How to configure caller recognition and screen-pop for:

KidsVision

Contact replication method: Live Search
Screen pop method: Generated URL

Prerequisites

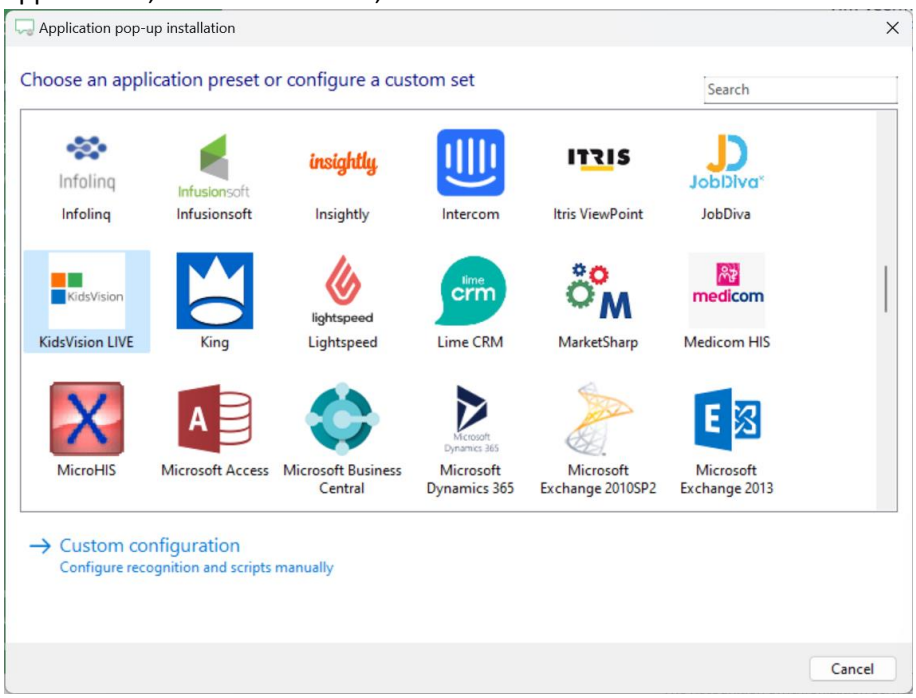
To complete the integration, you are required to provide us API-Keys (username and password) and the endpoint URL for your KidsVision account. These values are not available by default but can be requested from KidsConnect.

Notes

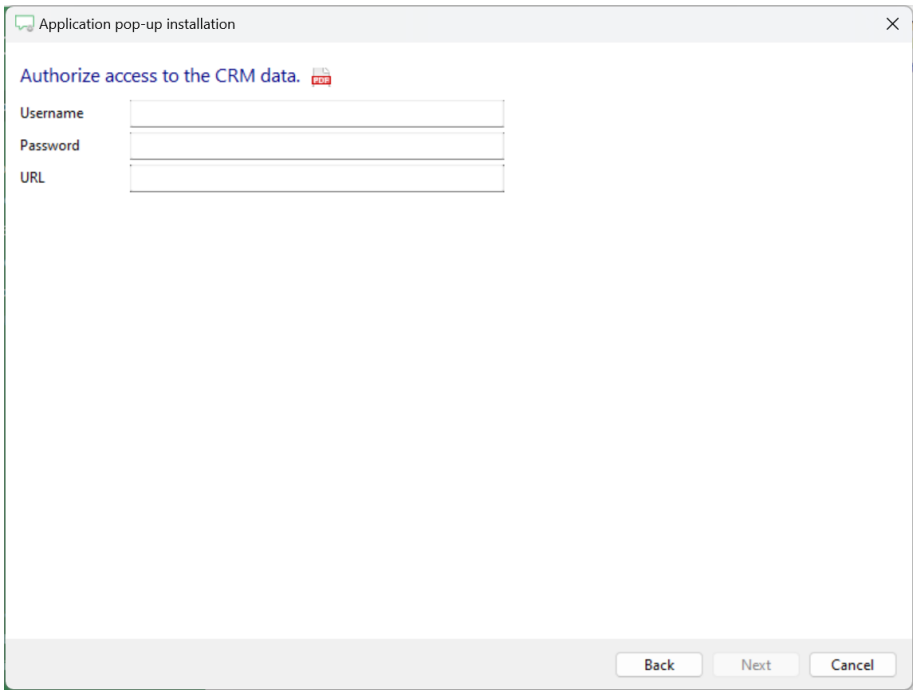
There is no data replication. Live search is used to directly match the caller's phone number from a phone number within KidsVision.

Configuraton steps

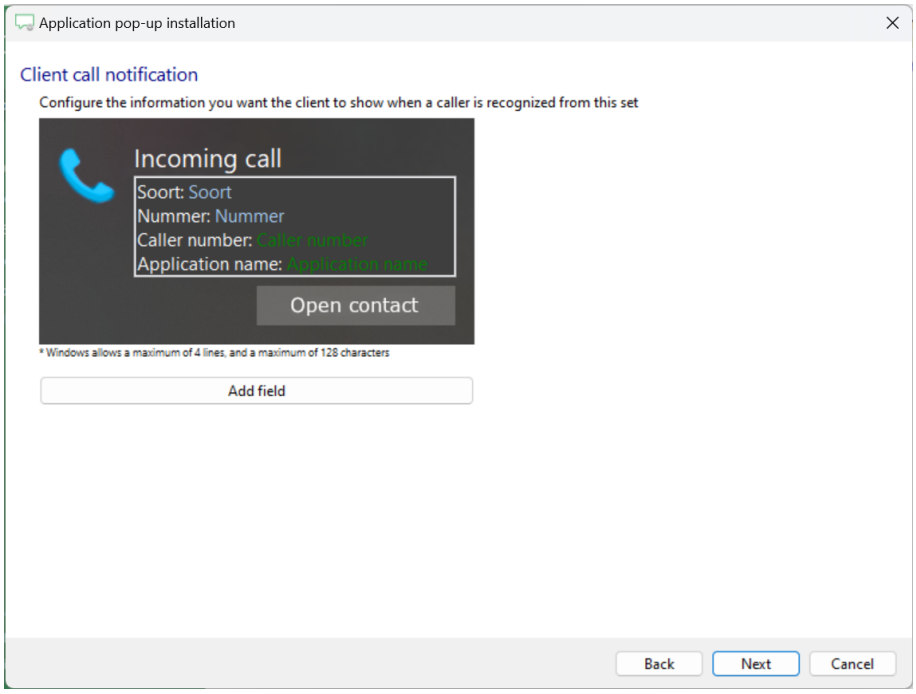
1) Start by clicking ‘Add application’ in the Recognition Configuration Tool. From the list of applications, choose KidsVision, as shown below.



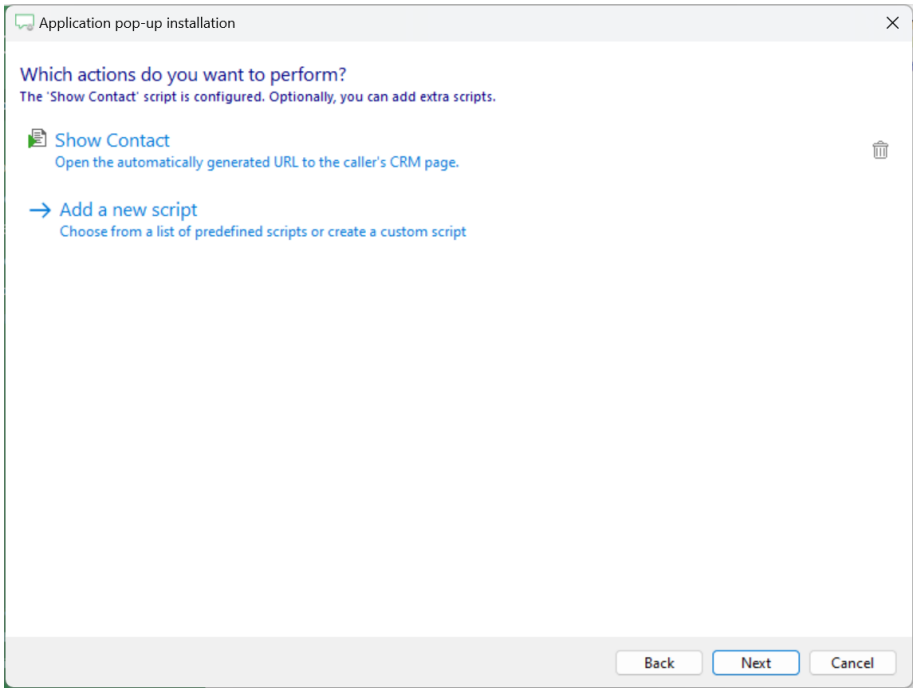
2) Authorize access to the CRM data.



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



4) The 'Show Contact' script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.



5) Check the configuration summary and click ‘Finish’ to add the integration with the application.