

How to configure caller recognition and screen-pop for:

Legalsense

Contact replication method: REST API

Screen pop method: Generated URL

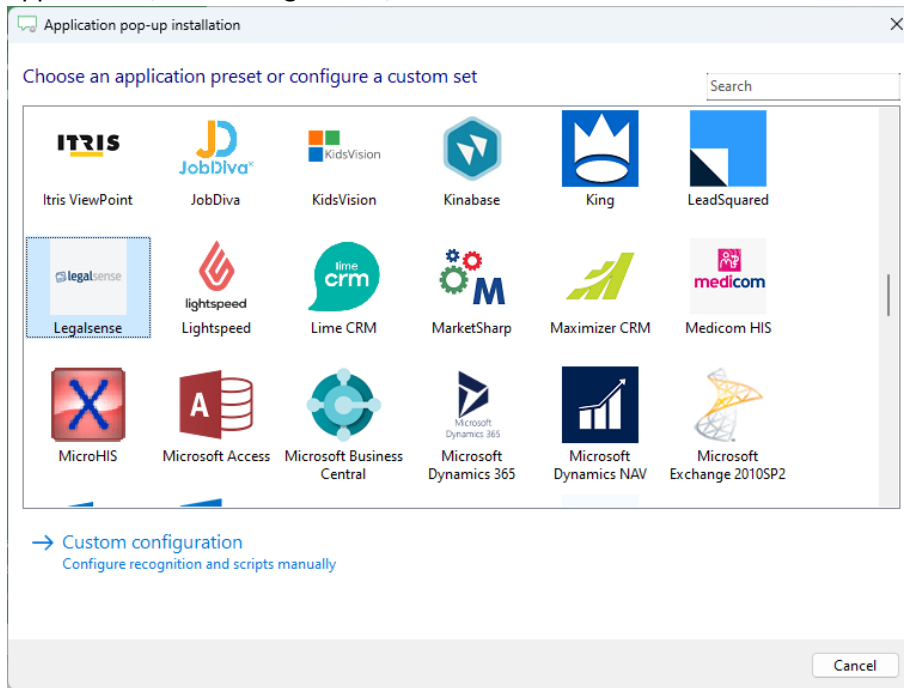
Prerequisites

The caller recognition requires access to your data via the Legalsense REST API. To allow access provide the your domain, username and password.

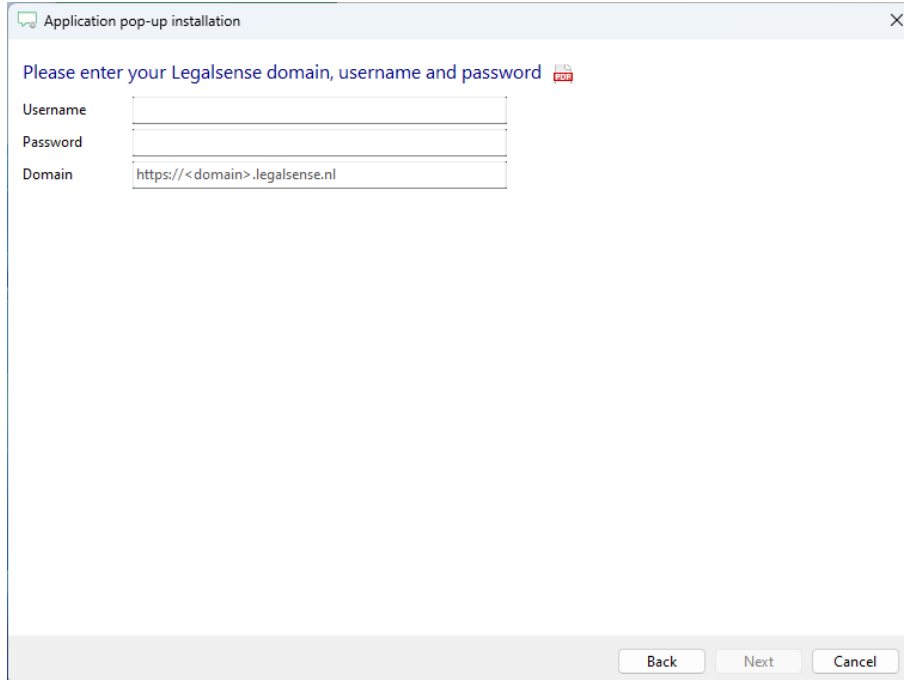
The domain is where your Legalsense is hosted (the start of the Legalsense URL in the browser). Your username and password are your login information to your Legalsense environment.

Configuraton steps

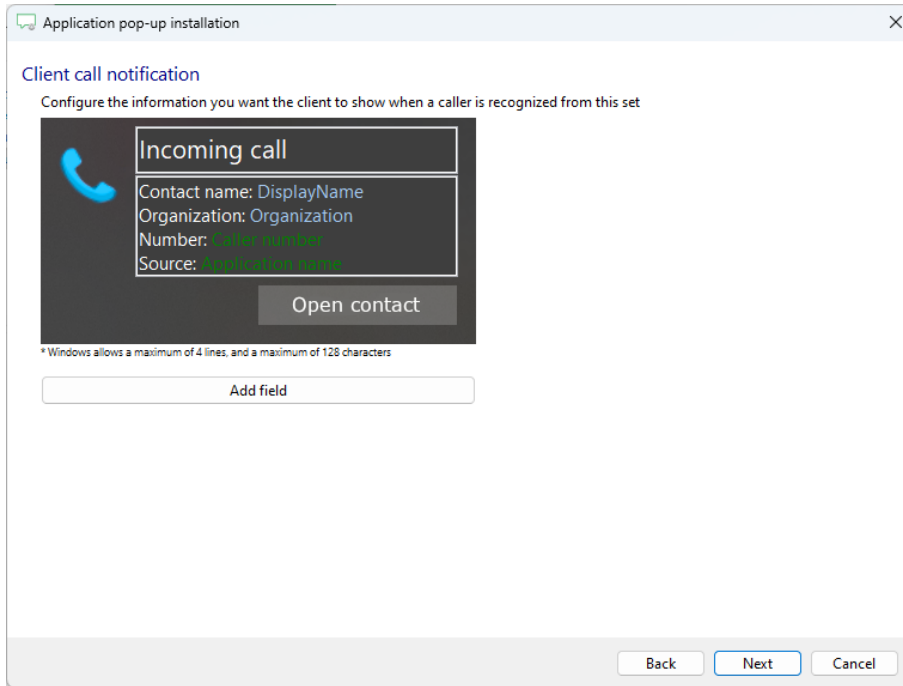
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Legalsense, as shown below.



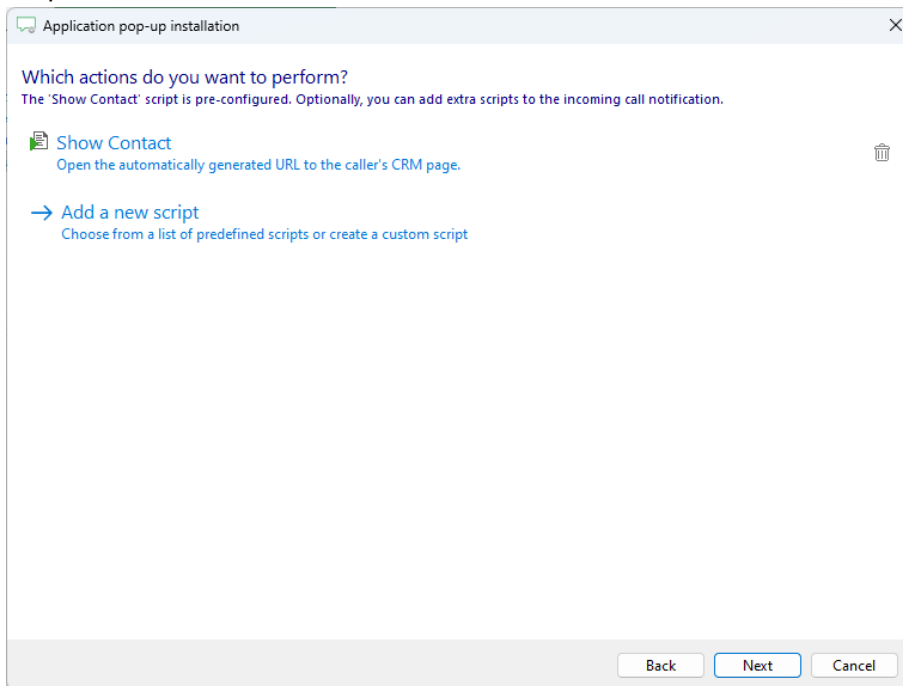
- 2) Authorize access to the API.



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.

