

How to configure caller recognition and screen-pop for:

## Itris ViewPoint

Contact replication method: Text export (csv)

Screen pop method: URL with 'Relatiecode'

### Prerequisites

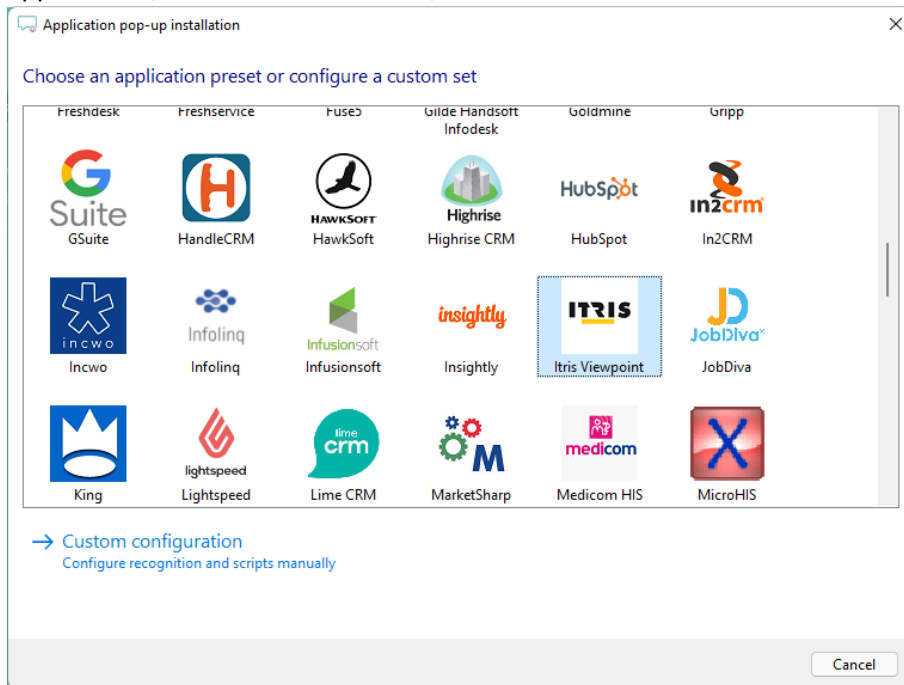
The integration requires an export file generated by Itris ViewPoint. This export file should at least contain the fields Relatiecode, Naam, PlaatsnaamRelatie, Telefoonprive, Telefoonwerk, and Mobiel. The export can be scripted automatically by Itris and does not have to be updated manually. It is also synced automatically by the recognition synchronization service.

### Notes

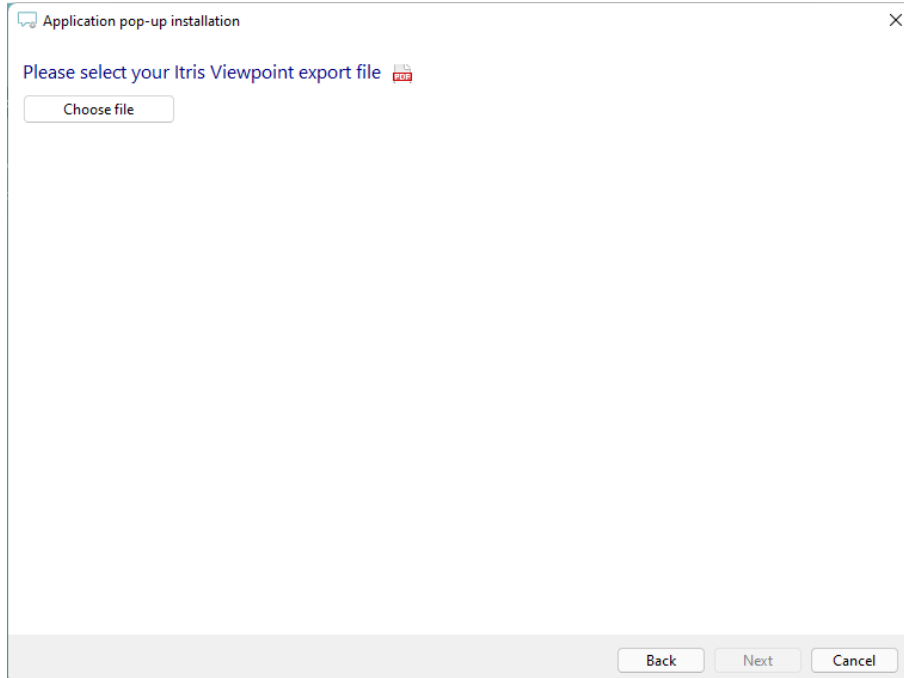
Outbound dialing can be done by clicking hyperlinked phone numbers, or they can be highlighted and dialed using the click-to-dial hotkey.

## Configuraton steps

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



- 2) Select the CSV export file which contains the customer data and press 'next'.



- 3) Check the imported table configuration. The phone number columns should have the type 'Phone number'. If all is correct, then click 'next' to continue

Application pop-up installation

### Configure the recognition fields

Relatiecode	Naam	AdresRelatie	PlaatsnaamRelatie	Telefoonprivé
Custom field	Name	Custom field	City	Phone number
326597694	Pascale Virgoe	8902 Sheridan Center	LÃ-bano	+313841636687
320512848	Gunar Stanyforth	5 Fairfield Park	Andradina	+314452480780
321719982	Charlot Ericsson	3 Cardinal Pass	YÃ²n LÃ²-p	+314693005110
321578831	Arlana Keenan	1 Dixon Lane	Jaffna	+313027730149
328589677	Devina Geaveny	43839 Fulton Junction	Shagonar	+314469461495
320524057	Thornton Wain	6 Hollow Ridge Parkway	Sobreda	+318454398802
324301395	Worden Harroll	56 Bartelt Crossing	Huainan	+313413745359
323342184	Berni Collidge	6587 Schiller Way	Balabag	+317644320411
324970494	Bonny Bigley	04193 Mockingbird Plaza	San JosÃ©	+312942702044
323255464	George Pierrepoint	98128 Nova Trail	StarÃ© MÃ-sto	+312499790257
326894602	Bernette Pantone	2 Fremont Road	ZÃrakÃ©	+313275085354
322933611	Dedie McKimmie	7 Lighthouse Bay Plaza	Panggulan	+314458377969
328798187	Sibelle Gammet	096 Morrow Avenue	Kembangkerang Satu	+311058078882
324612107	Patrizius Zorzetti	15592 Scoville Avenue	Zaranj	+317936052301
325639482	Michail Yerrington	180 Dwight Circle	Tidili Mesfioua	+318491590844
326490372	Edyth Moore	401 Lien Avenue	Michurinskoye	+312909666354
327333225	Genni Rodrigo	42118 Victoria Crossing	Hot	+313822728706
321578238	Raoul Graalman	1 Veith Way	Dayang	+312505960579
323220411	Kleon Deares	54 Trailsway Road	Qjubin	+316962969904
321905573	Emmi Suddell	8 Bultman Plaza	Silca	+314154081435
327406088	Dianne Clapston	9 Superior Way	Kendayakan	+319026883990
324213316	Bertine McCahill	9 Tennessee Hill	Tsaghkunkã™	+313252436098
326035285	Ethe Delmonti	885 Manley Pass	Sancti SpÃ-ritus	+318177618627
328732300	Chiarra Points	21 Lillian Center	Sanyang	+319851657761
322361369	Tadio Royson	0254 Boyd Hill	Mandepa Barat	+314506537164

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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**

Name: Naam  
 City: PlaatsnaamRelatie  
 Number: caller number  
 Source: Application name

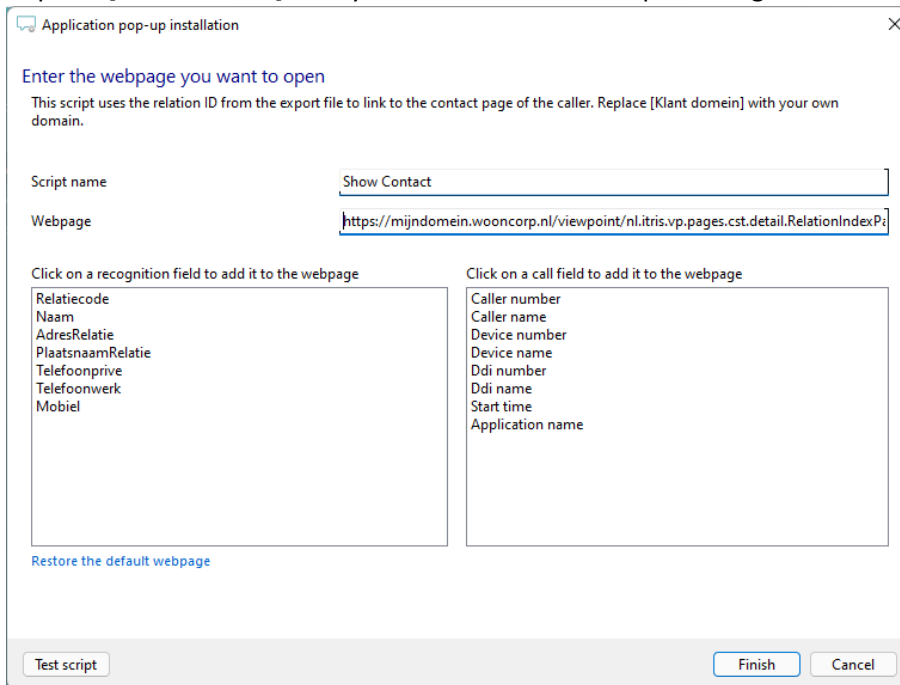
Open contact

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

Add field

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5) Replace [Klant domein] with your own domain in the pre-configured URL.



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Enter the webpage you want to open  
This script uses the relation ID from the export file to link to the contact page of the caller. Replace [Klant domein] with your own domain.

Script name: Show Contact

Webpage: https://mijndomein.wooncorp.nl/viewpoint/nl.itris.vp.pages.cst.detail.RelationIndexP

Click on a recognition field to add it to the webpage

- Relatiecode
- Naam
- AdresRelatie
- PlaatsnaamRelatie
- Telefoonprivé
- Telefoonwerk
- Mobiel

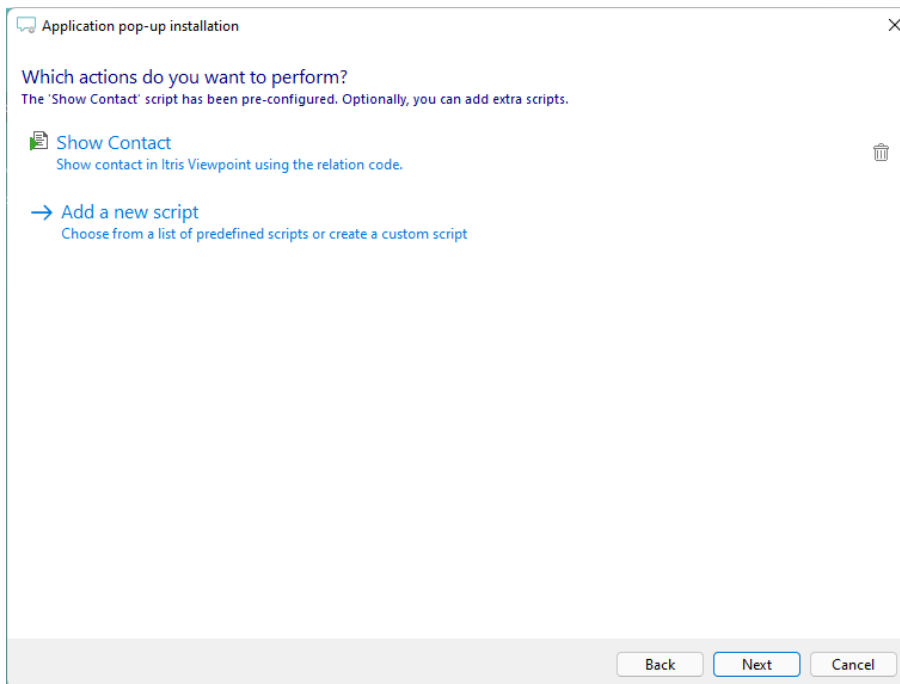
Click on a call field to add it to the webpage

- Caller number
- Caller name
- Device number
- Device name
- Ddi number
- Ddi name
- Start time
- Application name

Restore the default webpage

Test script Finish Cancel

6) The 'Show Contact' Script is preconfigured. Optionally, you can add extra scripts or click 'next' to continue.



Application pop-up installation

Which actions do you want to perform?  
The 'Show Contact' script has been pre-configured. Optionally, you can add extra scripts.

- Show Contact  
Show contact in Itrix Viewpoint using the relation code.
- Add a new script  
Choose from a list of predefined scripts or create a custom script

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7) Check the configuration summary and click 'Finish' to add the integration with the application.

