

How to configure and screen-pop for:

## I'car

Contact replication method: None

Screen pop method: I'car Launcher Application

### Prerequisites

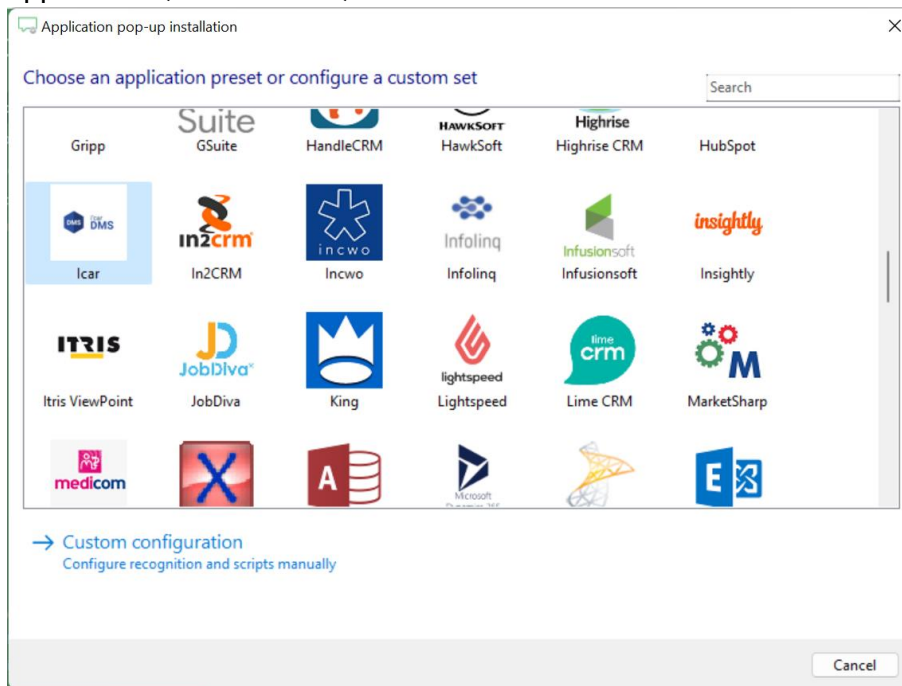
No data will be synchronized, you only have to make sure the I'car application is available at the following path for all users: 'c:\contactcenter\launcher.exe'.

### Notes

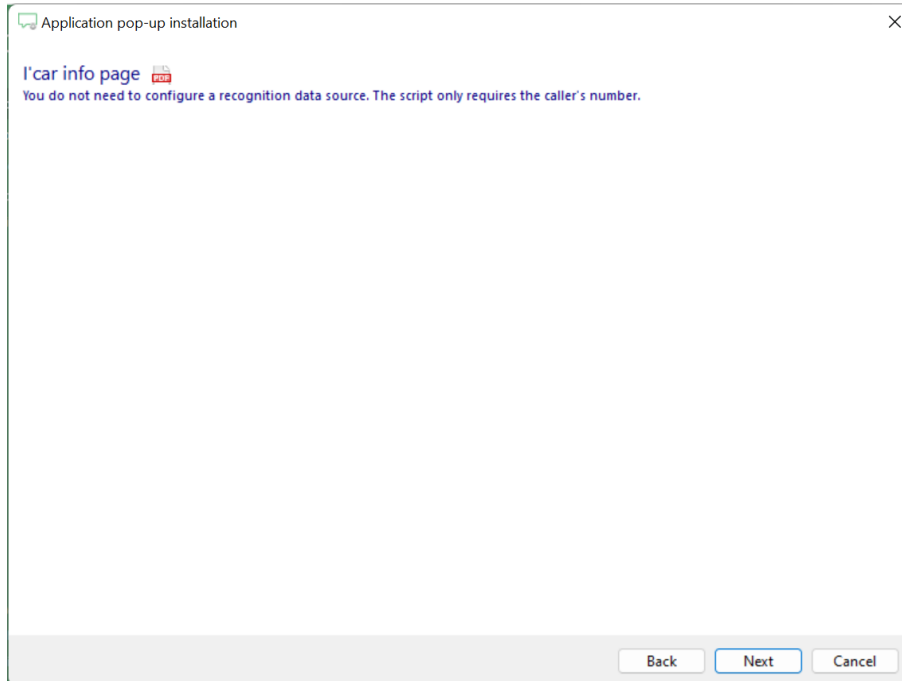
The call notification will not show any caller recognition information. The script that will be configured with this setup will provide screenpop functionality within the I'car application. For outbound dialing you can use the 'makecall.exe' application which is installed with your client.

### Configuration steps

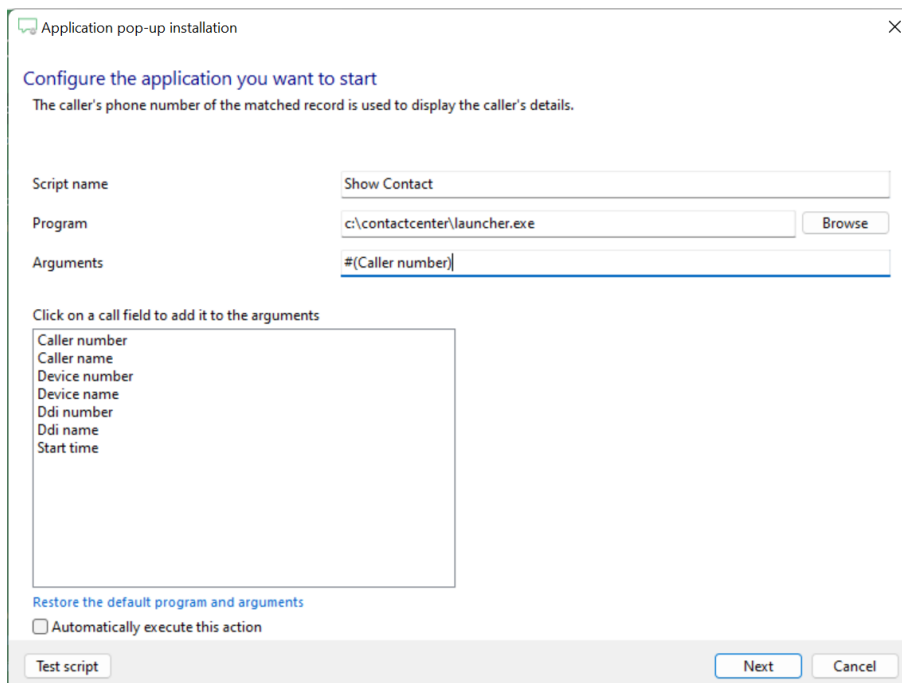
- 1) Start by clicking 'add recognition' in the Recognition Configuration Tool. From the list of applications, choose 'Icar', as shown below.



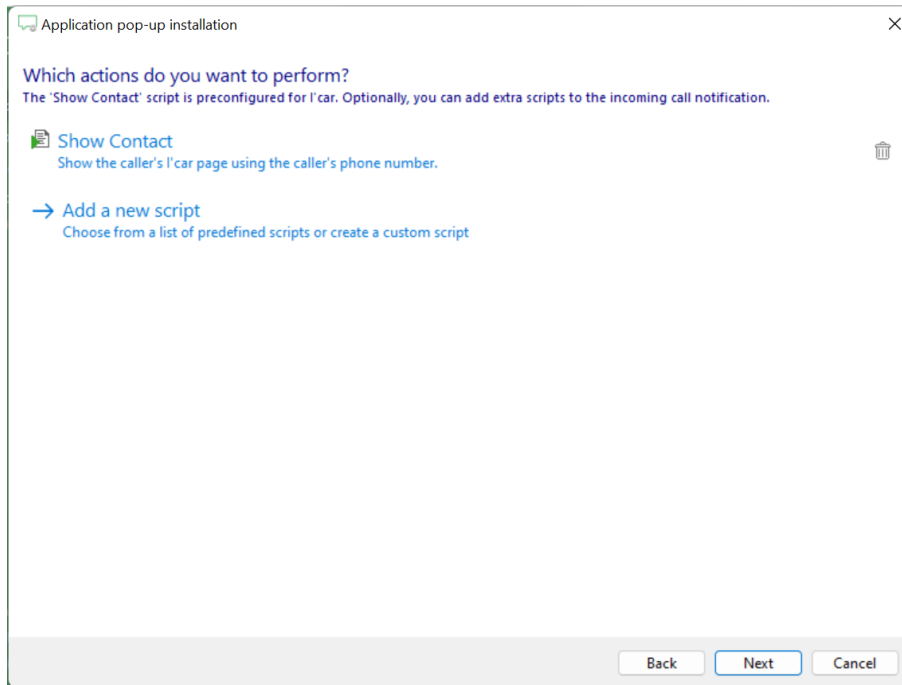
2) No recognition needs to be configured, click 'Next' to continue.



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



- 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 l'car.

