

How to configure caller recognition and screen-pop for:

Lightspeed

Supported versions: Lightspeed Contact replication method: REST API Screen pop method: Uri

Prerequisites

The Lightspeed API is used for contact data replication. To enable this, the Recognition Update service must be authorized to access Lightspeed by using an API key and API secret. Contact the Lightspeed Customer Service department for more information about obtaining an API key.

Notes

Dial from Lightspeed by selecting any phone number and pressing the hotkey (PAUSE).



Configuration steps

1) Start by clicking 'add recognition' in the <u>Recognition Configuration Tool</u> (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Lightspeed', as shown below.

$\langle \rangle$			HubSpot	X		
GoldMine.	HandleCRM	Highrise Highrise CRM	HubSpot	In2CRM	Infusionsoft	
JobDiva* JobDiva	lightspeed Lightspeed	MarketSharp	medicom Medicom	Microsoft Access 2013	Microsoft Dynamics 365 Microsoft Dynamics 365	
	E	0		CURA	Microsoft Dynamics CRM	
Microsoft change 2010SP2	Microsoft Exchange 2013	Microsoft Outlook	MINDBODY	MindSCOPE CURA	MS Dynamics CRM	
Custom cor	nfiguration	manually				

2) Enter your Lightspeed API key and API secret and select your shop language and cluster to access the data from your account. The Europe cluster is <u>https://api.webshopapp.com</u> and the United States cluster is <u>https://api.shoplightspeed.com</u>. Click "Next".

re Fr	n pop-up installation		×
Please ent	er your Lightspeed details 🛛 📾	3	
API key			
API secret			
Language	Nederlands	~	
Cluster	Europe	~	



3) Check the configuration summary and click finish to add the recognition from Lightspeed.

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Application	
Lightspeed	
Recognition	
Recognition from Lightspeed	
Scripts	
Show Contact: Open webpage \$(PopUpUri)	
Back Finish Cance	