

How to configure caller recognition and screen-pop for:

## KidsVision

Contact replication method: Live Search

Screen pop method: Generated URL

### Prerequisites

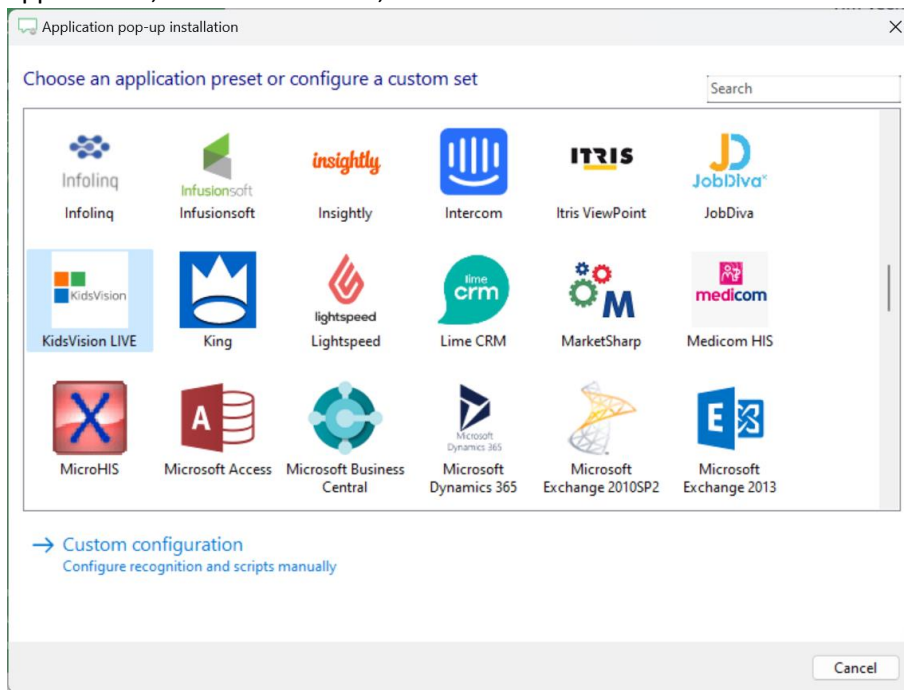
To complete the integration, you are required to provide us API-Keys (username and password) and the endpoint URL for your KidsVision account. These values are not available by default but can be requested from KidsConnect.

### Notes

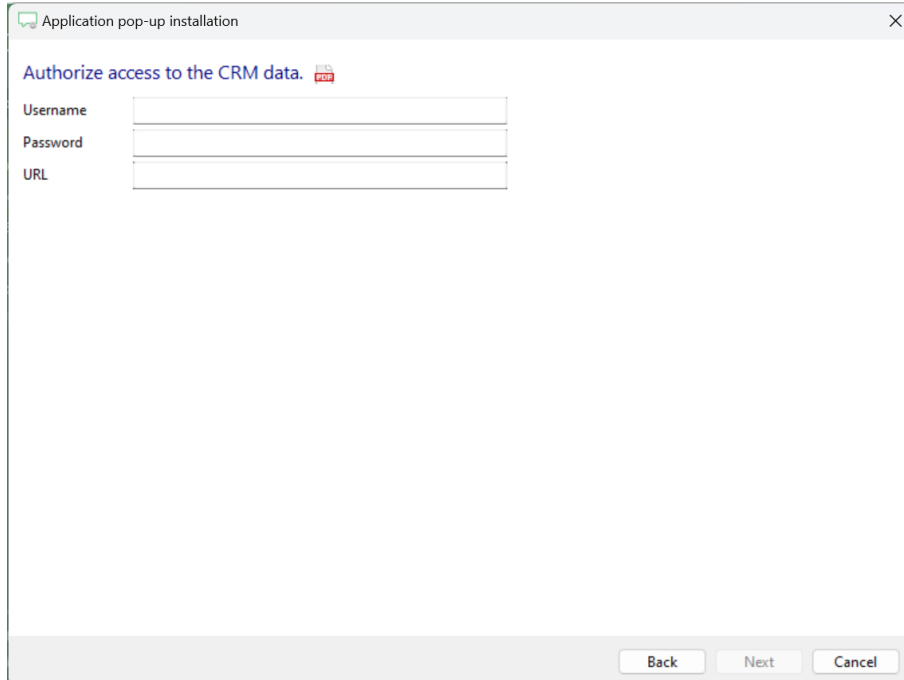
There is no data replication. Live search is used to directly match the caller's phone number from a phone number within KidsVision.

## 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.

The screenshot shows a window titled 'Application pop-up installation' with a close button (X) in the top right corner. The main heading is 'Client call notification'. Below it, the text reads: 'Configure the information you want the client to show when a caller is recognized from this set'. A preview of the call notification is shown, featuring a blue telephone icon and the text: 'Incoming call', 'Soort: Soort', 'Nummer: Nummer', 'Caller number: Caller number', 'Application name: Application name', and an 'Open contact' button. Below the preview, a note states: '\* Windows allows a maximum of 4 lines, and a maximum of 128 characters'. At the bottom of the preview area is an 'Add field' button. The bottom of the window has three buttons: 'Back', 'Next' (highlighted with a blue border), and 'Cancel'.

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

The screenshot shows a window titled 'Application pop-up installation' with a close button (X) in the top right corner. The main heading is 'Which actions do you want to perform?'. Below it, the text reads: 'The 'Show Contact' script is configured. Optionally, you can add extra scripts.' There are two main options: 'Show Contact' (with a trash icon) and 'Add a new script' (with a blue arrow icon). The 'Show Contact' option has a description: 'Open the automatically generated URL to the caller's CRM page.' The 'Add a new script' option has a description: 'Choose from a list of predefined scripts or create a custom script'. The bottom of the window has three buttons: 'Back', 'Next' (highlighted with a blue border), and 'Cancel'.

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

