

How to configure caller recognition and screen-pop for:

Lime CRM

Contact replication method: HTTP REST

Screen pop method: Generated URI

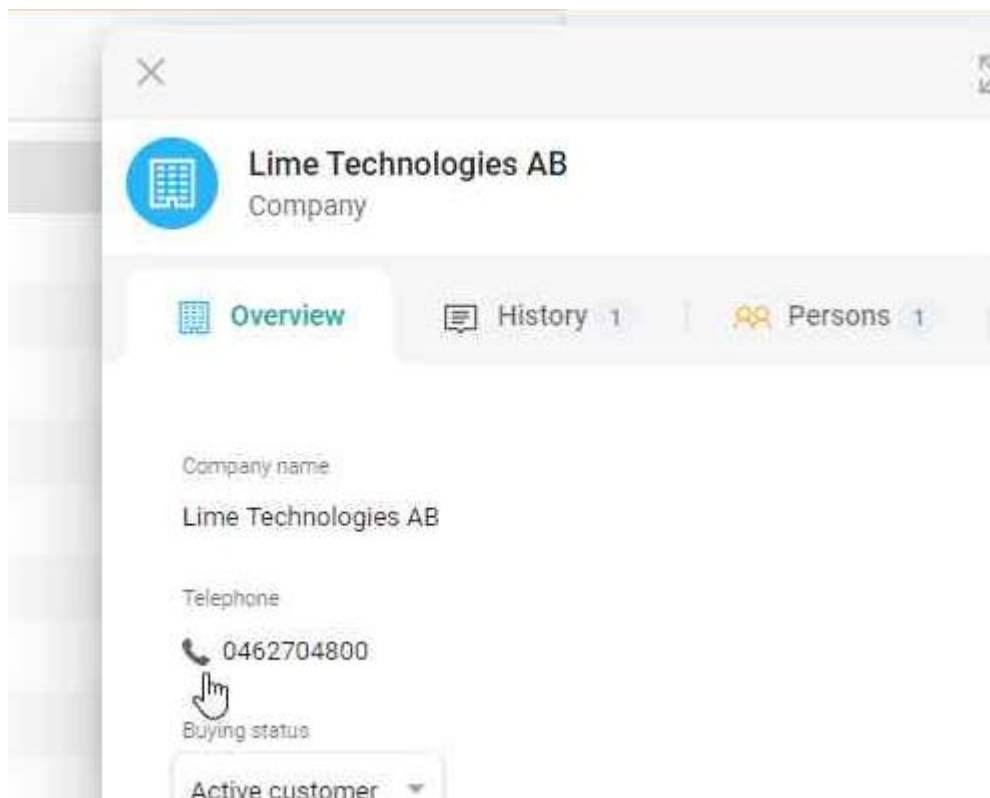
Prerequisites

The caller recognition requires access to the Lime REST API. For authorization, an API key can be requested via:

- Your Lime sales representative
- An email to info@lime.tech
- Or simply call +46 270 48 00

Notes

For outbound dialing click the telephone icon left of a phone number.

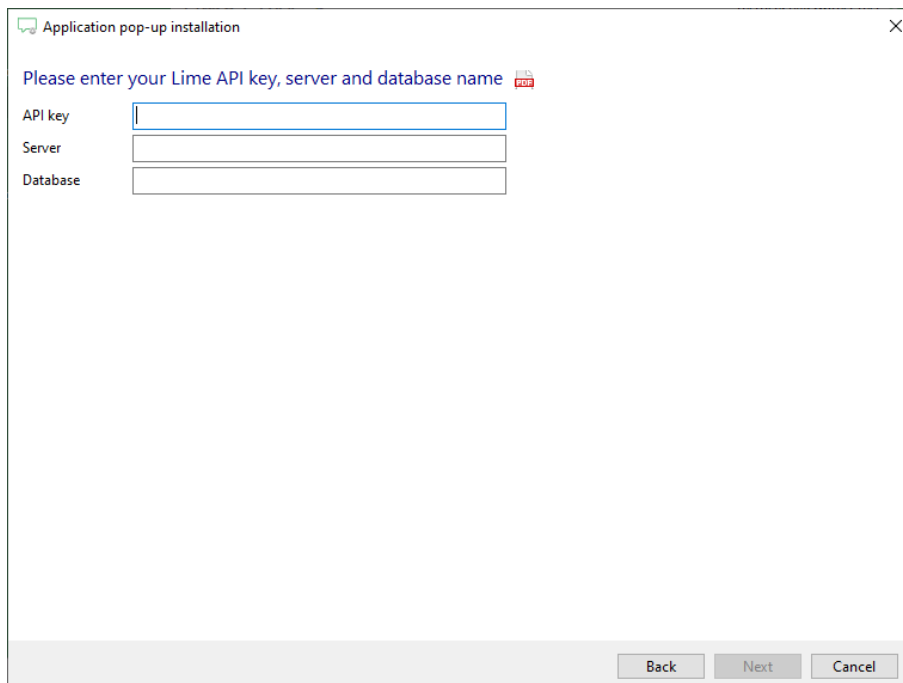


Configuraton steps

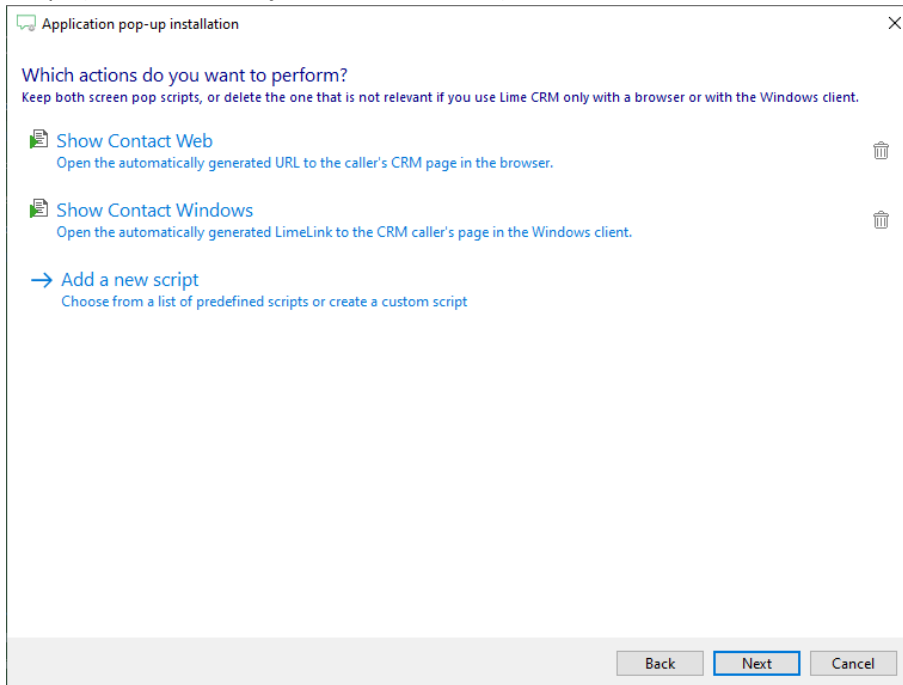
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Lime CRM, as shown below.



- 2) For your specific API URL, enter your Lime API key, Server, Database and click 'Next'. The API URL is formed `https://<server>.lime-crm.com/<database>/api/v1/` so usually the server is the subdomain and the database follows the domain.



- 3) The 'Show Contact Web' and 'Show Contact Windows' scripts are preconfigured. If you only use Lime CRM in the browser or with the Windows client, you can choose to only keep the relevant script (and rename to just 'Show Contact').



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

