

How to configure caller recognition and screen-pop for:

Fysiomanager

Contact replication method: Proprietary API

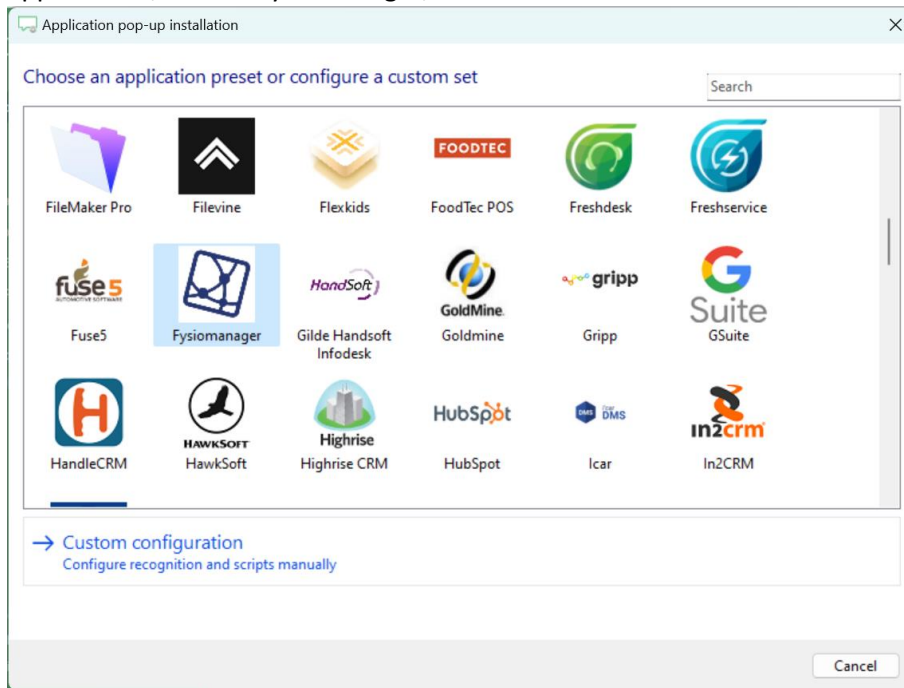
Screen pop method: Generated URL

Prerequisites

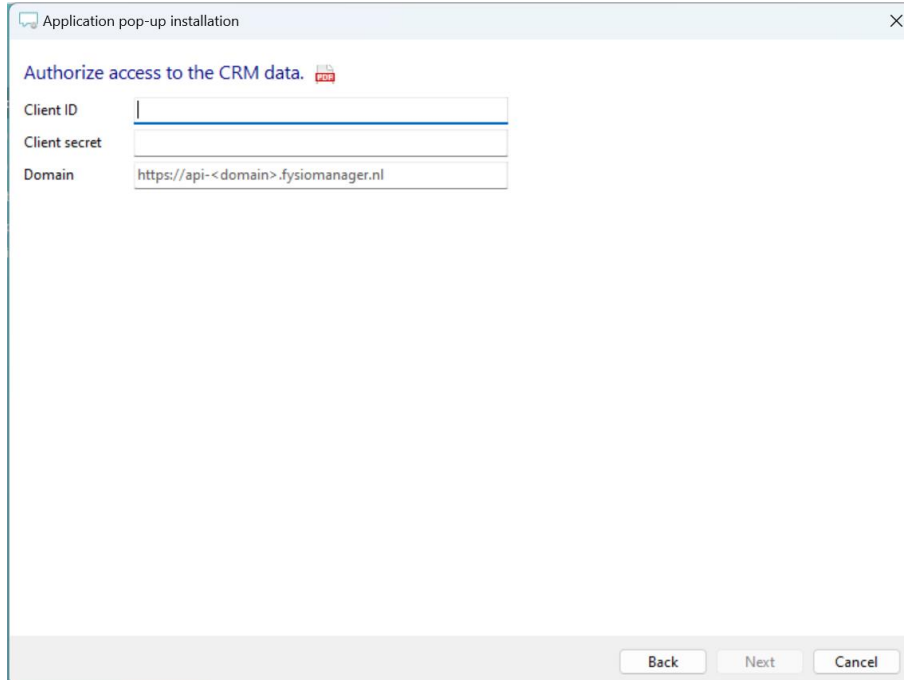
To complete the integration, you are required to provide us API-Keys (username and password) and the Domain for your Fysiomanager account. The API-Keys values are not available by default but can be requested from Fysiomanager. The Domain is the endpoint URL and can be retrieved from the URL in the browser and should look something like this: 'https://api-*company*.fysiomanager.nl', where 'company' should be the name of the first part of the URL you normally use.

Configuraton steps

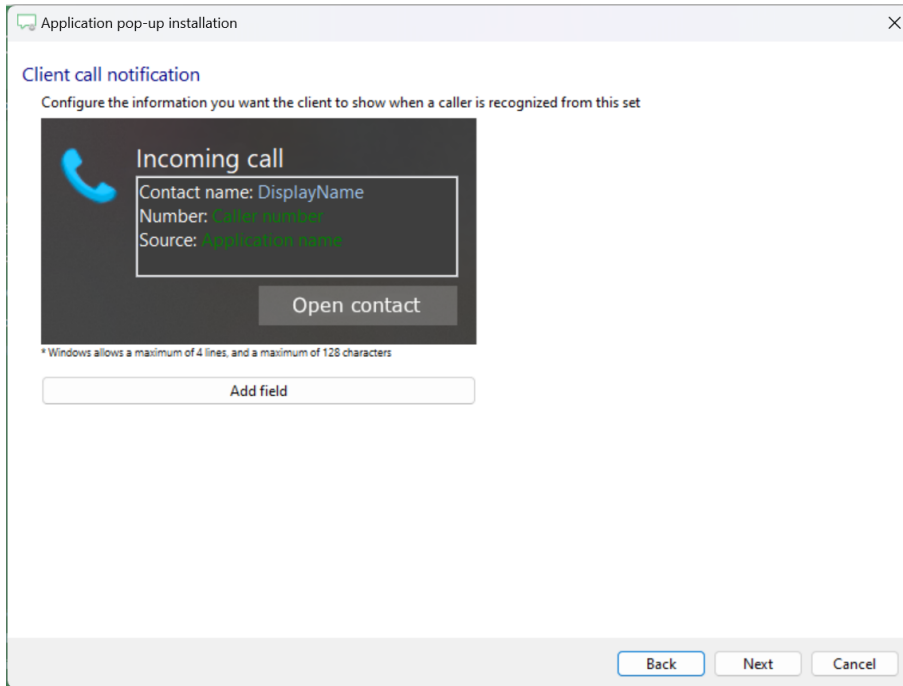
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Fysiomanager, as shown below.



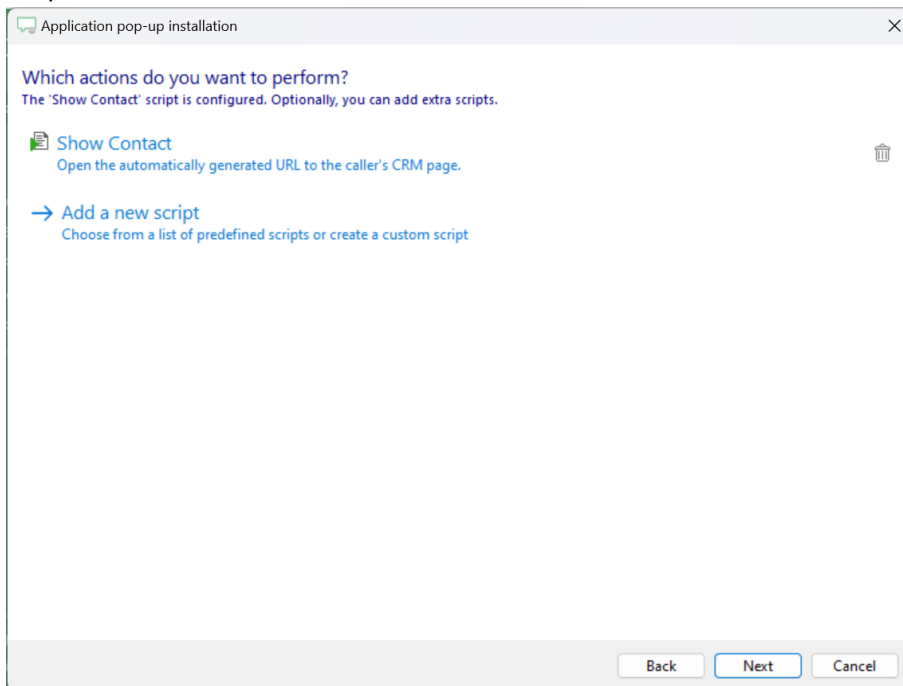
- 2) Authorize access to the CRM data.



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.

