How to configure caller recognition and screen-pop for:

Incwo

Supported versions: Incwo
Contact replication method: REST API
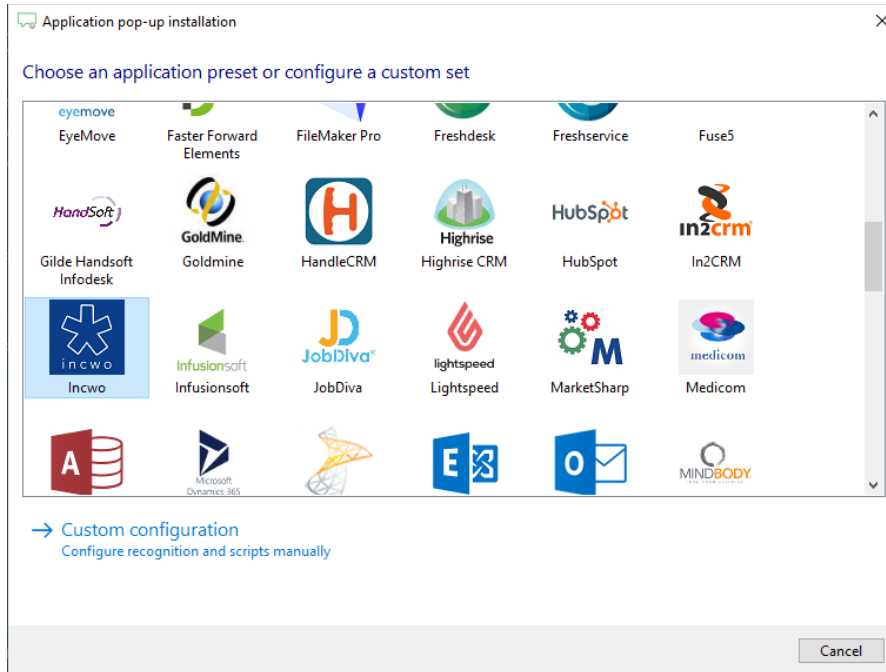Screen pop method: URI

Prerequisites

The Incwo API is used for contact data replication. To use this, you need a Server address. You can find the Server address by going to "Configuration" and clicking on "Export and import data". There you can find "API Settings". Click "yes" to enable API. You will now see your Server address.

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 'Incwo', as shown below.

2) Enter your Incwo server address (URL), username and password to authorize the synchronization service, press "Next".

3) The CTI Wizard automatically detects the phone number fields. The content of these columns will be indexed for matching the phone number of an incoming call.

Application pop-up installation ✕

Configure the recognition fields

Identifier	DisplayName	Phone	PopUpUri	Type
Custom field	Name	Phone number	URI	Custom field
19735223	Ferdinand Albinson	+3111111111111	https://www.incwo.com/c	client
19735243	Lora Blanchett	+31335555555	https://www.incwo.com/c	client
19735228	Monica Dufour	+3122222222222	https://www.incwo.com/c	client
19735233	Tyson Fishman	+3133333333333	https://www.incwo.com/c	client
19735248	Ayurbeda Fletcher	+31999999999	https://www.incwo.com/c	client
19735208	Mickey Mouse	+3133987654321	https://www.incwo.com/c	client
19735208	Mickey Mouse	+33620202020	https://www.incwo.com/c	client
19735208	Mickey Mouse	+316987654321	https://www.incwo.com/c	client
19735213	Corine Nowell	+31623456789	https://www.incwo.com/c	client
19735203	Tester Test	+316123456789	https://www.incwo.com/c	client

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4) Choose which fields to display in the call notification on an incoming call.

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Client call notification

Configure the information you want the client to show when a caller is recognized from this set

ⓘ Incoming call
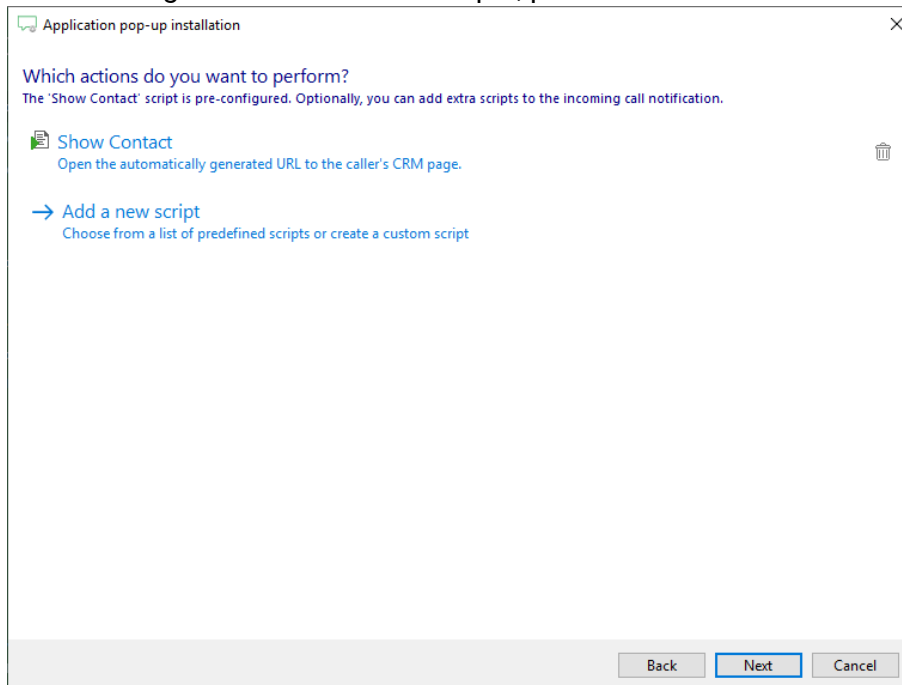Contact name: DisplayName
Number: Caller number
Source: Application name

* Windows allows a maximum of 255 characters

Add recognition field   Add call field

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5) You can change or add additional scripts, press 'Next' to continue.

Application pop-up installation

Which actions do you want to perform?
The 'Show Contact' script is pre-configured. 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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6) Check the configuration summary and click finish to add the recognition from Incwo.

Application pop-up installation

Summary

Application
Incwo

Recognition
Recognition from Incwo

Scripts
Show Contact: Open webpage $(PopUpUri)

[Back] [Finish] [Cancel]