

How to configure caller recognition and screen-pop for:

## HawkSoft

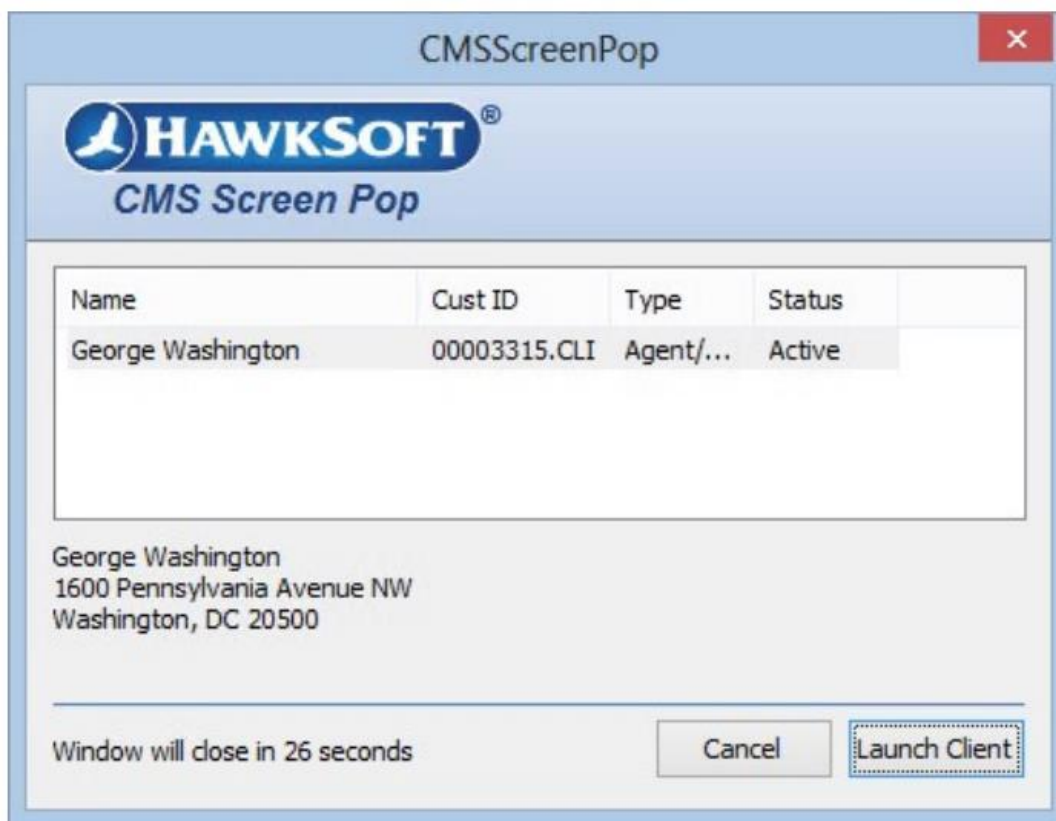
Contact replication method: None

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.



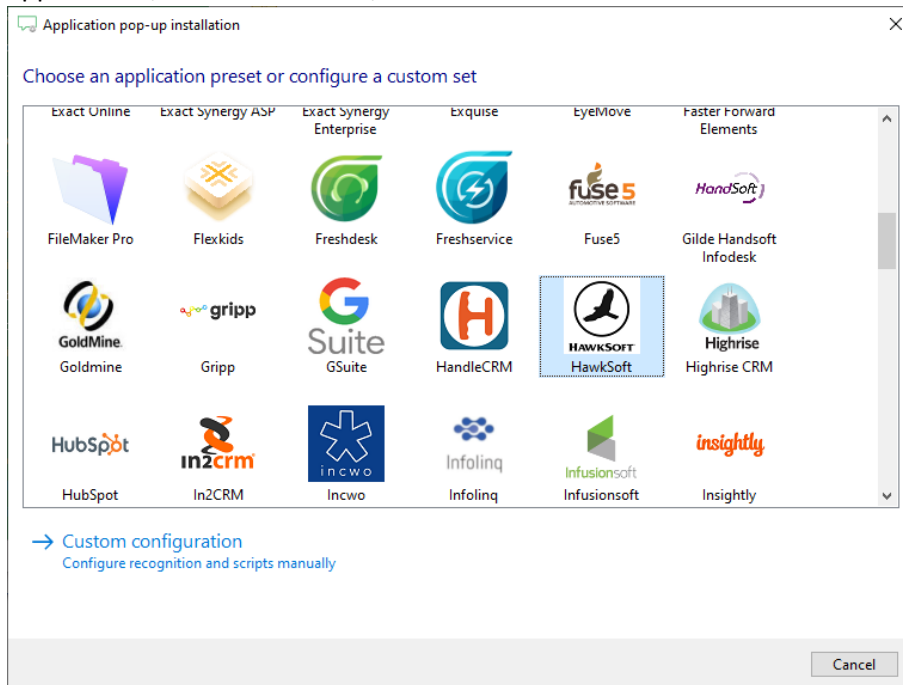
The CMSScreenPop notification tool showing an inbound call from George Washington.

### Prerequisites

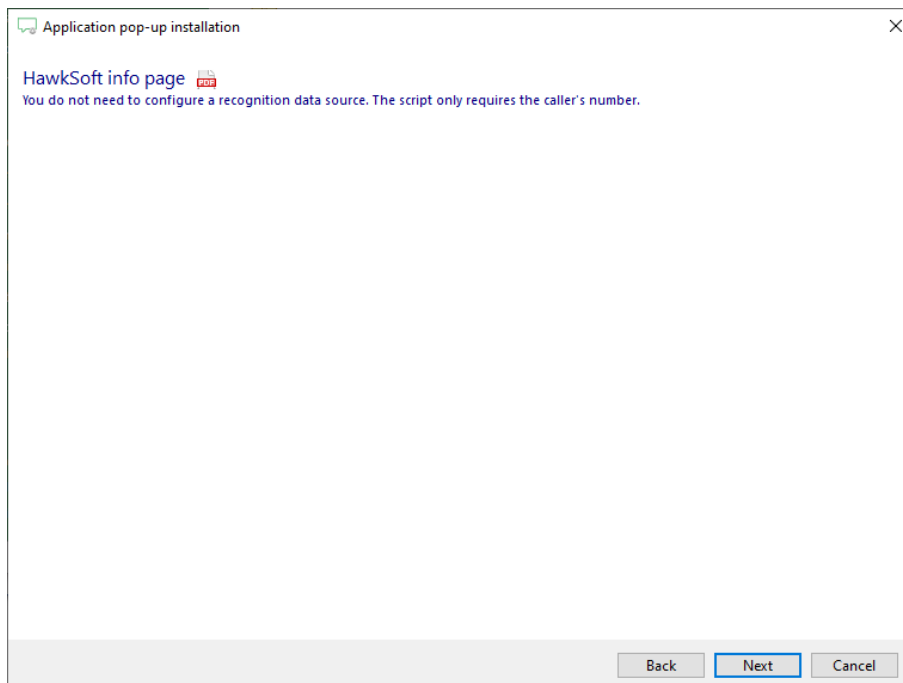
The location of the file CMSScreenPop.exe.

## Configuraton steps

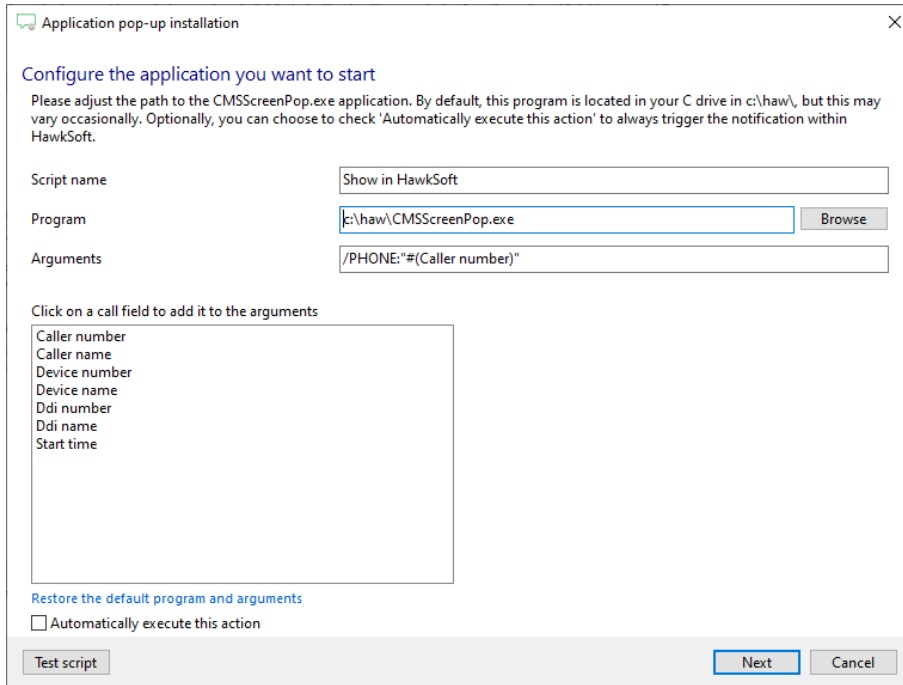
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose HawkSoft, as shown below.



- 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.



Application pop-up installation

Configure the application you want to start

Please adjust the path to the CMSScreenPop.exe application. By default, this program is located in your C drive in c:\haw\, but this may vary occasionally. Optionally, you can choose to check 'Automatically execute this action' to always trigger the notification within HawkSoft.

Script name: Show in HawkSoft

Program: c:\haw\CMSScreenPop.exe Browse

Arguments: /PHONE:"#{Caller number}"

Click on a call field to add it to the arguments

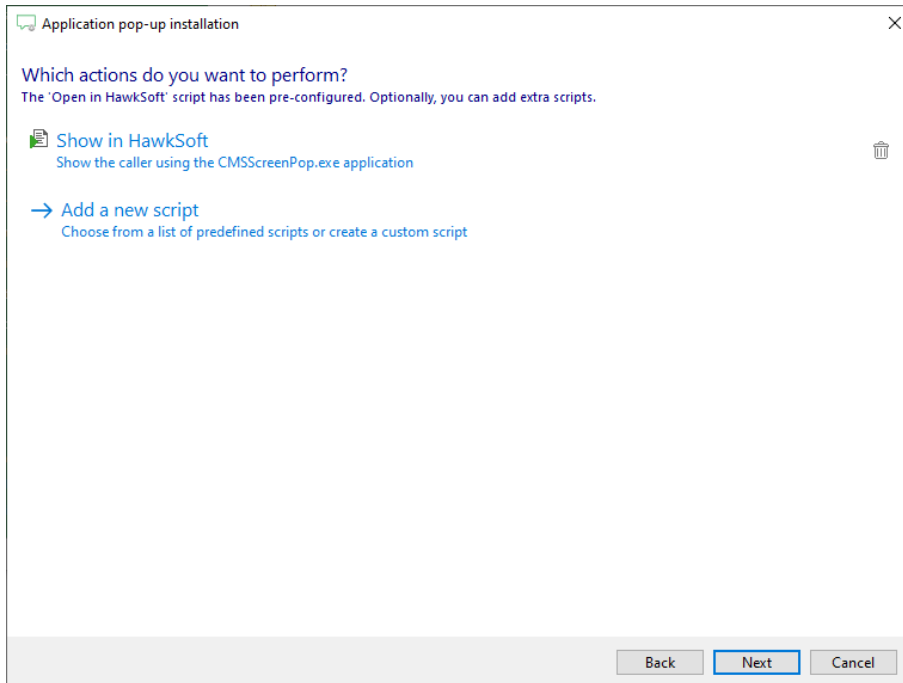
- Caller number
- Caller name
- Device number
- Device name
- Ddi number
- Ddi name
- Start time

[Restore the default program and arguments](#)

Automatically execute this action

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 'Open in HawkSoft' script has been pre-configured. Optionally, you can add extra scripts.

-  Show in HawkSoft  
Show the caller using the CMSScreenPop.exe application trash icon
- 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 with the application.

