

How to configure caller recognition and screen-pop for:

Infolinq

Contact replication method: Proprietary API

Screen pop method: Open Infolinq in web page and show caller notification

Prerequisites

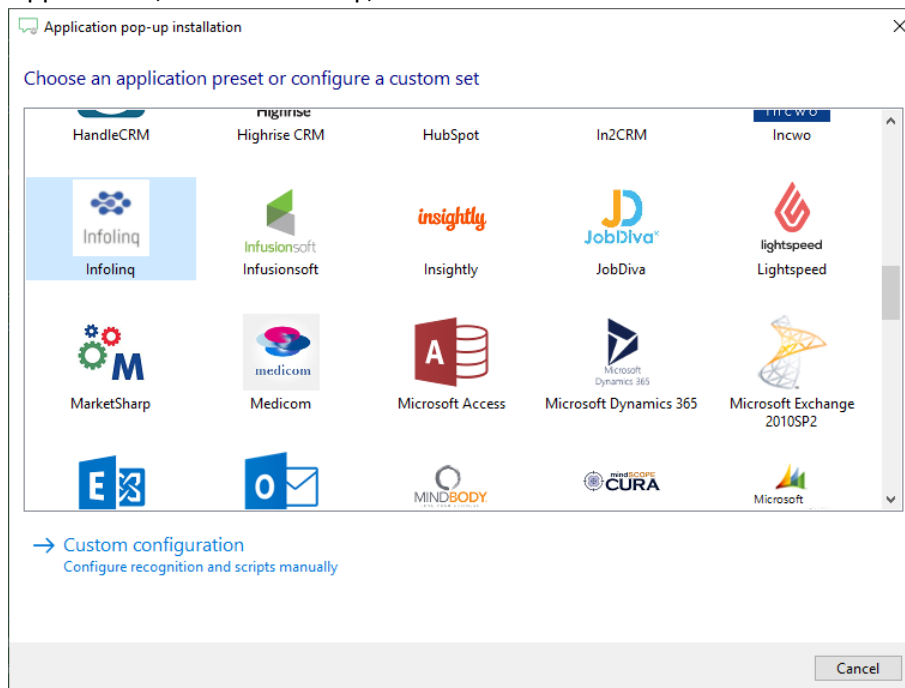
None

Notes

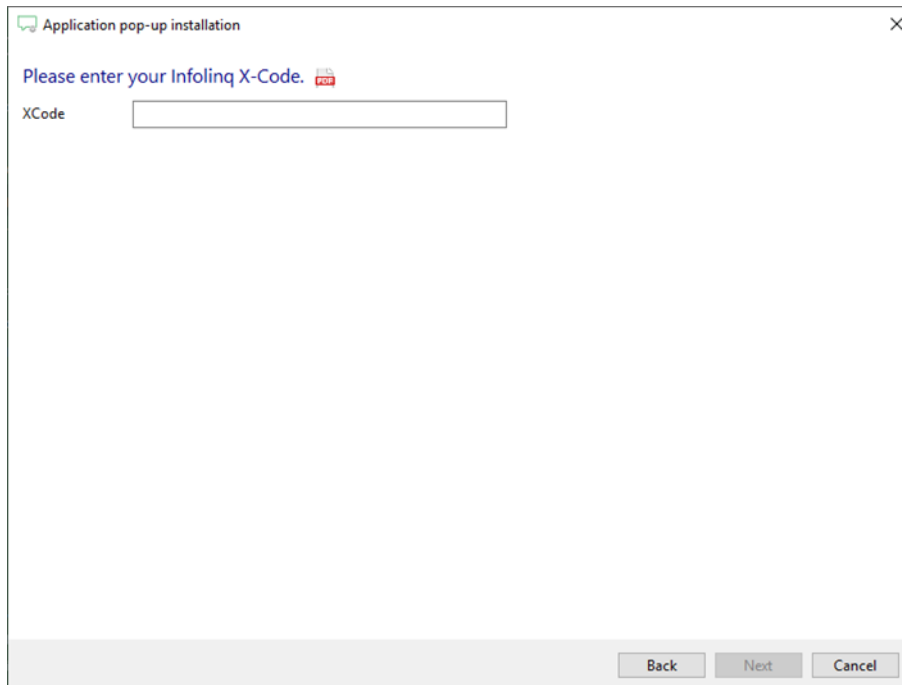
For the screen pop function, the script sends the database identifier for recognized callers directly to Infolinq and then Infolinq can present the caller's record details. For outbound dialing, you can simply click the phone numbers in Infolinq to activate the <tel://> URL.

Configuration steps

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

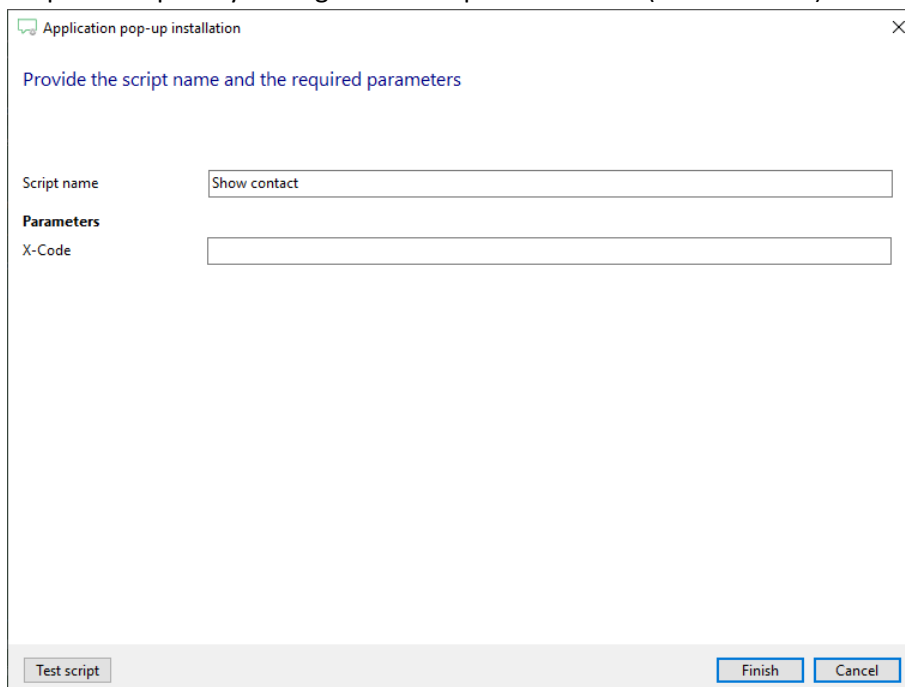


- 2) Enter your private X-Code (i.e. user code) to authenticate your organization. Click 'Next' to continue.



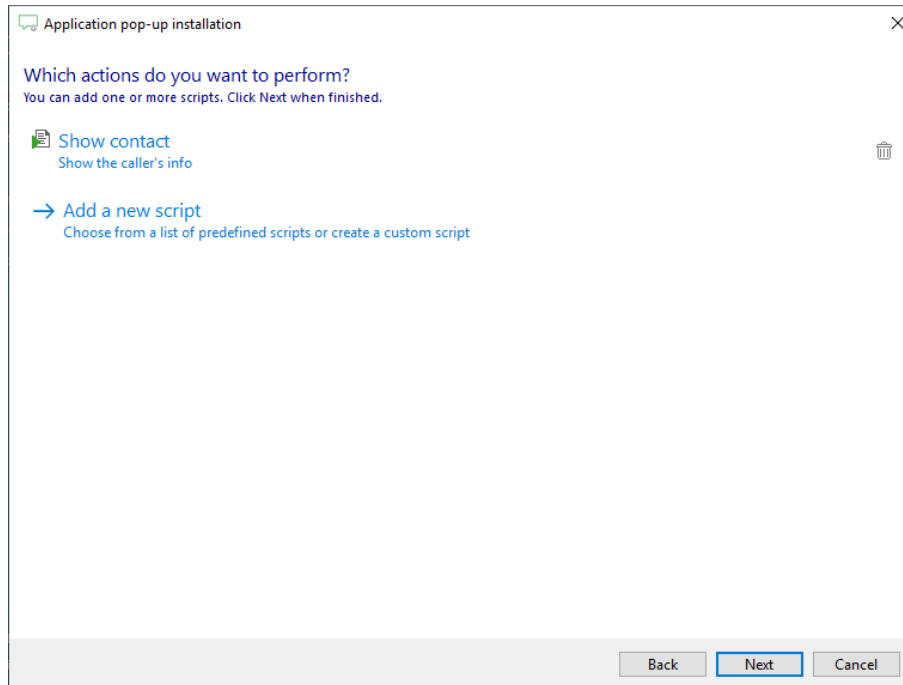
The screenshot shows a dialog box titled "Application pop-up installation" with a close button (X) in the top right corner. The main text reads "Please enter your Infoling X-Code." followed by a small PDF icon. Below this, there is a label "XCode" and an empty text input field. At the bottom of the dialog, there are three buttons: "Back", "Next", and "Cancel".

- 3) The screen pop script can send the database identifier of the recognized caller to Infoling. This step also requires your organization's private X-Code (i.e. user code) to access the API.



The screenshot shows a dialog box titled "Application pop-up installation" with a close button (X) in the top right corner. The main text reads "Provide the script name and the required parameters". Below this, there are two sections: "Script name" with a text input field containing "Show contact", and "Parameters" with a label "X-Code" and an empty text input field. At the bottom of the dialog, there are three buttons: "Test script", "Finish", and "Cancel".

- 4) After you have configured the default 'Show Contact' script you can add more scripts if desired or click 'next' to continue.



- 5) Check the configuration summary and click finish to add the 'Infoling' integration.

