



How to configure caller recognition and screen-pop for:

## Kinabase

Contact replication method: REST API

Screen pop method: Generated URL

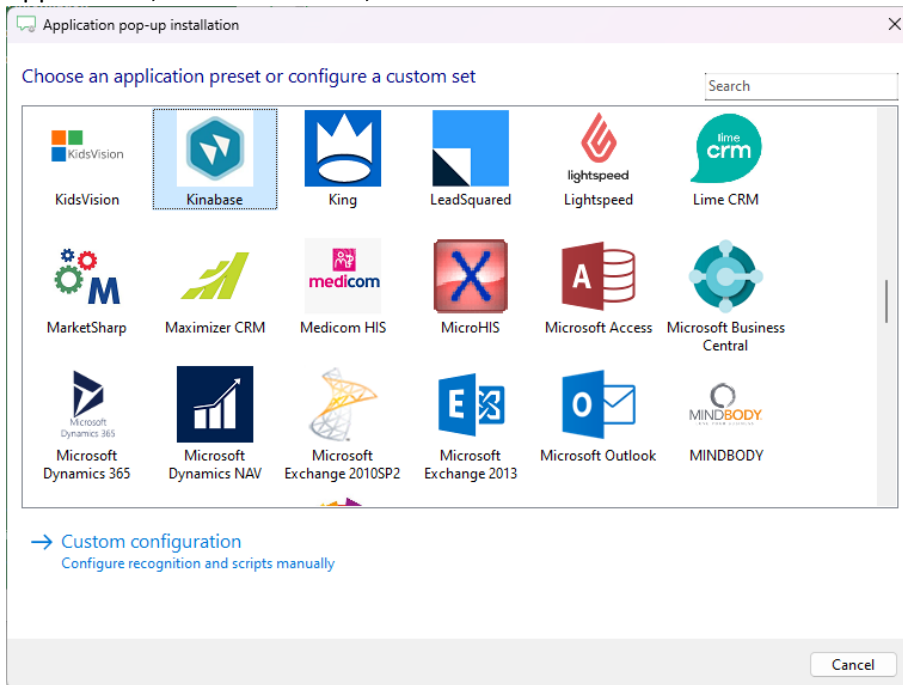
### Prerequisites

The caller recognition requires access to your data via the Kinabase REST API. To allow access provide the AppID and Secret.

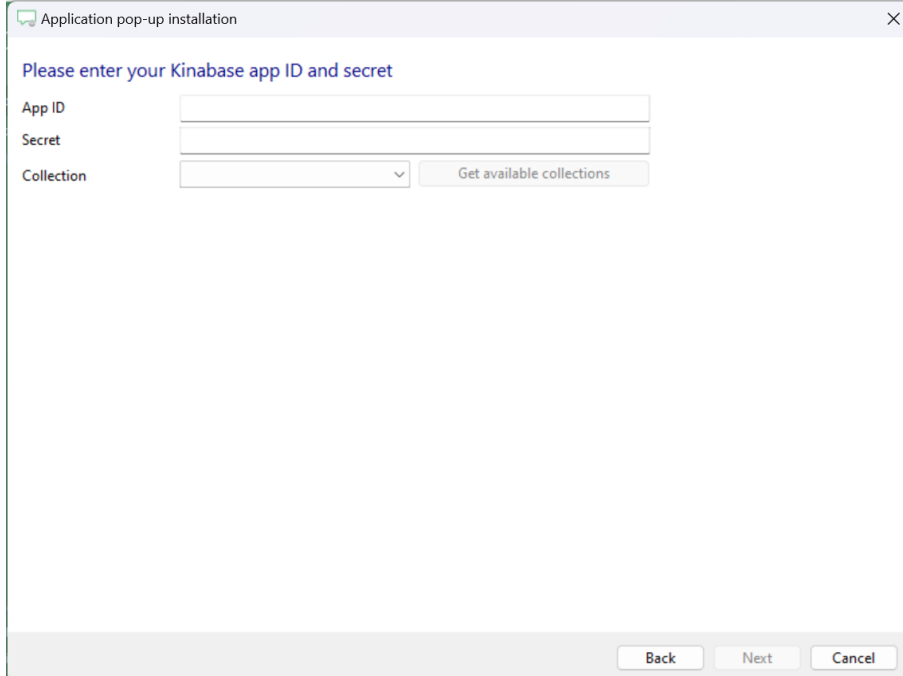
You can find your AppID and Secret by going into “Settings”, then “API”. Your AppID and Secret are at the left side of this settings page.

## Configuraton steps

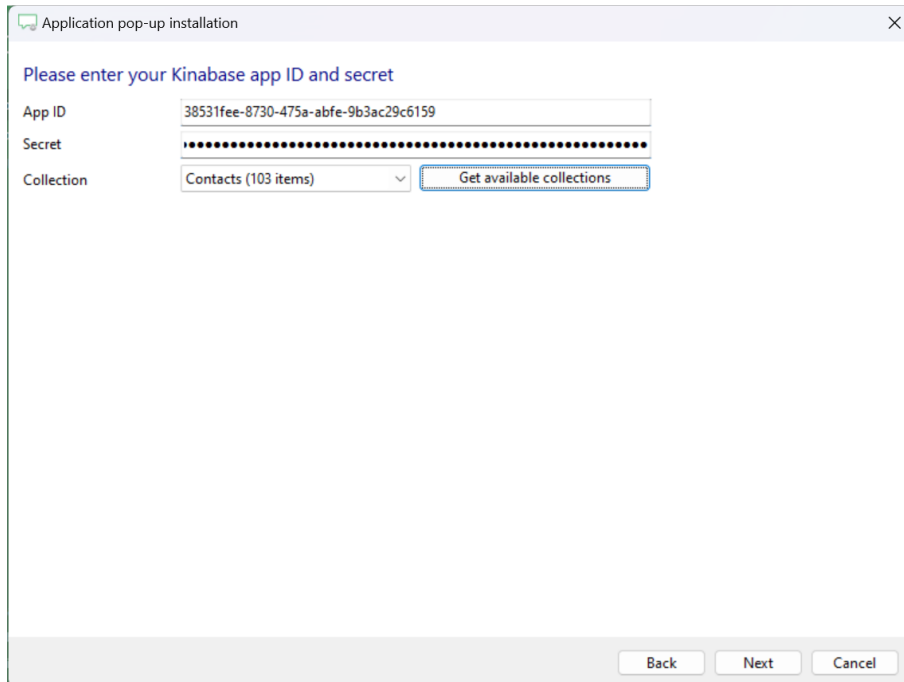
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Kinabase, as shown below.



- 2) Authorize access to the API with filling the App ID and Secret and clicking 'Get available collections'



3) Choose which collection you want to integrate from the collection list.



Application pop-up installation

Please enter your Kinabase app ID and secret

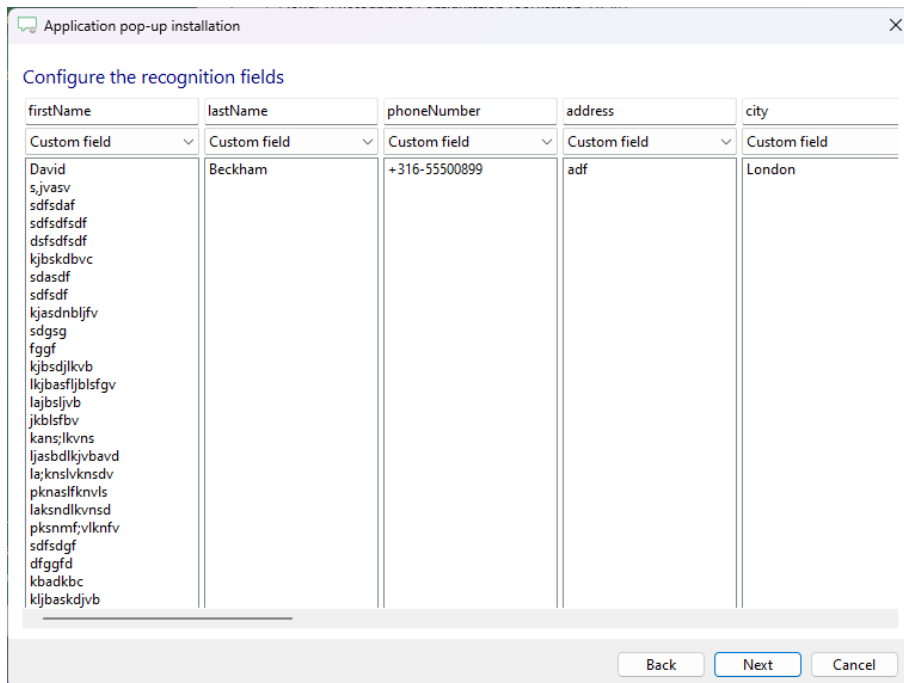
App ID: 38531fee-8730-475a-abfe-9b3ac29c6159

Secret: [Masked]

Collection: Contacts (103 items) [Get available collections]

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4) Configure your recognition fields.



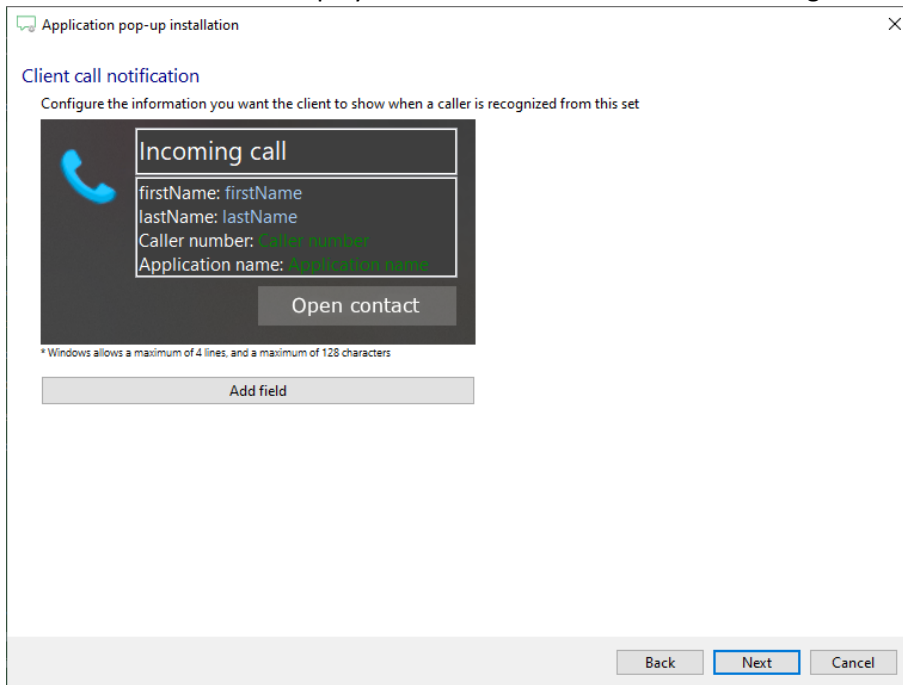
Application pop-up installation

Configure the recognition fields

firstName	lastName	phoneNumber	address	city
Custom field	Custom field	Custom field	Custom field	Custom field
David s,jvasv sdfsdaf sdfsdfsdf dsfsdfsdf kjbskdbvc sdasdf sdfsd kjasdnbljfv sdgsq fggf kjbsdjlkvb lkjbasfjblsfgy lajbsjvb jkblsfbv kans;lkvns ljasbdlkjvbavd la;knslvknsdv pknaslfknvls laksndlkvnsd pksnmf;vlknfv sdfsdgf dfggfd kbadkbc kjbaskdjvb	Beckham	+316-55500899	adf	London

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



Application pop-up installation

**Client call notification**

Configure the information you want the client to show when a caller is recognized from this set

**Incoming call**

firstName: firstName  
 lastName: lastName  
 Caller number: Caller number  
 Application name: Application name

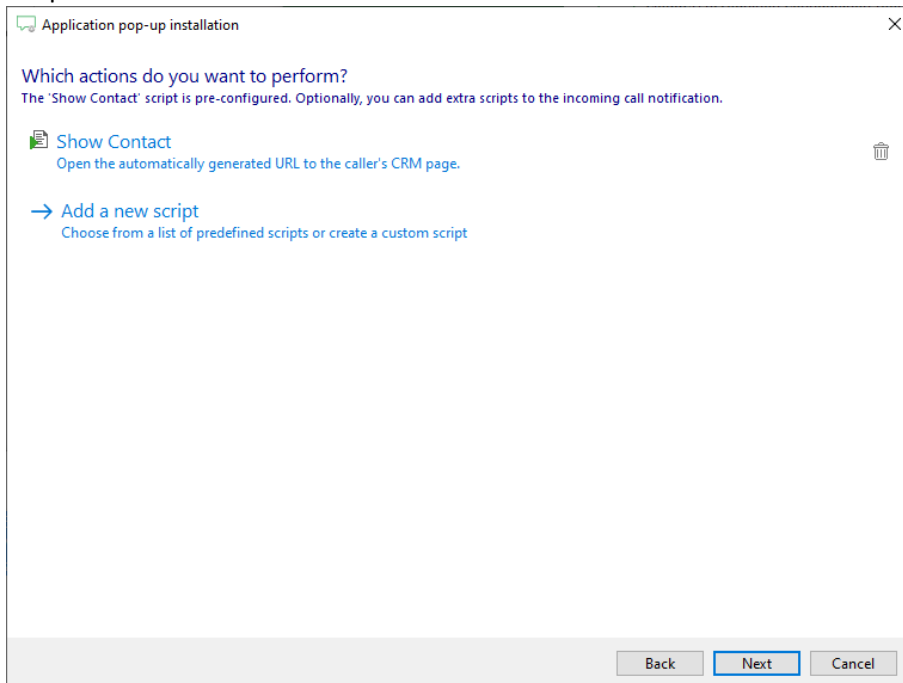
Open contact

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

Add field

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



Application pop-up installation

**Which actions do you want to perform?**

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

-  **Show Contact**  
Open the automatically generated URL to the caller's CRM page. 
- **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.

