How to configure caller recognition and screen-pop for:

Gilde Handsoft Infodesk

Supported versions: Gilde Handsoft Infodesk
Contact replication method: CSV/TXT export
Screen pop method: DDE commands

Prerequisites

To recognize calling customers, the Recognition Tool requires a CSV/TXT export, containing a name, phone numbers and a unique search code, called "KorteNaam". This field "KorteNaam" is used in the DDE Command to open the contact card.

Notes

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

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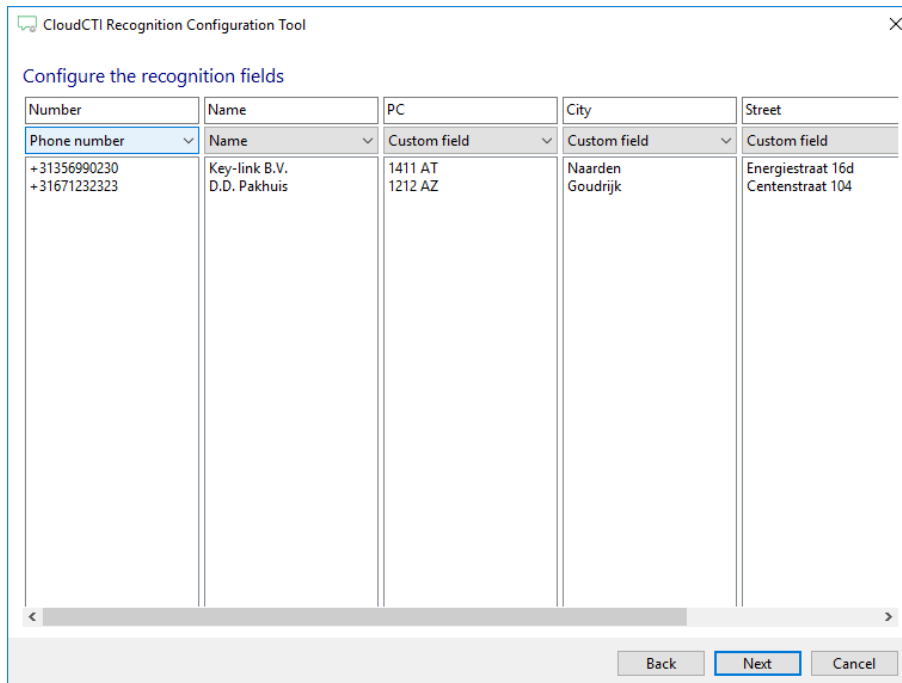
1) Start by clicking 'add recognition' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Gilde Handsoft Infodesk', as shown below.
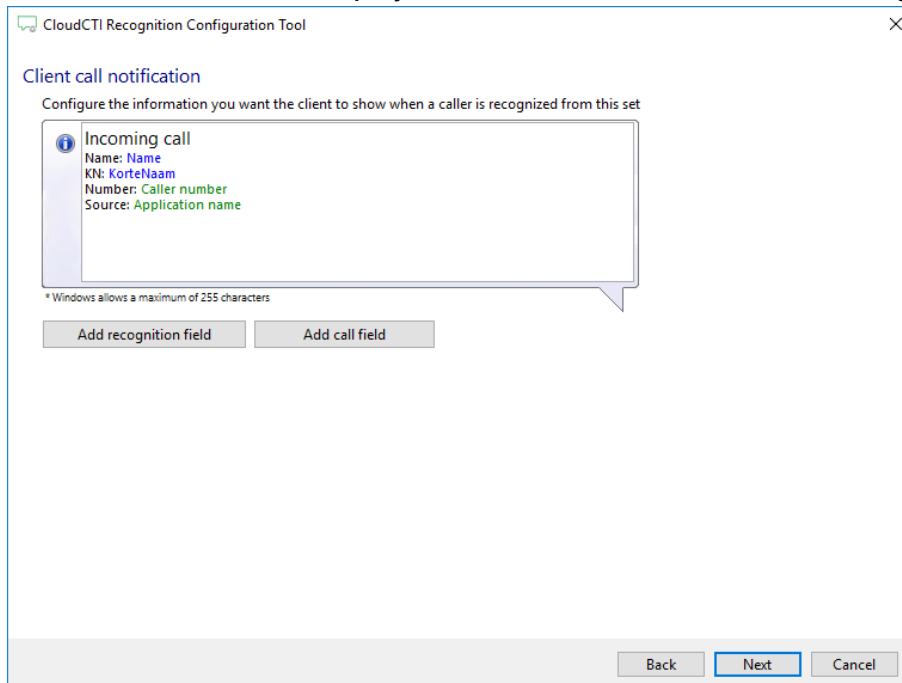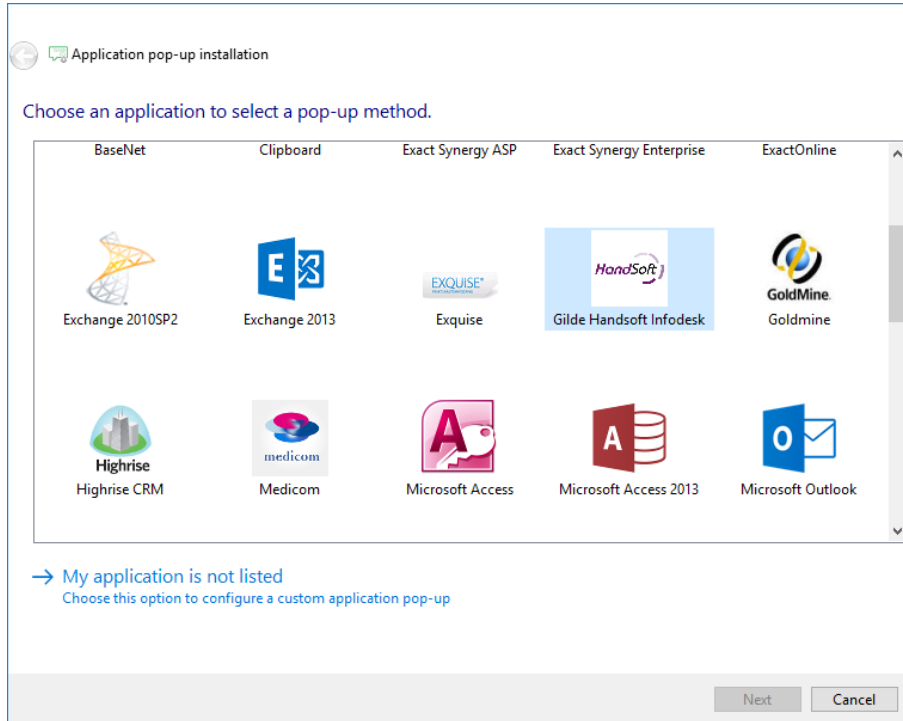

2) Select the TXT/CSV export file to use
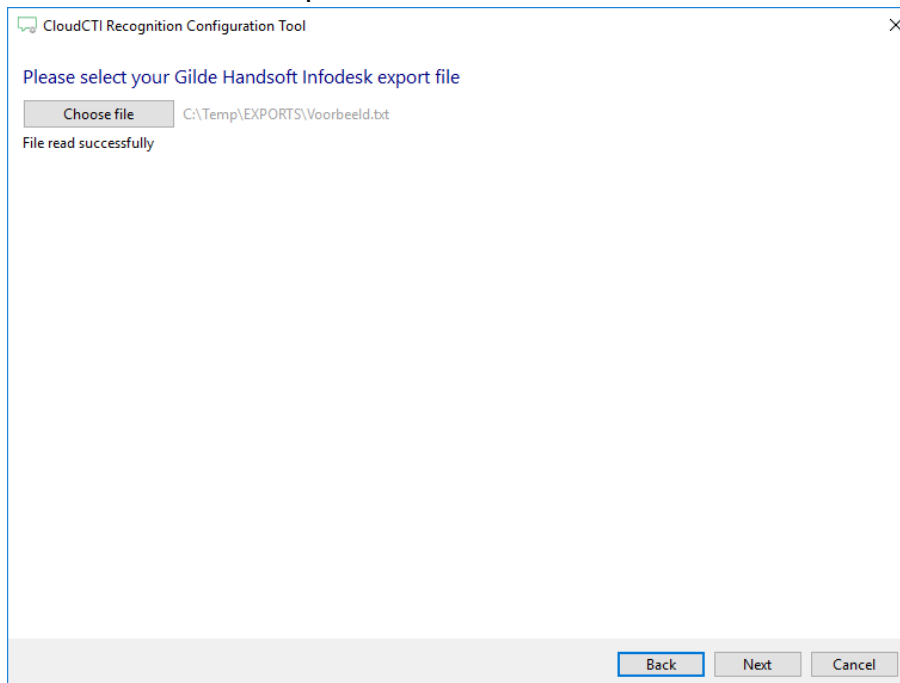
3) The CTI Wizard automatically detected phone number columns. The content of these columns will be indexed for matching the phone number of an incoming call. Click 'next' to continue

4) Choose which fields to display in the call notification on an incoming call.

5) By default, the popup is configured to open the contact card. You may leave this default. Click 'next' to continue.

CloudCTI Recognition Configuration Tool

Provide the script name the required parameters

Script name: Open Gilde Handsoft Infodesk contact form

Parameters

DDEService: Gilde
DDETopic: System
ExecuteMacroLine1: [GM.DDEConnector::ShowAddress('$(KorteNaam)')]
ExecuteMacroLine2:
ExecuteMacroLine3:
ExecuteMacroLine4:
ExecuteMacroLine5:

Test script   Next   Cancel

6) Check the configuration summary and click finish to add the recognition from Gilde Handsoft Infodesk

Application pop-up installation

Finish the application pop-up setup

Application
Gilde Handsoft Infodesk

Recognition
Recognition from import file C:\Voorbeeld.txt

Action
Open Gilde Handsoft Infodesk contact form

Finish   Cancel