

How to configure caller recognition and screen-pop for:

General Webhook

Contact replication method: None

Screen pop method: General Webhook API

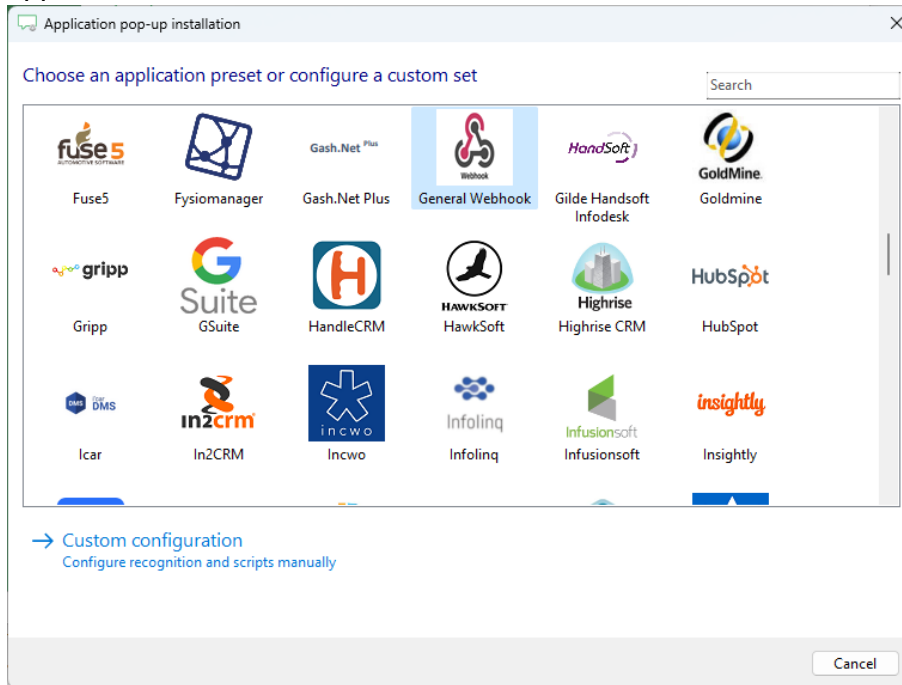
Notes

With the General Webhook API the caller number of the incoming call is directly sent to General Webhook. This is communicated through a one-way connection. No phone numbers, or any other patient information will be accessed from outside.

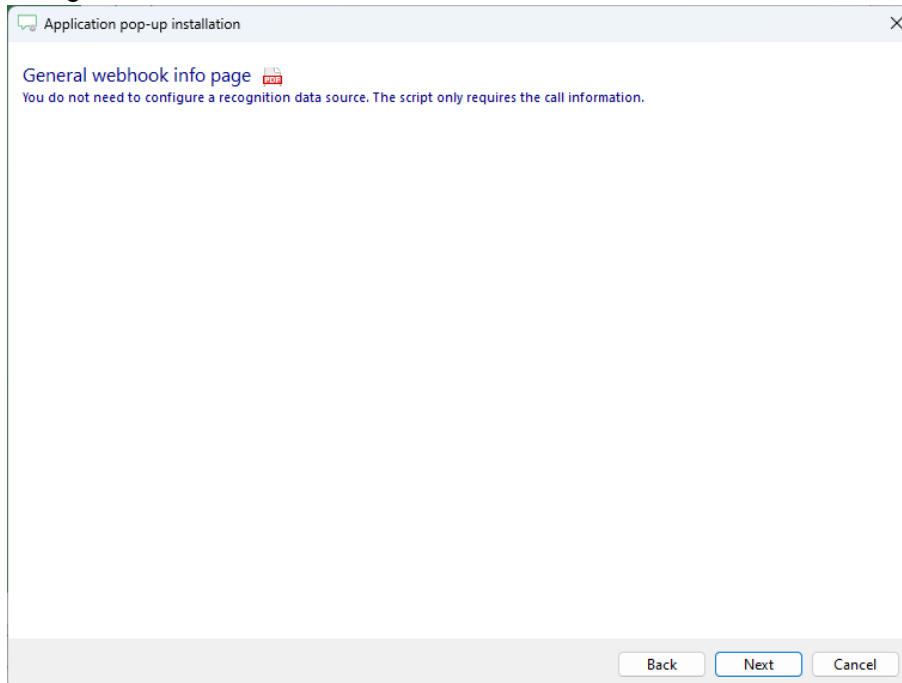
Outbound dialing can be done by simply clicking hyperlinked phone numbers (i.e. [tel://](#) URLs).

Configuration steps

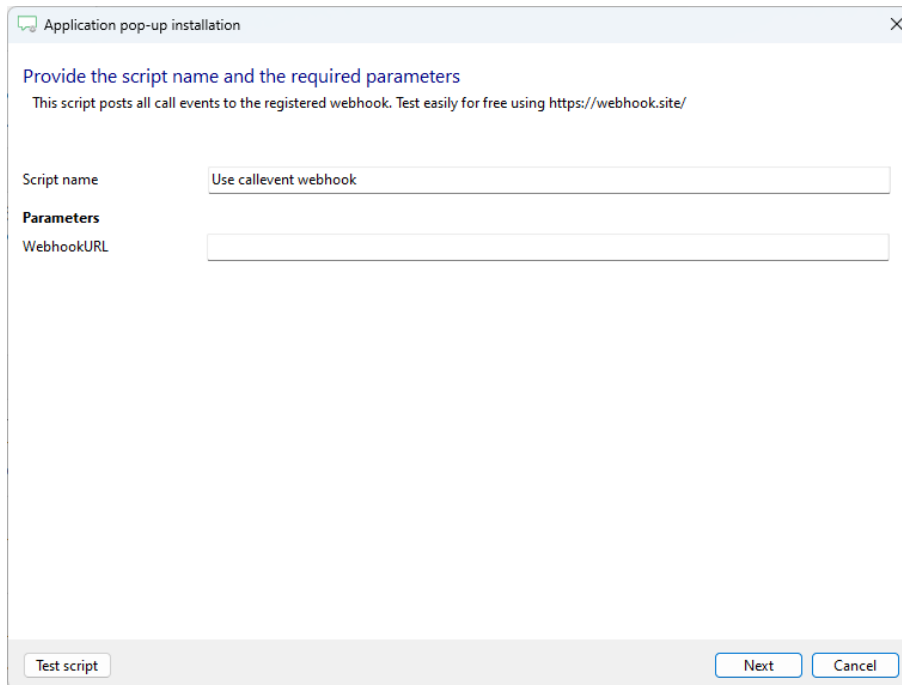
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose 'General Webhook', as shown below.



- 2) The integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.



3) Provide the webhook URL.



Application pop-up installation

Provide the script name and the required parameters
This script posts all call events to the registered webhook. Test easily for free using https://webhook.site/

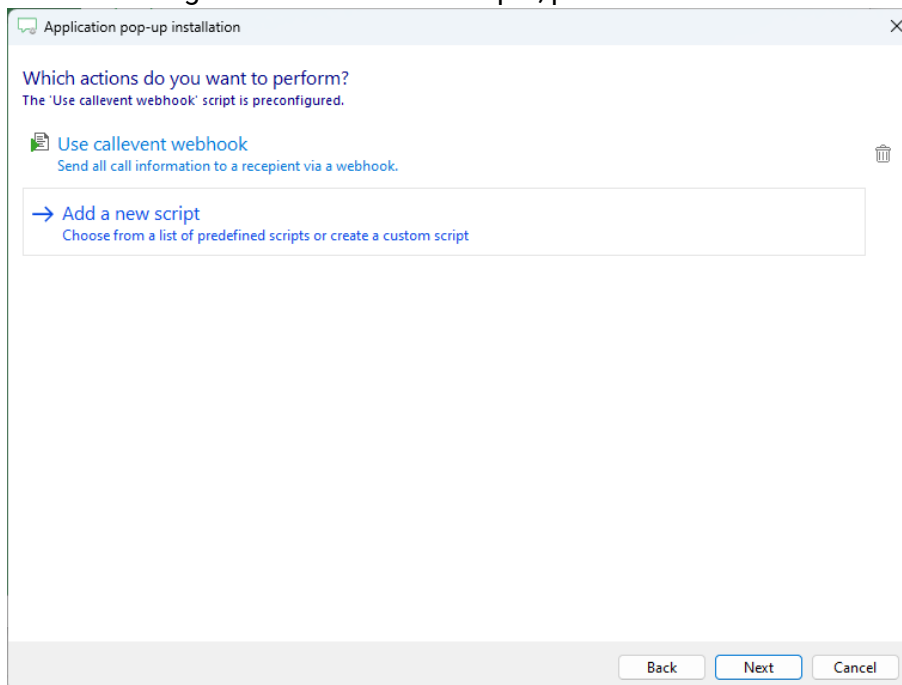
Script name

Parameters

WebhookURL



Test script Next Cancel

4) You can change or add additional scripts, press 'Next' to continue.



Application pop-up installation

Which actions do you want to perform?
The 'Use callevent webhook' script is preconfigured.

 Use callevent webhook 
Send all call information to a recipient via a webhook.

→ Add a new script
Choose from a list of predefined scripts or create a custom script

Back Next Cancel

5) Check the configuration summary and click 'Finish' to add the integration.

