How to configure caller recognition and screen-pop for:

JobDiva

Supported versions: JobDiva
Contact replication method: None
Screen pop method: URL

Prerequisites

No prerequisites are required.

Notes

JobDiva can be configured to use the tel:// protocol for outbound dialing. To enable it, go to the team profile under "Settings -> My Team -> Profile" and select CloudCTI as shown in the screenshot below.

☑ Allow all Users to use VOIP features. ○ ShoreTel   ○ MITEL ○ VITEL ○ LiveOps ○ Monmouth ○ Vonage ○ VOIP OFFICE ○ Sonetel ● CloudCTI ○ Other

Once enabled, a phone icon will appear next to the phone number in your contact list. On the first click your browser may ask permission to switch applications, like Chrome in the screenshot below. Please tick the box to let your browser remember your choice. Then, if you have installed the client 'MakeCall' is listed to handle the tel: protocol. Select it and make sure the 'Always use this app' option is ticked. After these steps phone numbers in JobDiva can be called with one click.
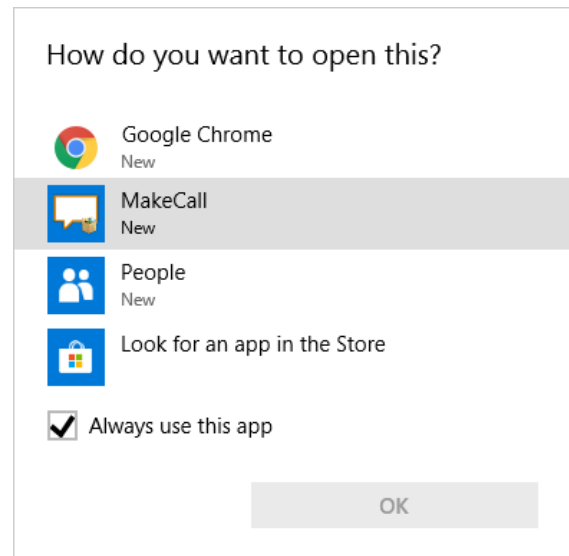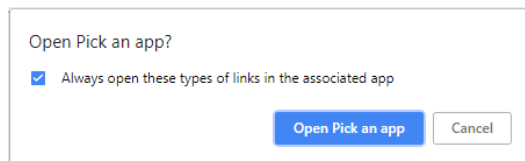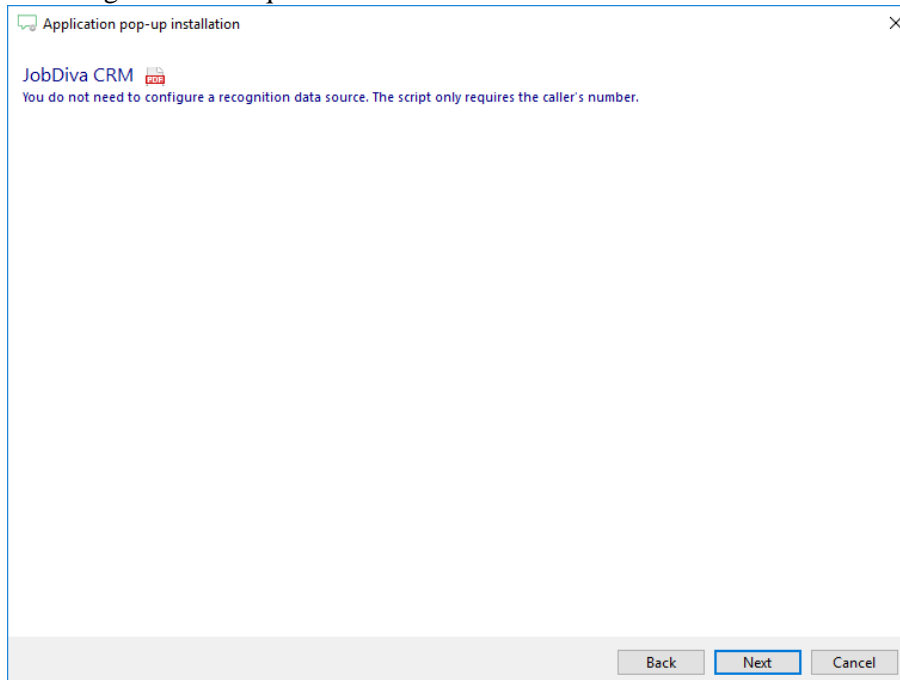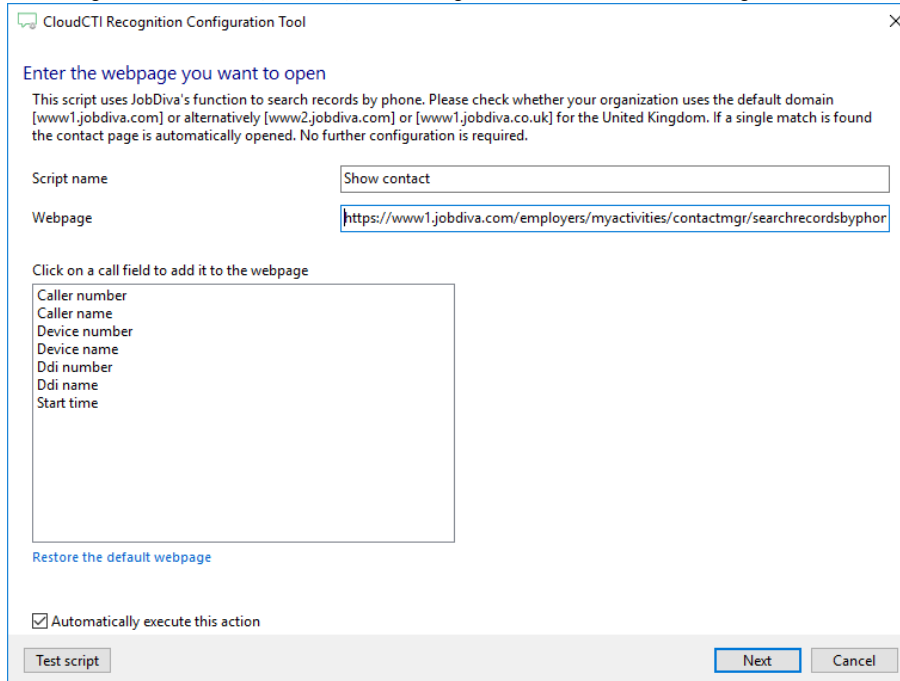
Configuration steps

1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose 'JobDiva', as shown below.
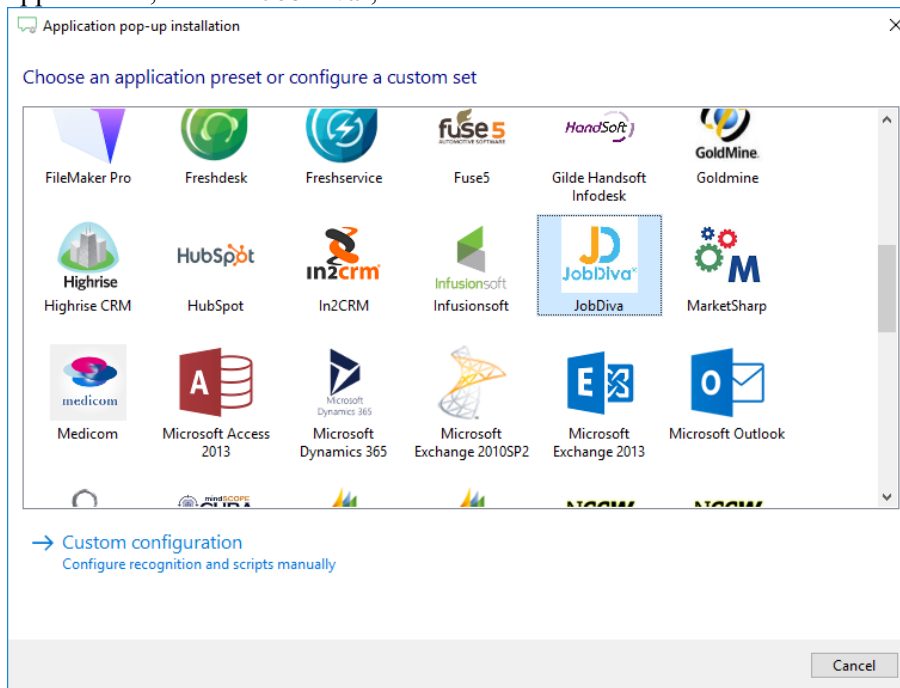
2) No configuration is required here. Click 'Next' to continue.

3) The URL to the JobDiva's searchbyphone script has been preset. No further configuration is required. Click 'Next' to continue. Please ensure the correct domain is specified: **www1.jobdiva.com** (default), **www2.jobdiva.com**, or **www1.jobdiva.co.uk**.
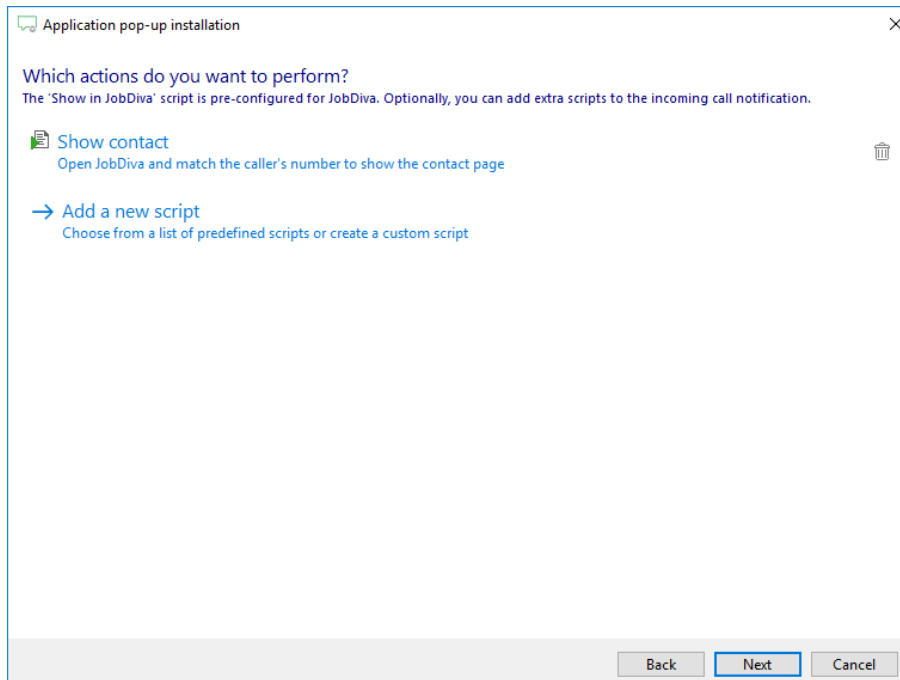
4) Optionally, additional scripts may be configured for the incoming call notification. Otherwise, click 'Next' to continue.

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