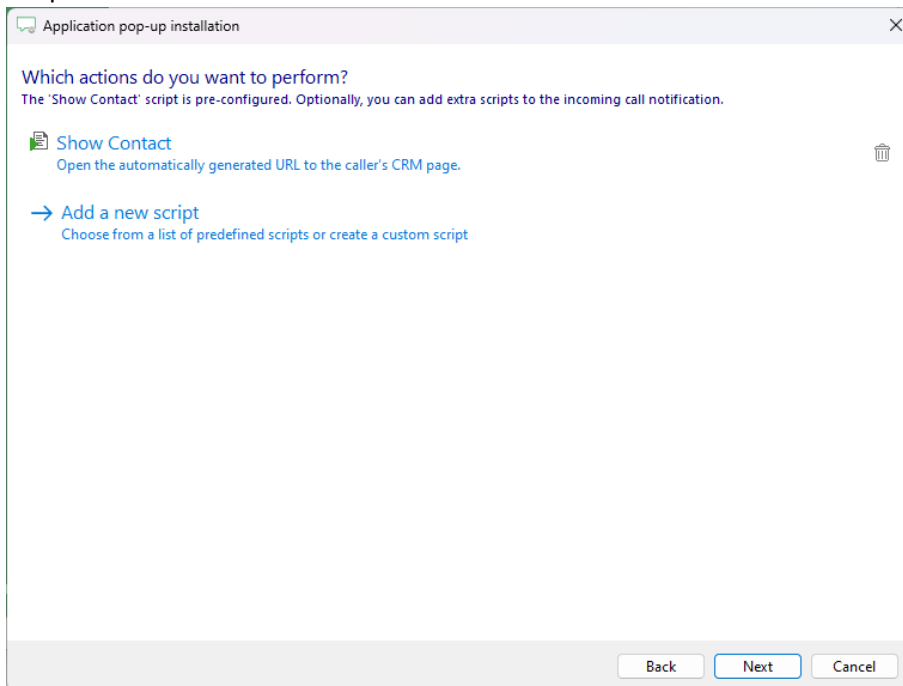
- 2) Authorize access to the API.



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.

