

How to configure caller recognition and screen-pop for:

King

Contact replication method: ODBC Screen pop method: Proprietary API

Prerequisites

For the Outbound dialing, the choose the 'TapiDialer Line (Tapi Dialer TSP)' in the phone settings configuration screen (as shown below). Here, the search checkboxes must also be ticked for the screen pop function to work on incoming calls.

🔛 Telefooninstellingen [DemoArt : 2019 : Gebruik] 🛛 🗕 🗖 🗙				
Algemeen Help				
Apparaat	TapiDialer Line (Tapi Dialer TSP)			
Test verbinding				
-Instellingen per	Instellingen per administratie DemoArt / gebruiker Gebruiker			
✓ Uitgaande ges	sprekken toestaan			
Inkomende ge	sprekken toestaan			
Telefoonnumm	ier zoeken in 📃 Beheer	vereist		
Debiteuren				
✓Bedrijfsgegevens				
		<u>S</u> luiten		
	DemoArt : 2019 : Gebruik	12/31/2019		



For the recognition on incoming calls, the Synchronization Service needs to connect via ODBC. Configure external access to King with the Administration settings. These settings are located on the right most tab of the administration configuration: 'external access'.

🔛 Administratiegegevens [DemoArt : 2019 : Gebruik] 🛛 🗛 🗖 🗙			
Algemeen Muteren	Help		
Code Demo	Art		
Omschrijving Demo	-administratie met artikelen]
Algemeen Gebruikers	Externe toegang		
Externe gebruiker			
Gebruikersnaam	DemoAdmin	Aanmaken	
Toegangscode	•••••	Verwijderen	
ODBC-koppeling voor	deze machine		
ODBC-koppeling is	voor deze machine en admin	istratie al geactiv	eerd.
ODBC-mode: Clien	t-server		
Activeren ODBC-k	oppeling voor deze machine		
Verwijderen ODBC	-koppeling voor deze machine		
			<u>S</u> luiten
	Demo	Art : 2019 : Gebruik	12/31/2019 🦼

For more info, see <u>https://www.king.eu/media/64bit-koppeling-versie-2.0.pdf</u>. With the 64 bits version the 32 bits version is also installed. **Please note that the Synchronization Service always requires the 32 bits version!**



With the external access active, you can open the ODBC Data Source Administrator (32 bit) from Windows to ensure the KingDataDigger data sources are listed with the <u>System</u> Data Sources. Because the Synchronization Service is a service it will only have access to system defined data sources by default.

🚭 ODBC Data Source Administrator (32-bit)	×
User DSN System DSN File DSN Drivers Tracing Connection Pooling About	t
<u>System Data Sources:</u>	
Name Platform Driver	A <u>d</u> d
KingDataDigger_DemoArt 64-bit King_Trunk 9.16a KingDataDigger_DemoArt 32-bit King_Trunk 9.16a	<u>R</u> emove
KingDataDigger_DemoFin 64-bit King 5.62a KingDataDigger_DemoFin 32-bit King 5.62a	<u>C</u> onfigure
This is a 64-bit System DSN. It can only be removed or configured with the Administrator.	e 64-bit ODBC Data Source
OK Cancel	Apply Help



Configuraton steps

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



2) Press 'Configure' to open the Data Link Properties dialog to configure your ODBC connection. Select "Microsoft OLE DB Provider for ODBC Drivers" and press the 'Next >>' button.

Application pop-up installation		×
Please configure the data li	🗊 Data Link Properties 📉 🗙	
Configure No ODBC	Provider Connection Advanced All Provider Connection Advanced All Select the data you want to connect to: OLE DB Provider(s) Microsoft Office 12.0 Access Database Engine OLE DB Pro Microsoft Office 12.0 Access Database Engine OLE DB Pro Microsoft Office 16.0 Access Database Engine OLE DB Pro Microsoft OLE DB Provider for Analysis Services 14.0 Microsoft OLE DB Provider for ODBC Drivens Microsoft OLE DB Provider for SQL Server Microsoft OLE DB Provider for SQL Server OLE DB Provider for SQL Server Integration Services OLE DB Provider for SQL Server Integration Services	
	SQL Server Native Clent 11.0 > Next >> OK Cancel Help Back Next	ancel



Application pop-up installation	\times
Please configure the data in the late in	×
2. Enter information to log on to the server User name: Password: Blank password Allow saving password 3. Enter the initial catalog to use: Test Connection	
OK Cancel Help Back Next Cancel	

3) Select your system DSN (see prerequisites) and press 'OK' to continue.

4) The ODBC query has been preconfigured. Press 'Test query' to verify it is working correctly.

~. A	pplication	n pop-up installation	×
Ple	ase con	nfigure the data link to your King database 🛛 🛗	
	Config	pure Provider=MSDASQL.1;Persist Security Info=True;Data Source=KingDataDigger_DemoArt	
OU	lse an exis	sting table from an existing database	
		26	
	SELECT	BC query	^
		nummerTabel.label_ID nummertabel.relNummer	
		nummerTabel.bedrijfsNaam	
		,nummerTabel.naamContact ,nummerTabel.stad	
		nummerTabel.telefoon as telefoonLookup	
		, nummer label telefoon as telefoon Ungineel , nummerTabel.soort	5
T	est query	Query ok	
		Back Next Cano	el :



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

🧔 Application pop-	up installation	×
Client call notifi	cation	
Configure the inf	ormation you want the client to show when a caller is recognized from this set	
e Ir	ncoming call	
	iontact: naamContact organization: BedrijfsNaam lumber: collaction for the second seco	
	Open contact	
* Windows allows a ma	ximum of 4 lines, and a maximum of 128 characters	
	Add field	
	Back Next Cancel	

6) You can add additional scripts or click 'next' to continue.

C Application pop-up installation	×
Which actions do you want to perform? The King 'Search number' script is configured. Optionally, you can add extra scripts to the incoming call notification.	
Search number Send the caller number to "Search for phone number" in King.	Ô
→ Add a new script Choose from a list of predefined scripts or create a custom script	
Back Next 0	Cancel



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

C Application pop-up installation	×
Summary	
Application	
King	
Recognition	
Recognition from ODBC by custom query	
Scripts	
Search number:	
Back	Finish Cancel