

How to configure caller recognition and screen-pop for:

Fuse5

Supported versions: Fuse5 Contact replication method: API Screen pop method: URI

Prerequisites

To replicate data from Fuse5 via the API, there is an API Key required.

Notes

For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.



Configuration steps

1) Start by clicking 'add recognition' in the <u>Recognition Configuration Tool</u> (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Fuse5', as shown below.

CloudCTI Recognition Configuration Tool									
Cł	noose an applicati	on preset or configure a	custom set						
	= exact	= exact	EXQUISE*	0	G	^			
	Exact Synergy ASP	Exact Synergy Enterprise	Exquise	Freshdesk	Freshservice				
	fuse 5	HandSoft	GoldMine	Highrise	medicom				
	Fuse5	Gilde Handsoft Infodesk	Goldmine	Highrise CRM	Medicom				
	A		E	0					
Custom configuration Configure recognition and scripts manually									
					Can	cel			

2) Enter your Fuse5 website *https://yourdomain.fuse5live.com* and API key to access the data from your account.

CloudCTI Recognition Configuration Tool			
Please en	ter your Fuse5 details		
URL	https://mydomain.fuse5live.com/		
Api key	XXXXXXXXXXXXX		
	Back Next	Cancel	



3) Change the notification to display to users, or leave it default. Press 'Next' to continue.

CloudCTI Recognition Configuration Tool	
ent call notification	
Configure the information you want the client to show when a caller is recognized from this set	
Incoming call Name: DisplayName Number: Caller number Source: Application name	
*Windows allows a maximum of 255 characters Add recognition field Add call field	
Ba	ck Next Can

4) Check the configuration summary and click finish to add the recognition from Fuse5.

CloudCTI Recognition Configuration Tool	×
Summary	
Application	
Fuse5	
Recognition	
Recognition from Fuse5	
Scripts	
Show Contact: Open webpage \$(PopUpUri)	
Back Finish	Cancel