How to configure caller recognition and screen-pop for:

Kleos

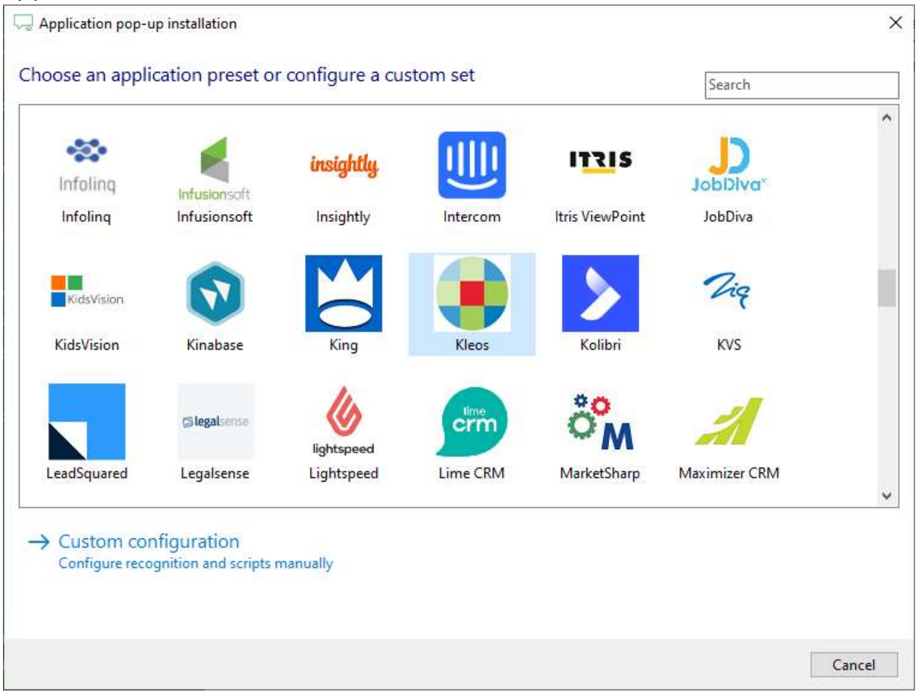
Contact replication method: REST API
Screen pop method: Generated URL

Prerequisites

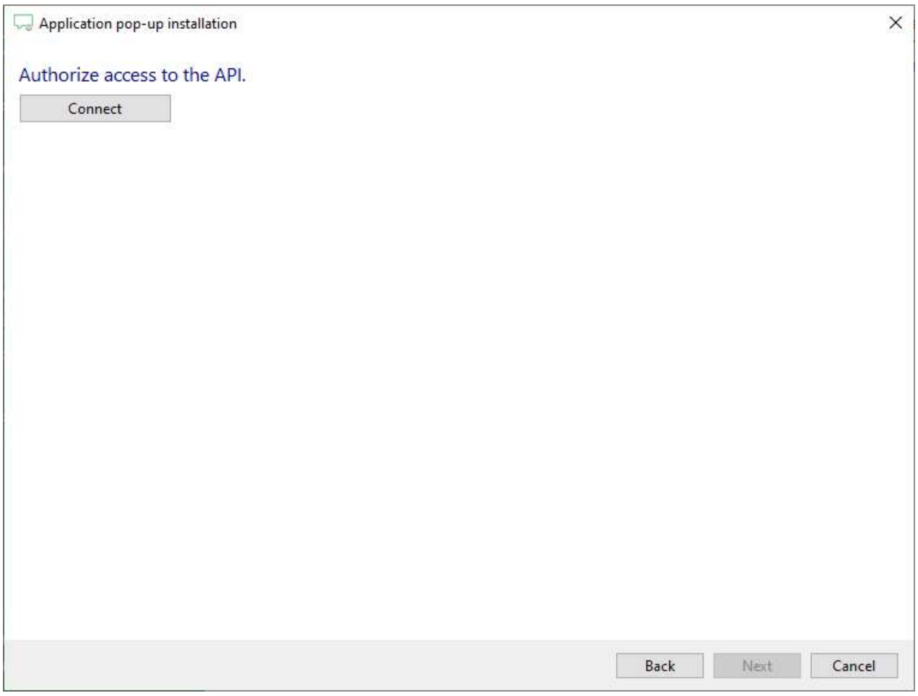
The caller recognition requires access to your data via the Kleos REST API. To allow access to this, the recognition update service must be authorized via OAuth to read Kleos data.

Configuration steps

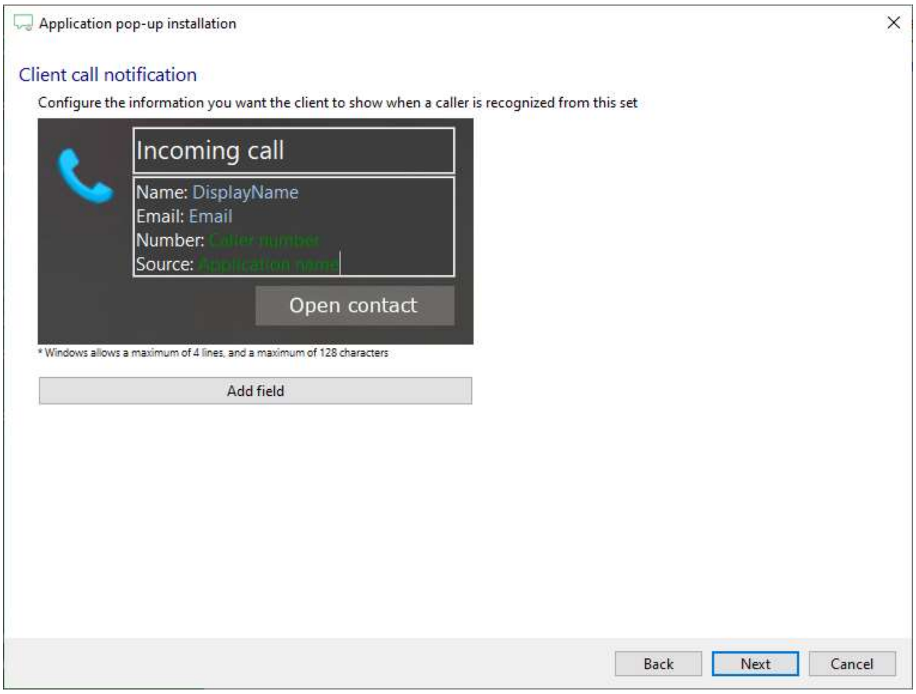
1) Start by clicking ‘Add application’ in the Recognition Configuration Tool. From the list of applications, choose Kleos, as shown below.



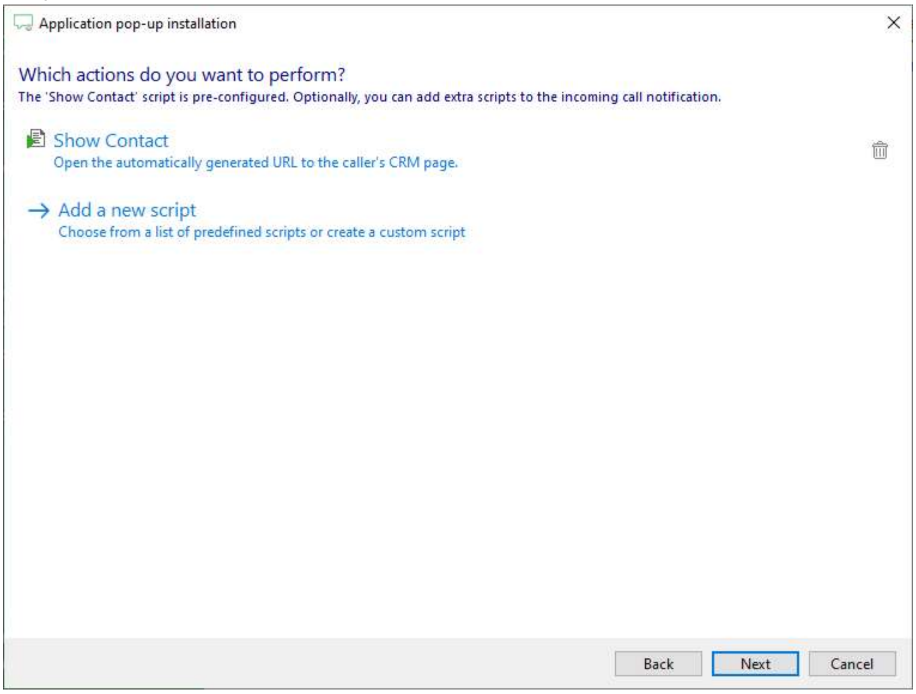
2) Authorize access to the API.



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.