How to configure caller recognition and screen-pop for:

HawkSoft

Contact replication method: None
Screen pop method: CMS screen pop tool

Notes

For outbound dialing HawkSoft the Phone Dial-Out Integration tab on the General Configuration shows several options. The callto:// and tel:// protocol are supported by the 'MakeCall' event handler. Additionally, the TAPI method is supported by the 'TapiDialer Line'. For inbound calls, the integration uses the HawkSoft screen pop tool. This is configured by following the steps described here.
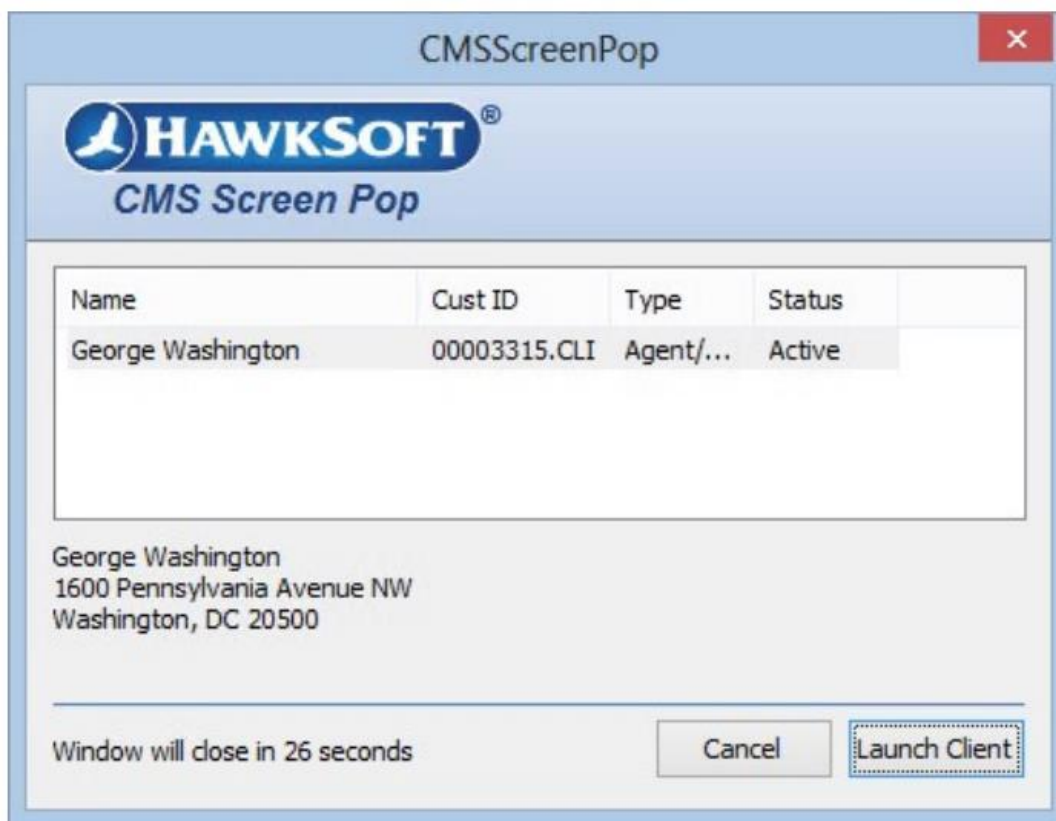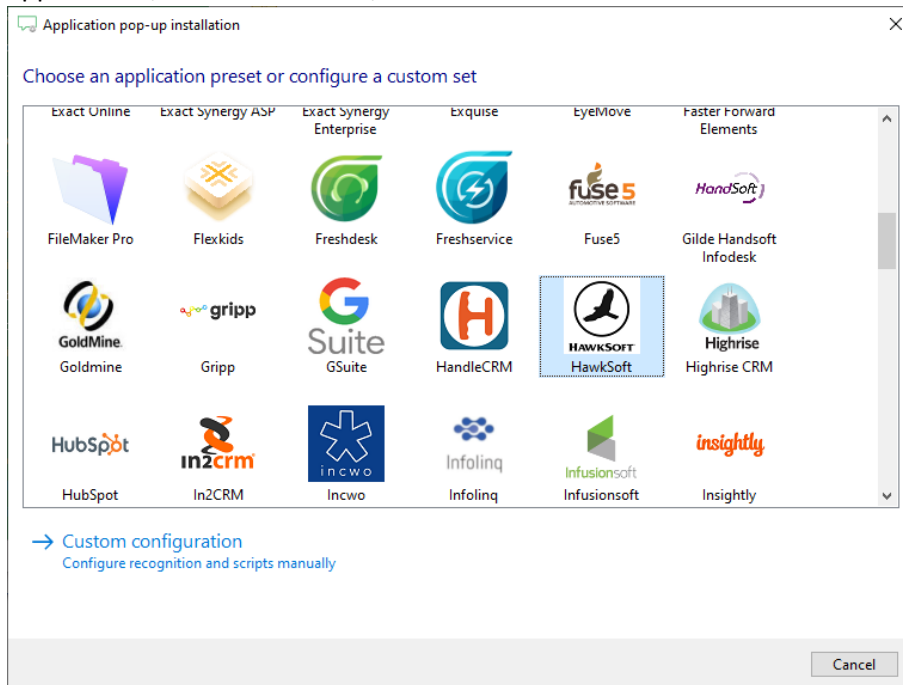

The CMSScreenPop notification tool showing an inbound call from George Washington.

Prerequisites

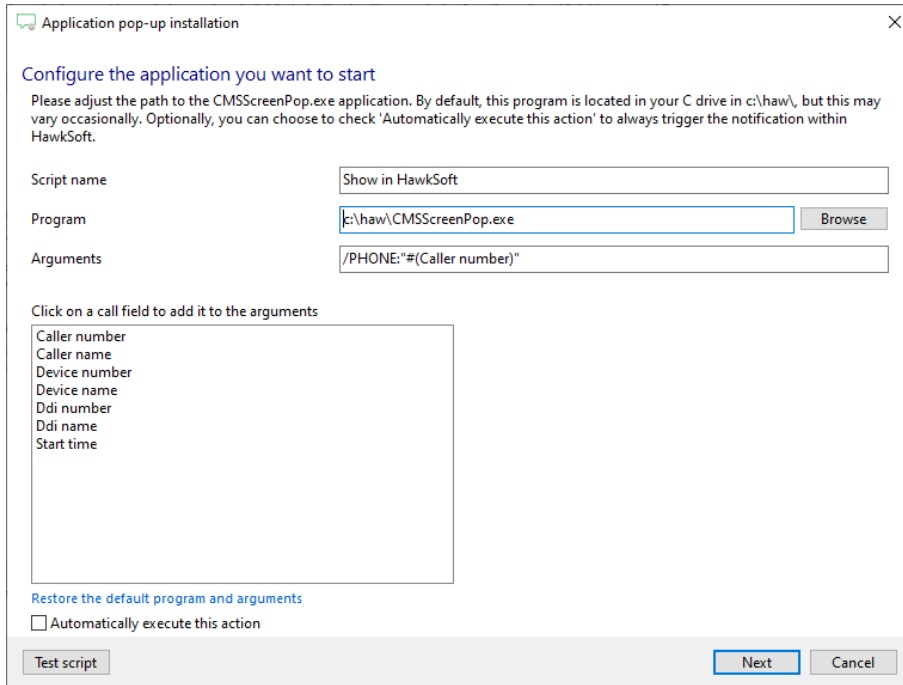The location of the file CMSScreenPop.exe.

Configuraton steps

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

2) The integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.
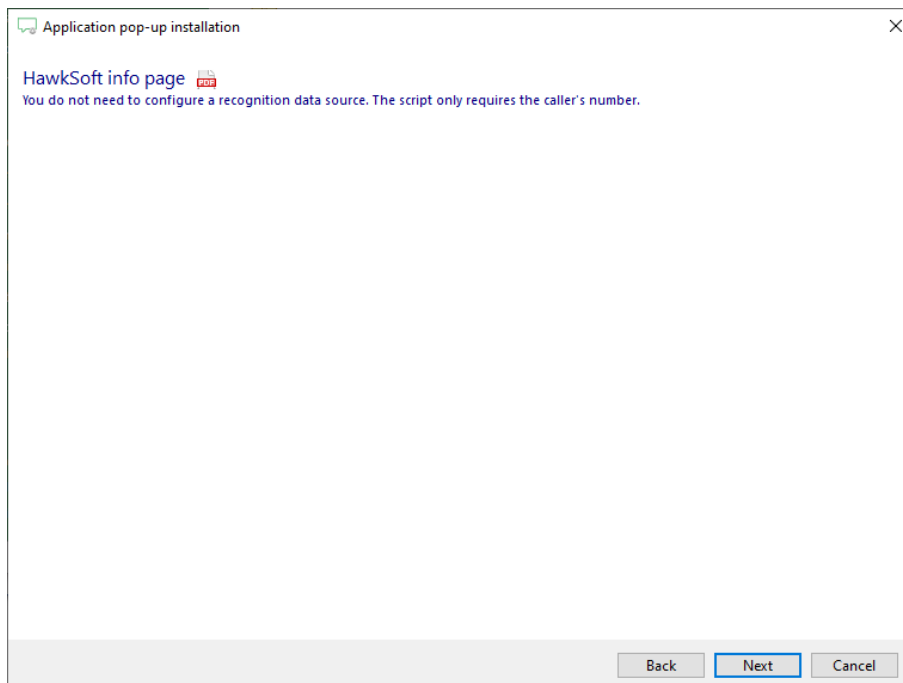
3) Adjust the path to the CMSScreenPop.exe application. By default, this program is on your C drive in c:\haw\. The /PHONE param, pre-configured here, is sufficient for the screen pop. The CMSScreenPOP documentation lists additional parameters, for example to set the number of seconds before the notification closes.
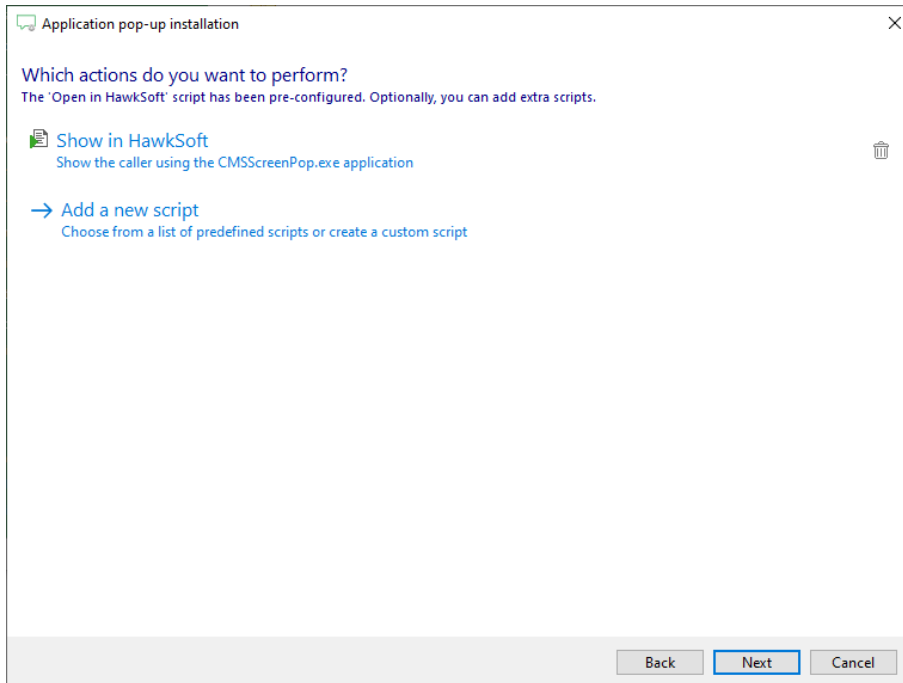
4) You can change or add additional scripts, press 'Next' to continue.

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