

How to configure caller recognition and screen-pop for:

Fuse5

Supported versions: Fuse5

Contact replication method: API

Screen pop method: URI

Prerequisites

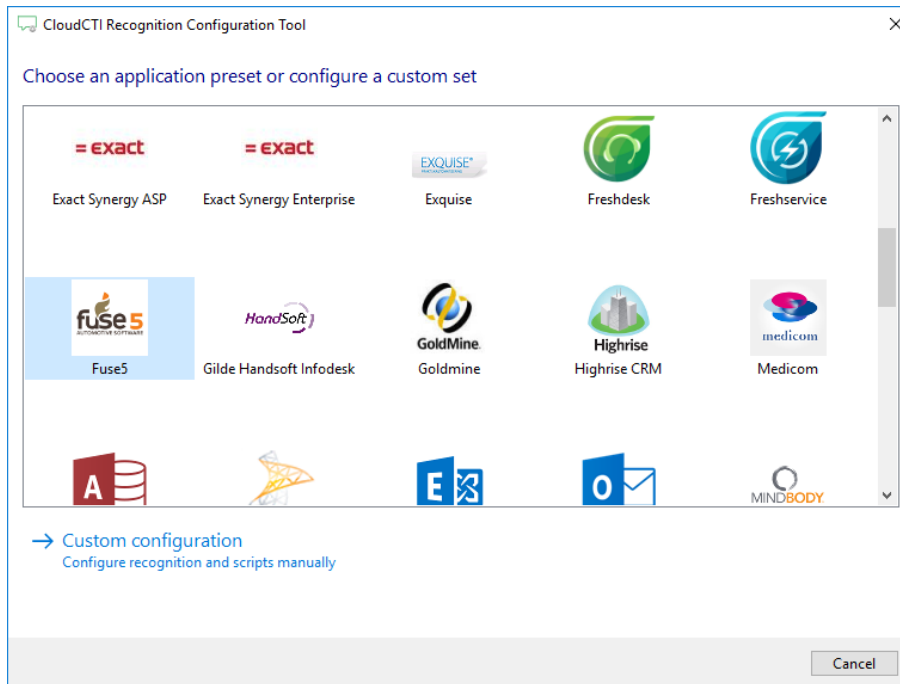
To replicate data from Fuse5 via the API, there is an API Key required.

Notes

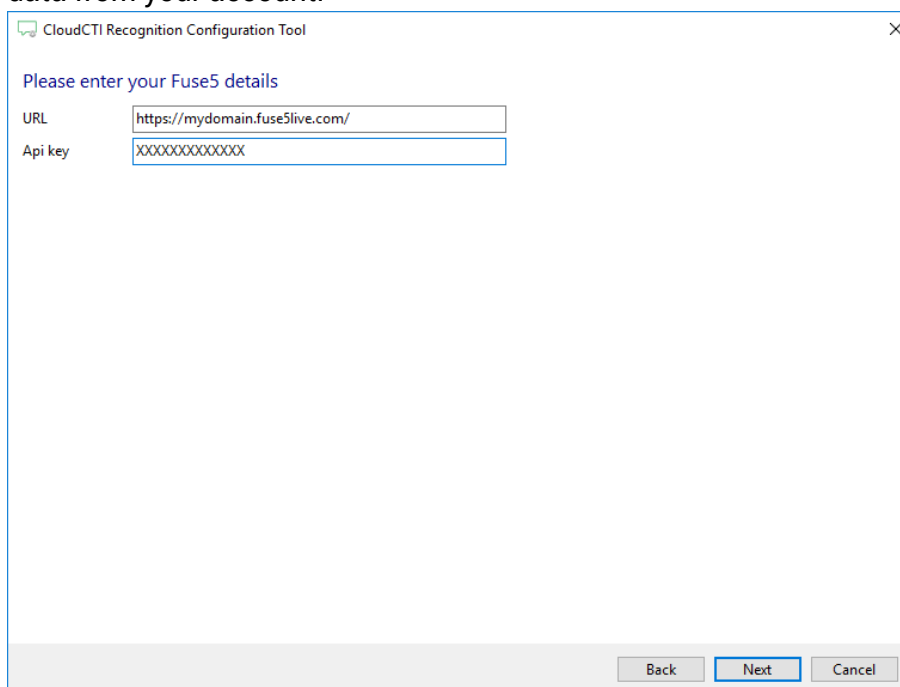
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Configuration steps

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



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



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

CloudCTI Recognition Configuration Tool

Client 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

Back Next Cancel

- 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