

How to configure caller recognition and screen-pop for:

GSuite

Contact replication method: REST API

Screen pop method: Open Contact in web page

Prerequisites

The integration with GSuite can only be completed if you have GSuite, Cloud Identity Free or Cloud Identity premium. This is required since the Recognition Configuration Tool needs to be whitelisted in or order to complete the authentication process. Follow the steps provided by Google in the following webpage in order to whitelist the Recognition Configuration Tool:

- <https://support.google.com/a/answer/7281227?hl=en>

Refer to the section: “Add or remove an app from the trusted list”. At step 5, in order to find the Recognition Configuration Tool, enter the following Client-ID:

- “1060468872468-8evhscaekclf4anai33tmu33kutoh3nc.apps.googleusercontent.com”, without captions.

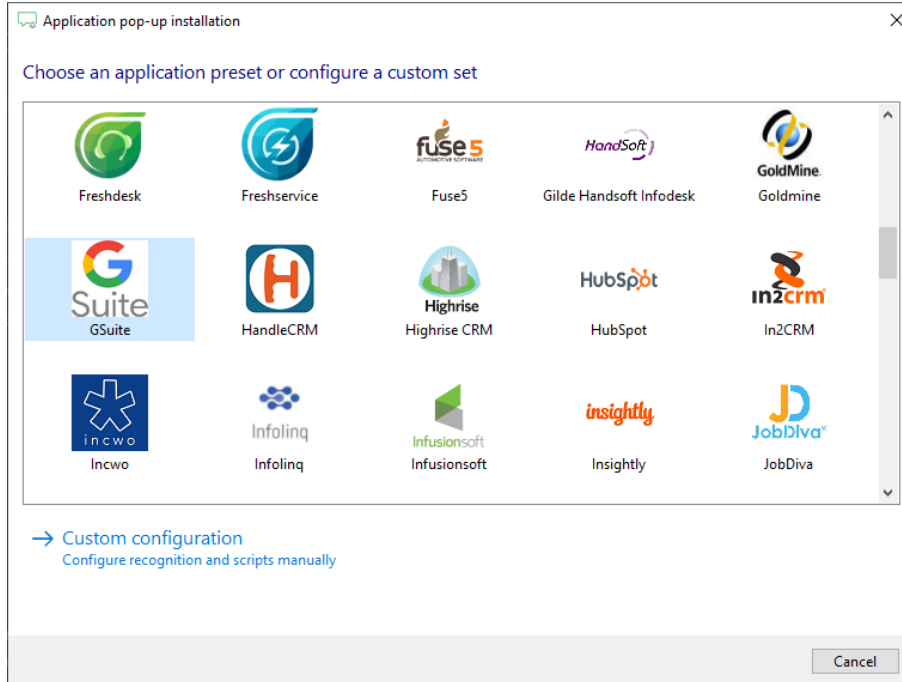
Notes

With the GSuite integration, the client will open a web page to Google Contacts and show details of the caller based on the caller’s phone number.

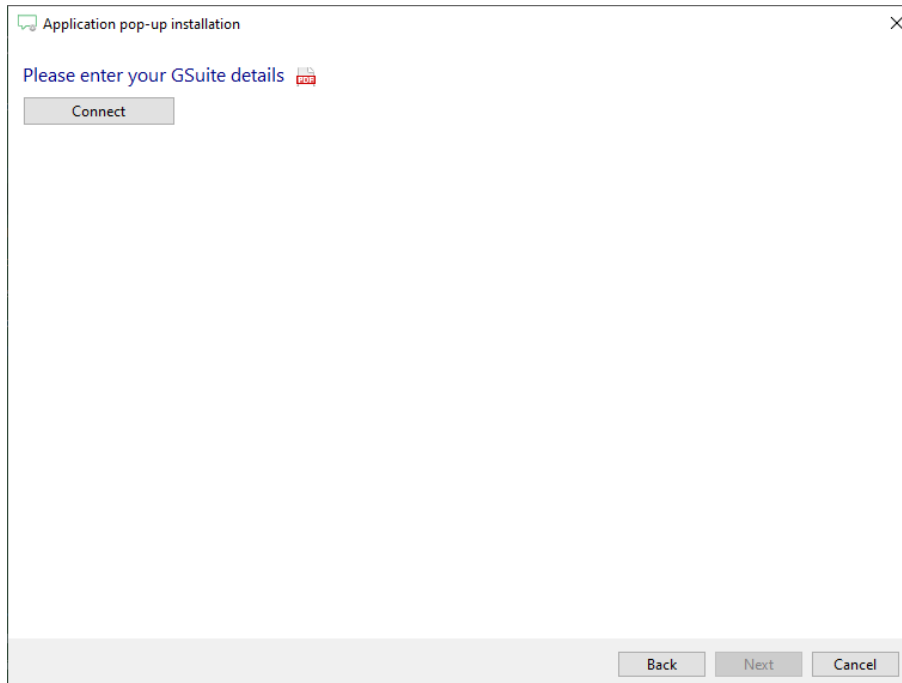
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Configuration steps

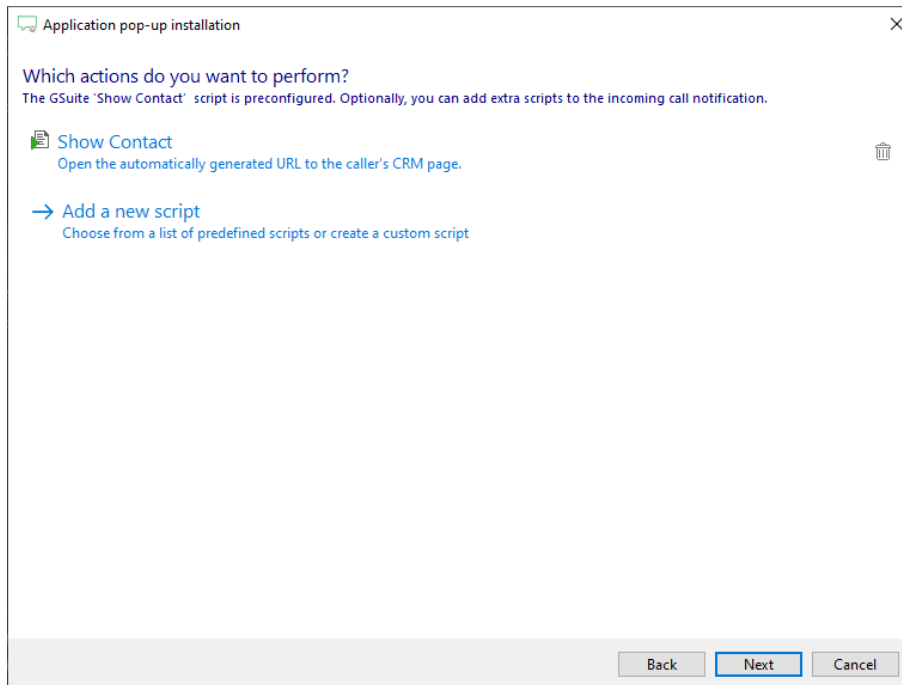
- 1) Start by clicking 'add application' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'GSuite', as shown below.



- 2) Click 'Connect' and enter your credentials in order to authenticate the Recognition Configuration Tool. Click 'next' to continue.



- 3) The 'Show Contact' is preconfigured. It is possible to add more scripts if desired or click 'next' to continue.



- 4) Check the configuration summary and click finish to add the GSuite integration.

