

How to configure caller recognition and screen-pop for:

Intercom

Contact replication method: REST API

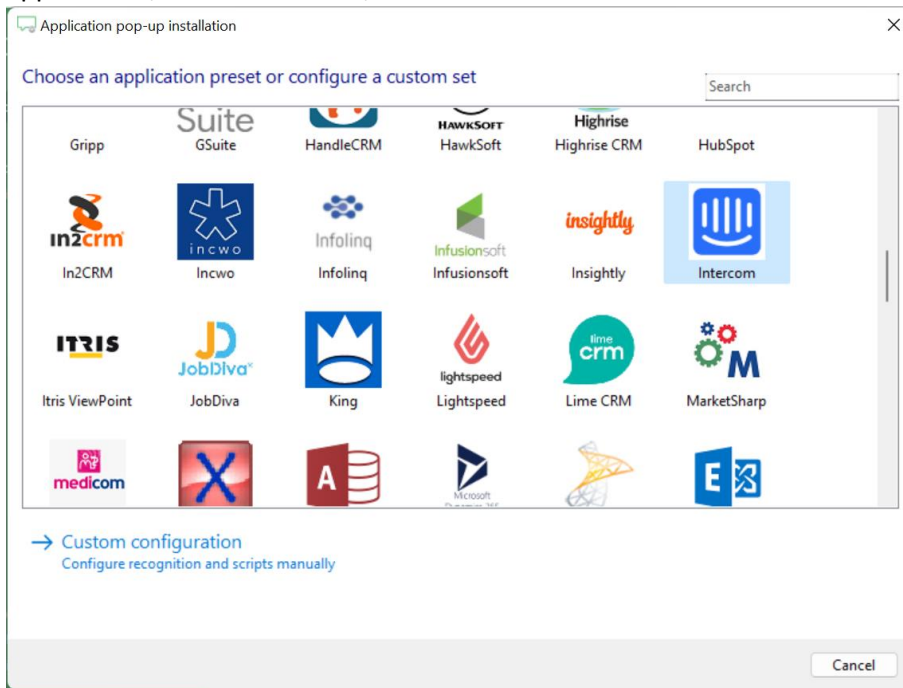
Screen pop method: Generated URL

Prerequisites

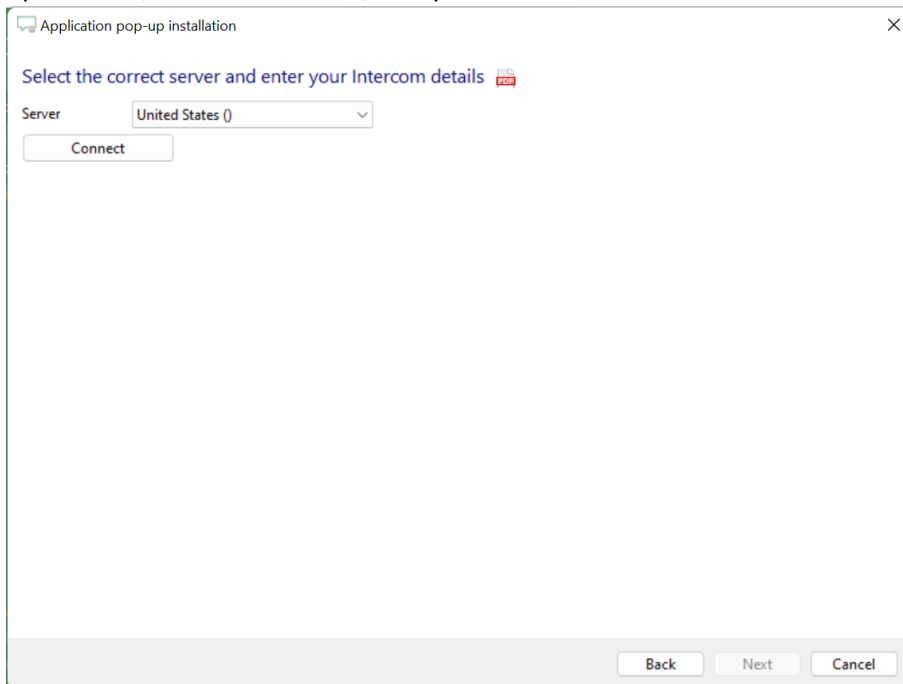
Intercom user account with API access

Configuraton steps

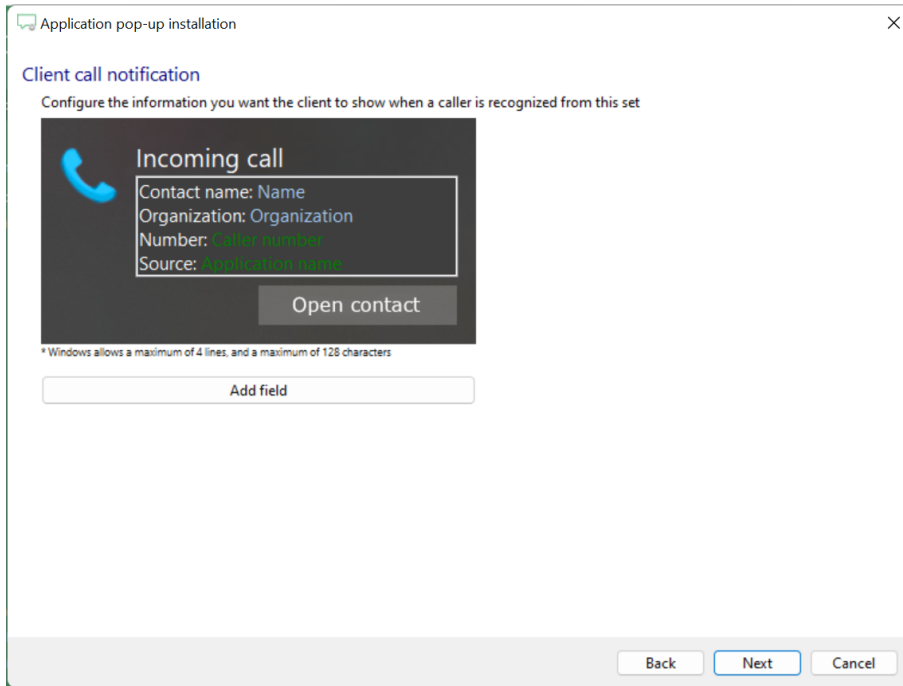
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Intercom, as shown below.



- 2) Select the correct server, based on the region where your Intercom server is hosted. The different options are; the United States, Europe and Australia. Click 'Connect' and authorize access to the API.



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



Application pop-up installation

Client call notification

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

Incoming call

Contact name: Name

Organization: Organization

Number: Caller number

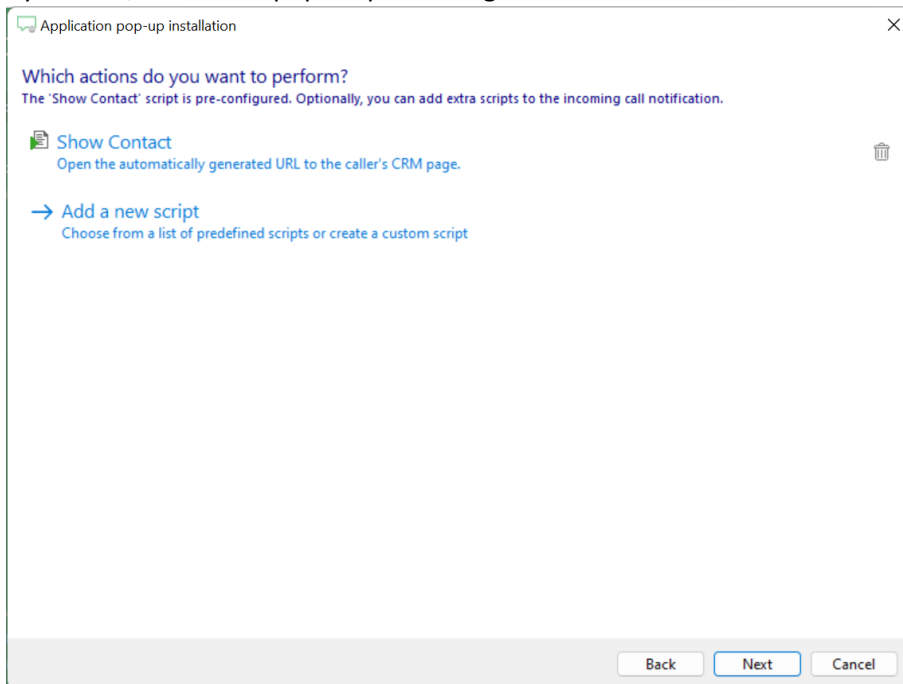
Source: Application name

Open contact

* Windows allows a maximum of 4 lines, and a maximum of 128 characters

Add field

4) By default, the screen pop script is configured. Click '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

5) Check the configuration summary and click finish to add the integration with Intercom.

