

How to configure caller recognition and screen-pop for:

JobDiva

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

Prerequisites

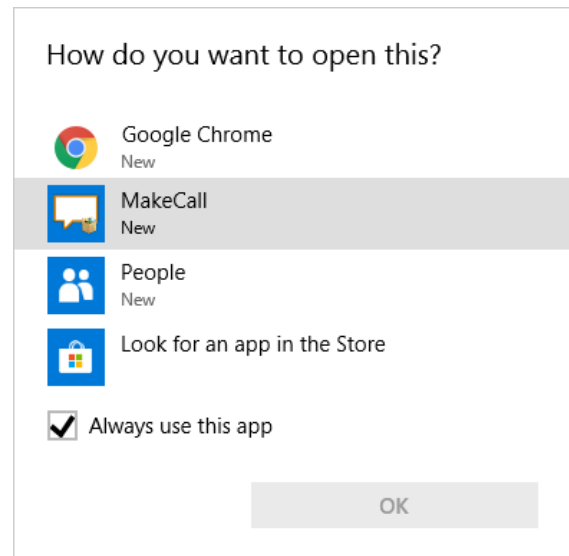
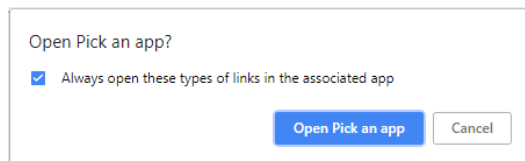
No prerequisites are required.

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.

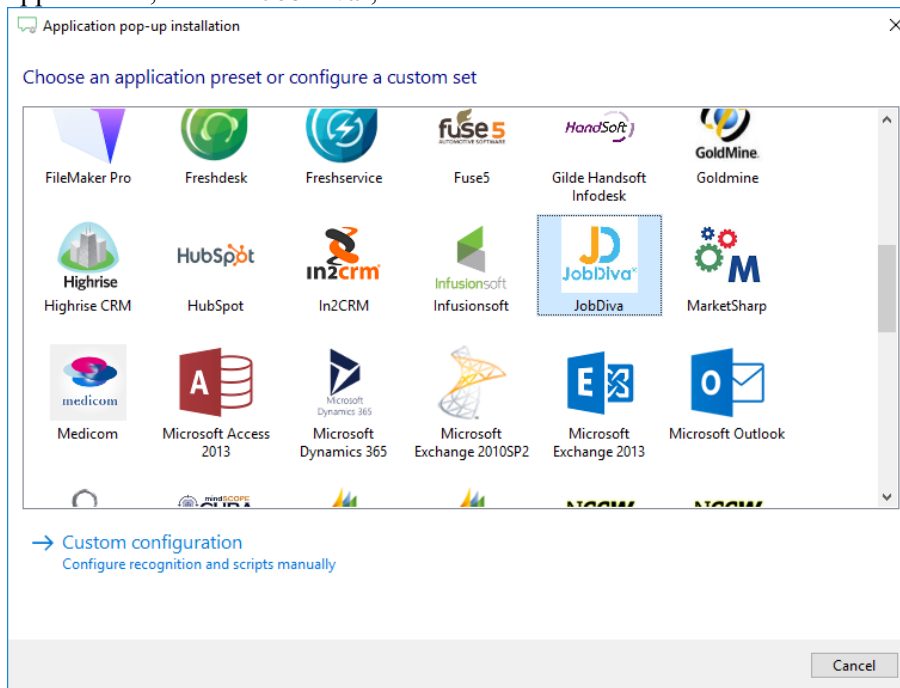
Allow all Users to use VOIP features. ShoreTel MITEL VITEL LiveOps Monmouth Vonage VOIP OFFICE Sonetel CloudCTI Other

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.

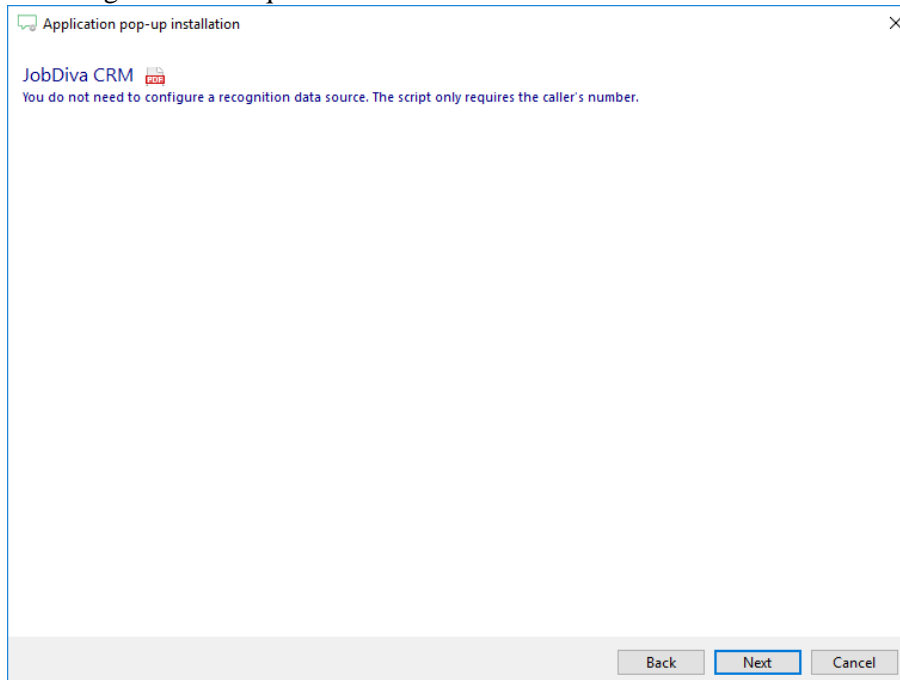


Configuration steps

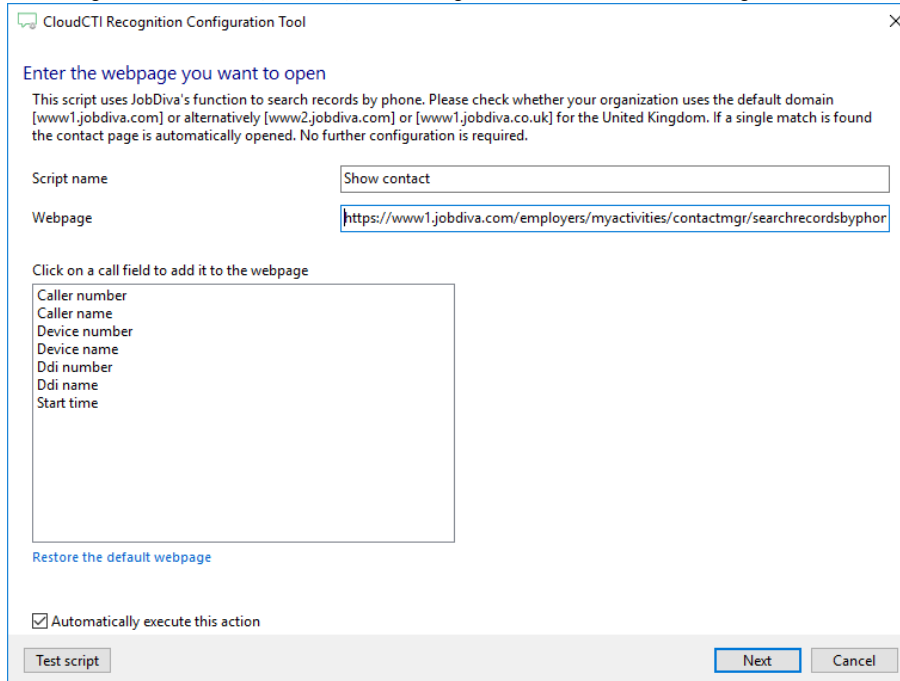
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose 'JobDiva', as shown below.



- 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**.



CloudCTI Recognition Configuration Tool

Enter the webpage you want to open

This script uses JobDiva's function to search records by phone. Please check whether your organization uses the default domain [www1.jobdiva.com] or alternatively [www2.jobdiva.com] or [www1.jobdiva.co.uk] for the United Kingdom. If a single match is found the contact page is automatically opened. No further configuration is required.

Script name: Show contact

Webpage: https://www1.jobdiva.com/employers/myactivities/contactmgr/searchrecordsbyphor

Click on a call field to add it to the webpage

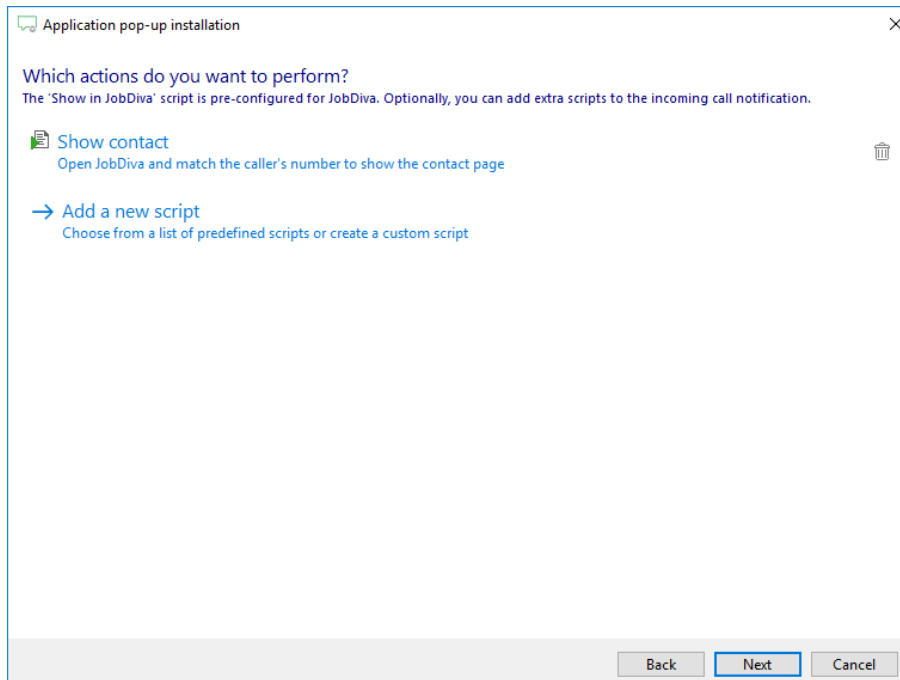
- Caller number
- Caller name
- Device number
- Device name
- Ddi number
- Ddi name
- Start time

[Restore the default webpage](#)

Automatically execute this action

Test script Next Cancel

- 4) Optionally, additional scripts may be configured for the incoming call notification. Otherwise, click ‘Next’ to continue.



Application pop-up installation

Which actions do you want to perform?

The 'Show in JobDiva' script is pre-configured for JobDiva. Optionally, you can add extra scripts to the incoming call notification.

- Show contact
 - Open JobDiva and match the caller's number to show the contact page
- Add a new script
 - Choose from a list of predefined scripts or create a custom script

Back Next Cancel

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

