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.
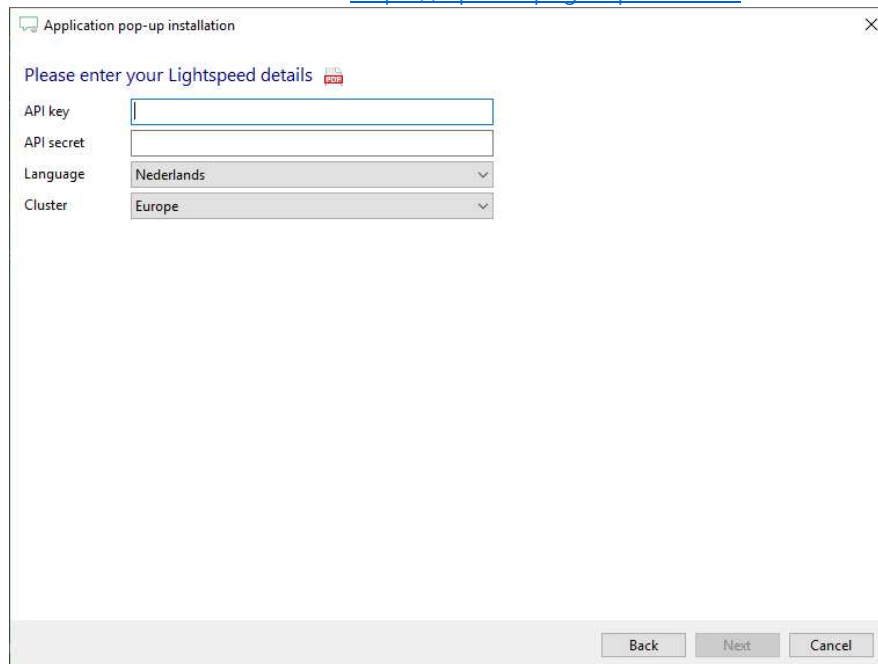
Notes

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

Configuration steps

1) Start by clicking 'add recognition' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Lightspeed', as shown below.
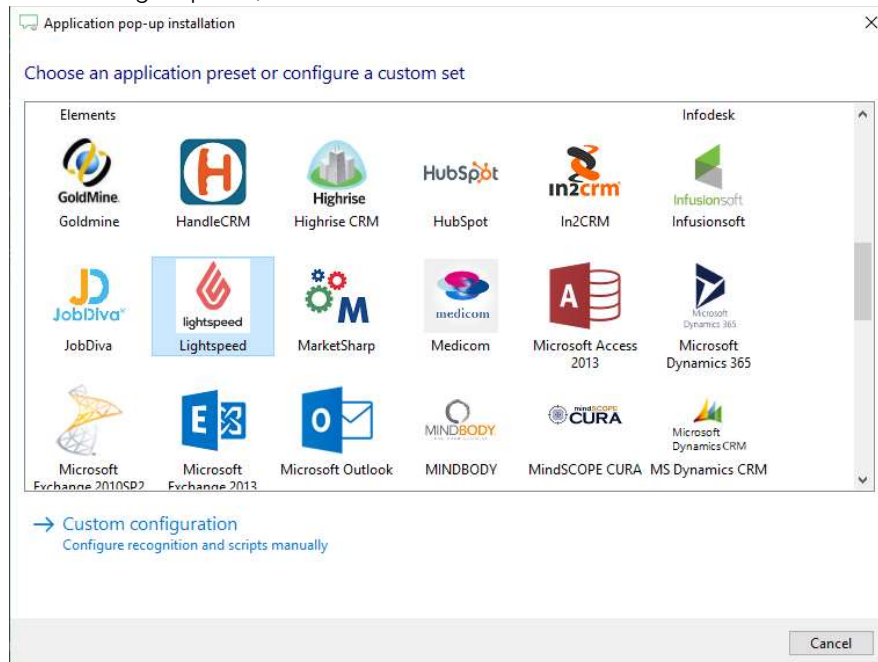
2) Enter your Lightspeed API key and API secret and select your shop language and cluster to access the data from your account. The Europe cluster is https://api.webshopapp.com and the United States cluster is https://api.shoplightspeed.com. Click "Next".

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

Application pop-up installation   ✕

Summary

Application
    Lightspeed

Recognition
    Recognition from Lightspeed

Scripts
    Show Contact: Open webpage $(PopUpUri)

[Back] [**Finish**] [Cancel]