

How to configure caller recognition and screen-pop for:

Gripp

Supported versions: Gripp

Contact replication method: API

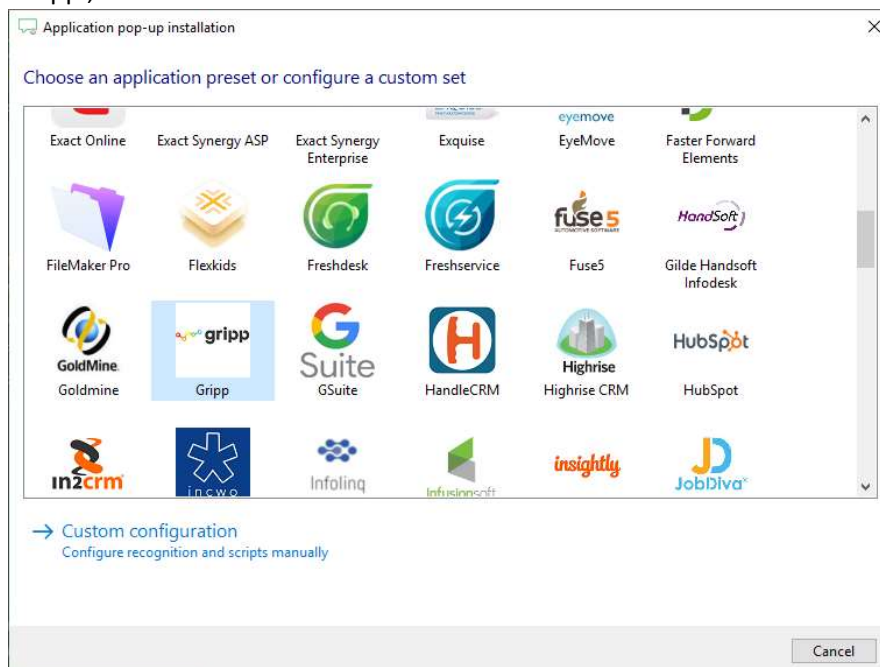
Screen pop method: URI

Notes

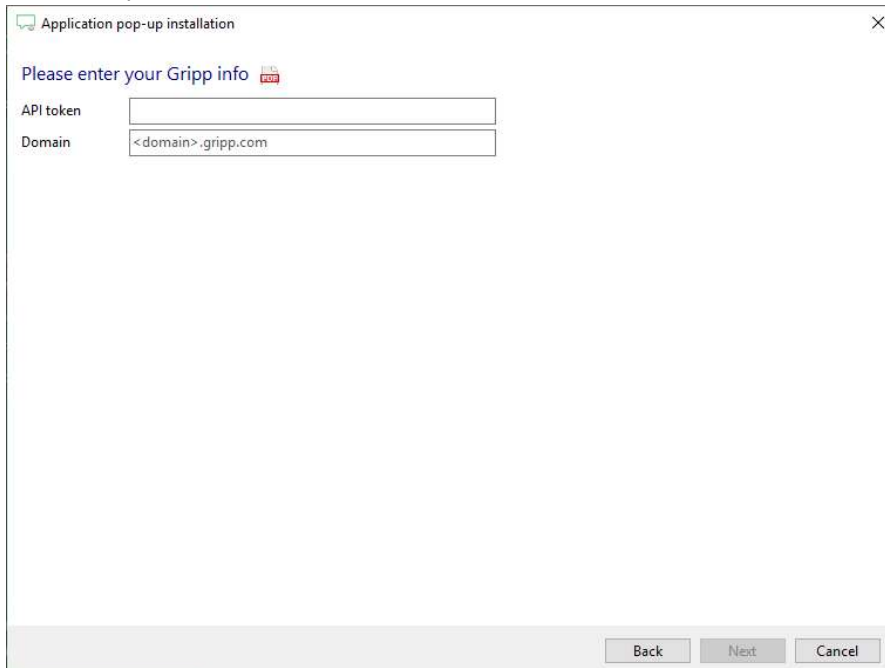
For outbound dialing, select a phone number and click the dial hotkey (which uses the 'callto' protocol).

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 'Gripp', as shown below.



- 2) Enter your Gripp API token and domain. You can create an API token by creating an API role first, after that you can create an API token.



Application pop-up installation

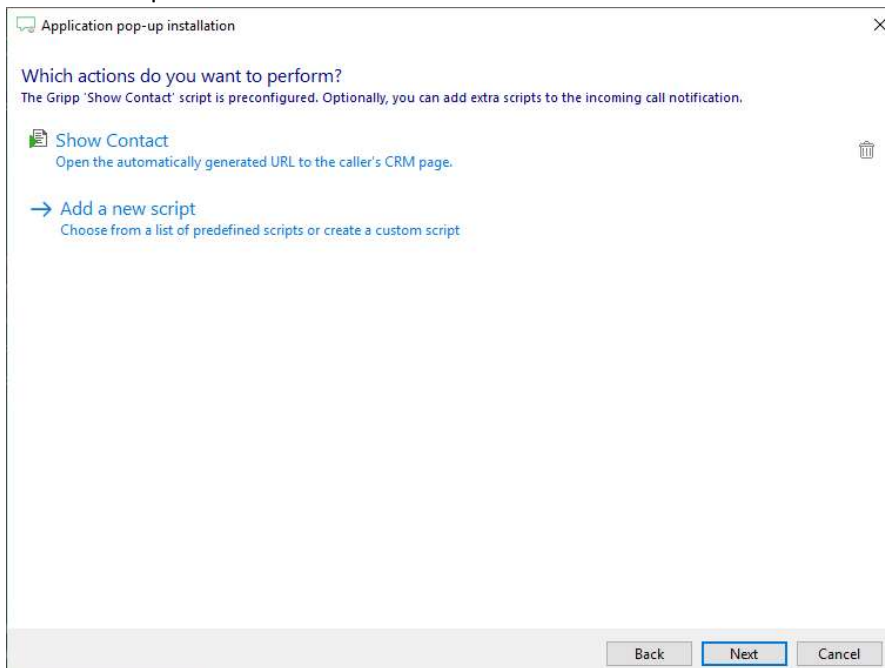
Please enter your Gripp info

API token

Domain

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- 3) The 'Show Contact' Script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.



Application pop-up installation

Which actions do you want to perform?

The Gripp 'Show Contact' script is preconfigured. Optionally, you can add extra scripts to the incoming call notification.

 **Show Contact**
Open the automatically generated URL to the caller's CRM page.

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

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- 3) Check the configuration summary and click 'Finish' to add the recognition from Gripp.

