

How to configure and screen-pop for:

## l'car

Contact replication method: None Screen pop method: I'car Launcher Application

## Prerequisites

No data will be synchronized, you only have to make sure the l'car application is available at the following path for all users: 'c:\contactcenter\launcher.exe'.

## Notes

The call notification will not show any caller recognition information. The script that will be configured with this setup will provide screenpop functionality within the l'car application. For outbound dialing you can use the 'makecall.exe' application which is installed with your client.

## Configuration steps

1) Start by clicking 'add recognition' in the Recognition Configuration Tool. From the list of applications, choose 'Icar', as shown below.





2) No recognition needs to be configured, click 'Next' to continue.

Application pop-up installation	×
l'car info page 👼	
fou do not need to comigure a recognition data source. The script only requires the tailer's humber.	
Back Next Can	cel

3) The pre-configured script uses the l'car application of which the path should be 'c:\contactcenter\launcher.exe' to show the caller's info within l'car with the matching 'Caller Number'. Click 'Next' to continue.

Q Application pop-up installation		×
Configure the application you want to The caller's phone number of the matched reco	o start rd is used to display the caller's details.	
Script name	Show Contact	
Program	c:\contactcenter\launcher.exe Browse	
Arguments	#(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	Nex	t Cancel



4) After you have configured the script you can configure additional scripts or click 'Next' to continue.



5) Check the configuration summary and click 'Finish' the integration with I'car.

Application pop-up installation	×
Summary	
Application	
lcar	
Recognition	
No recognition has been configured	
Scripts	
Show Contact: Open application c:\contactcenter\launcher.exe	
	Back Finish Cancel